



Fiber to the Home

Battery Backup Information

If your home phone service is provided through Inland Networks' fiber to the home (FTTH) network it requires electricity to operate. Inland Networks provides a Battery Backup Unit for your phone service - With a fully charged battery in place, you will have up to 8 hours of backup battery power for emergency phone services, including Emergency 911 dialing, during a power outage.

Service Limitations

Since your phone service requires electricity to operate, during a power outage you will not be able to make or receive calls without a backup power source.

The Battery Backup Unit is meant specifically for your Inland Networks phone service and will not power cordless phones, other devices, including those that assist customers with disabilities, home security systems, Internet or cable service.

During a power outage, please use your phone service only for emergency calls to preserve your battery power. Inland Networks will not provide credits and is not liable for interruptions of service due to power outages.

There may be other commercially available sources of backup power, such as a generator or uninterruptible power source that may provide backup power for your phone service. Please consult the manufacturers of those types of devices for more information about their functions and capabilities.

Purchase and Replacement Options

The backup battery included with your Inland Networks fiber optic voice service is expected to last up to 8 hours on standby power. If you require a backup battery with a longer standby and talk time, please contact us. We offer batteries with up to a 24-hour standby time.

The Battery Backup Unit uses a standard 12-volt 7.2Ah battery. Batteries should be purchased just prior to replacement as 12-volt batteries may not maintain their shelf life when stored.

You can purchase a new battery at our Inland Networks office or you may purchase one from a third-party vendor. If you choose to purchase your replacement battery from a third-party vendor, please make sure it is a 12-volt 7.2Ah Sealed Lead Acid (SLA) battery.

Backup Power Duration

Your Optical Network Terminal (ONT) is installed with a Battery Backup Unit. When a fully charged 12-volt battery is installed in the Battery Backup Unit, you will have up to 8 hours of backup power for basic phone service, including calls to 911.

Proper Usage and Storage Conditions

The Battery Backup Unit is designed to be mounted inside the home in locations such as basements, mud-rooms, utility closets and garages.

An alarm will sound for utility failure and low battery and there are LED lights on the Battery Backup Unit that indicate; replace battery, mute, DC, and system status.

There are two buttons on the Battery Backup Unit. Alarm Silence: silence alarm during extended outages. Cold Start: Ability to restore operation while AC Mains is out with battery replacement or use of valid external DC input.

The battery is intended to enable users to make short, emergency or other urgent telephone calls, during an extended power outage. Use your telephone service sparingly to preserve your battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to, the following: (i) the amount of phone usage when utilizing power from the backup battery; (ii) whether a backup battery is properly installed and charges, such as whether it has had an opportunity to fully recharge after a prior outage; (iii) the condition and age of the backup battery; and (iv) the amount of prior usage of the battery. Batteries lose capacity with age. Batteries can also lose power if they are frequently charged and discharged. Failure to adhere to proper storage and usage conditions will reduce the talk time available when you are in an outage and the lifespan of your battery.

Maintenance and Monitoring

You are responsible for monitoring and maintaining your backup battery. Battery age, usage and temperature will impact battery life and performance so reducing the amount of time the batteries remain stored and unused is recommended.

Inland Networks recommends checking your battery twice a year by unplugging the Battery Backup Unit from the wall and checking for dial tone on your phone. If your battery is no longer keeping a charge, you can purchase a replacement from Inland Networks or from a third-party vendor.

Only 12-volt 7.2Ah sealed lead acid batteries should be used in the Battery Backup Unit. Batteries should be purchased just prior to replacement as 12-volt batteries may not maintain their shelf life when stored.

Do not place batteries into fire, intense heat or liquids. Do not attempt to open or modify battery packs, and avoid skin contact with cracked or leaking batteries. For disposal information, please refer to the manufacturer's web site or please contact them directly.

Warranty

Inland Networks includes a backup battery warranty when you purchase a backup battery from Inland Networks for their Battery Backup Unit.

The warranty is 3 years. Batteries typically last 4-6 years based upon the operating environment and quality of utility electrical power over the years. If you have proof of purchase of the battery the 3 years is from the date of purchase. If not, the 3 years is based on the manufacturing date.

Replacement batteries come with an 18 month warranty. Regarding replacing defective batteries under warranty. The customer just needs to call our technical support team at (509)649-2211 or (800)462-4578 and they will do a brief trouble shooting before sending out a replacement if needed.

