

## Battery Backup for VoIP Service



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### **Backup Power for Residential Fiber Optic Voice Telephone Services During Power Outages:**

For many years, your landline telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber optics, fixed wireless, or by coaxial cable, rather than the traditional twisted pair copper-based line, the residential voice telephone service requires backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during a power outage -- and to maintain the ability to connect to 911 emergency services – Blue Fiber recommends purchasing an uninterruptible power supply with ample battery backup to support your internet connections, VoIP service, Wi-Fi routers, and cordless phones. Blue Fiber offers customers the option of purchasing or leasing UPS (Uninterruptible Power Supply)/Battery Backup power solution supporting up to 24 hours of residential fiber optic voice telephone service. The lease is available at the time of the initial installation for a monthly fee of \$5.00 upon request.

### **What Your Blue Fiber Supplied Backup Battery Can and Cannot Do for You:**

The backup battery for fiber optic voice service allows you to continue to use your voice services during a power outage. Without a backup battery or alternate backup power source such as a generator, customers with fiber, fixed wireless or coaxial cable delivered services will not be able to make calls, including emergency calls to 911. The only way to maintain the ability to use your voice service is by using some form of backup power. The UPS (Uninterruptible Power Supply) / backup battery is designed to only keep the voice service up for a certain duration; it will not power other ports, your Wi-Fi router, or cordless phone(s), or other Internet of Thing's items.

**Inability to Use Cordless Phones and Other Devices During A Power Outage:** If you have a cordless phone, it will not work during a power outage unless powered by a sufficient UPS (Uninterruptible Power Supply)/Battery backup, as your cordless phone requires power from an external power source like an electric outlet in your home. To use your cordless phone, you would need to power the cordless phone with a backup generator or UPS. To use your Blue Fiber's Voice service during power outages, we suggest that you keep a corded phone on hand. Corded phones, unlike cordless phones, do not need a separate power source to operate. All power required by the corded phone is provided by the VoIP Telephone Service box.

Blue Fiber's backup battery only provides backup power to Blue Fiber's fiber optic voice services. Devices that rely on voice service, such as home security systems, medical monitoring devices, TTY devices, and other equipment may be disrupted if there is an electrical power outage unless those devices are powered by an alternate power source such as a generator or UPS (Uninterruptible Power Supply). These types of alternate power sources are available from third party retail vendors. Recommendations and assistance in choosing the correct sized UPS are available upon request. It is not necessary to purchase a UPS and utilize the Blue Fiber battery backup. A proper sized customer purchased and owned UPS can power the voice

telephone items and ancillary items as described above, not requiring the purchase or lease of a blue fiber UPS/Battery Backup solution.

**Expected Backup Battery Power Duration:**

The backup battery that you may purchase or lease from Blue Fiber when you initiate Blue Fiber's fiber optic voice service is expected to last up to 24 hours on standby power. The backup battery should give you approximately 6 to 10 hours of talk time.

**Instructions for Proper Care and Use of Your Backup Battery:**

Your backup battery is installed at or near the Blue Fiber Optic Network Terminal "ONT" inside your home. The battery for your fiber optic voice service is designed to be operated in temperatures above 40°F and below 120°F. Blue Fiber's backup batteries are rechargeable and have an estimated useful life span of 4-8 years. Typically, when the UPS batteries are near the end of life, the UPS will emanate a beep and a visual notification that the battery should be replaced. You will not need to access the battery; however, if you notice these or if you experience any problems with your fiber optic voice service during a power outage of less than 24 hours, please promptly notify us. Blue Fiber will change out the battery or provide and install at no cost to you, a replacement backup battery. If you have any questions, please call 814-563-3336 or email [info@bluefiber.com](mailto:info@bluefiber.com) with the subject Battery Backup.