



(Fiber-to-the-Home)

Battery Backup Information

If your telephone service is provided through Inland Networks' fiber-to-the-home ("FTTH") network, it requires electricity to operate. A Battery Backup Unit is necessary for your telephone service to work during a local power outage. With a fully charged Battery Backup Unit in place, you will have up to 8 hours of backup battery power for emergency telephone services, including Emergency 911 dialing, during a power outage. The Battery Backup Unit, using a specific connection, plugs directly into the Optical Network Terminal ("ONT") that has been installed at your premise.

Service Limitations

The Battery Backup Unit is meant specifically for your Inland Networks telephone service and will not power cordless phones, other devices, including those that assist customers with disabilities, home security systems, Internet, or cable television 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 other uninterruptible power source that may provide backup power for your telephone service. Please consult the manufacturers of those types of devices for more information about their functions and capabilities.

Backup Power Duration

Inland Networks may have installed a Battery Backup Unit when we installed the ONT. 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.

Purchase and Replacement Options

In 2015, when Inland Networks started installing FTTH, the Federal Communications Commission ("FCC") required the Company to provide 8 hours of backup power for telephone service. That requirement has changed. Currently, the FCC requires the Company to make up to 24 hours of backup power available for purchase. If Inland Networks has installed a Battery Backup Unit, you will be required to purchase a replacement battery when the current battery fails.

The complete Battery Backup Unit (includes battery)(housing unit not sold separately) may be purchased from Inland Networks for a current price of \$55.00 (plus tax). The Battery Backup Unit uses a standard 12-volt 7.2Ah Sealed Lead Acid ("SLA") 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 replacement battery from Inland Networks 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 SLA battery. A battery may be purchased from Inland Networks for a current price of \$35.00 (plus tax). Prices may vary over time.

Proper Usage and Storage Conditions

The Battery Backup Unit is designed to be mounted inside the premise in locations such as basements, mudrooms, utility closets and garages; it is not an outdoor unit. 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; and, Cold Start: Ability to restore operation while AC Main 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 during a power outage. 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 SLA 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

When you purchase a backup battery for the Battery Backup Unit from Inland Networks, we will provide a 2 year warranty. Batteries typically last 4-6 years based upon the operating environment and quality of utility electrical power over the years. You must retain your dated receipt (proof of purchase) in order to be warranty eligible. If proof of purchase is not presented, the 2 years will be based on the manufacturing date.

Replacement batteries purchased from Inland Networks typically include an 18 month manufacturer's warranty. Regarding replacing defective batteries under warranty, the customer should 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.



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