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## **What to Expect During A Power Outage with Fiber-to-the-Home (FTTH)**

### **Backup Power Information**

A backup power supply (battery) is required for your digital voice service to remain in service in the event of a power outage. To avoid a disruption of digital voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- Coon Rapids Municipal Utilities “CRMU” offers you battery backup power option(s).

### **Where to Obtain Your Battery Backup and Replacement Batteries**

Customers may purchase a battery backup unit or replacement batteries from CRMU or from another supplier and install it yourself. Please contact the CRMU Office at 712-999-2225 for all pricing and installation information.

### **Expected Backup Power Duration**

CRMU provides an 8-hour and 24-hour battery backup option. The duration of the backup battery in the event of a power outage will vary depending upon battery age, usage and the environment.

### **What Your Battery Can and Can't Do for You**

Backup batteries are expected to last at least 8 hours on standby power—which equates to about 6 hours of talk time. Without a battery backup you will not be able to make phone calls, including emergency calls to 911. The backup battery does not provide power to any service other than voice. Home security systems, medical monitoring devices, cordless phones and other equipment will not run on a home phone backup battery.

### **Instructions for Proper Care and Use of Your Battery**

Please follow the instructions included with your battery for proper use, storage, and care. Batteries should be stored in locations under normal room temperatures.

You should periodically test your battery to verify both operation of the backup battery and its condition. The battery backup unit can be tested by unplugging it from the power outlet. If it is working correctly, the Optical Network Terminal (ONT) will remain powered and regular corded land line phones will continue to work. Make sure to plug the unit back in at the end of testing.

Battery backup units will display a battery light when the battery needs replaced. Please refer to the battery backup unit's instruction manual for details on the warning indicator lights and the battery replacement procedure.