



Fiber to the Home

Battery Backup Information

St Paul Telephone has implemented a new network technology called fiber to the home (FTTH). This service requires a piece of equipment at the subscriber's home or business called an Optical Network Terminal (ONT). This equipment may be installed inside or outside and requires battery backup. As a current customer receiving FTTH from St Paul Telephone you are provided at no charge, a Battery Backup Unit for your phone service.

Service Limitations

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

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

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.

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

Backup Power Duration

Your Optical Network Terminal (ONT) is installed with a Battery Backup Unit. With a fully charged 12-volt battery installed, you will have up to 8 hours of backup battery power for emergency phone services, including Emergency 911 dialing.

Replacement and Options to Purchase

The Battery Backup Unit uses a standard 12-volt 7.2Ah battery. St Paul Telephone will replace or repair the Battery Backup Unit that is included with your monthly service for as long as you continue to subscribe to the service.

If you want to increase the time of availability during a power outage, you can purchase additional back-up batteries, a maximum of three batteries can be installed. Additional backup batteries may be purchased from St Paul Telephone for \$50.00 each.

Proper Usage and Storage Conditions

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 constant 120 volt A/C power for your Battery Backup Unit. 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.

St Paul Telephone 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, call St Paul Telephone for a replacement battery.

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

Please check the packaging of the Battery Backup Unit for the manufacturer's warranty. St Paul Telephone does not provide an additional warranty. **ST PAUL TELEPHONE EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, MERCHANTABILITY AND FITNESS FOR INTENDED PURPOSE.**

If you have any questions or concerns about this please call us.

Thank You
St Paul Cooperative Telephone
503-633-2111