

*This letter will serve as official notification of LRTC Battery Backup Requirements in case of Electrical Outage for Consumers who have a Phone system thru LRTC.*

### ***Backup Power for Home Phone Services during Power Outages***

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services -- we at Lake Region Technology & Communications offer you the option of purchasing backup power for your home phones.

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

Backup batteries for optical network terminals allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power.

Backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

### ***Purchase and Replacement Options***

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery system may be a good option for you.

You may purchase a backup battery through many of your local retailers or on-line, including from the vendor identified below. A suggested battery back-up system that you could use is a triplite: <https://www.tripplite.com/products/ups-battery-backup~11> This unit should keep your ONU alive for five hours in the event of a power outage. **Note: Plug ONLY your ONU the receptacles marked "Battery + Surge."** You may plug other appliances into the outlets marked "Surge."

You can also add more external batteries for longer outage periods of back-up power for your ONU.

- [https://www.amazon.com/Tripp-Lite-BP24V15RT2U-External-Battery/dp/B00170ZTRQ/ref=sr\\_1\\_1?s=electronics&ie=UTF8&qid=1550019975&sr=1-1&keywords=BP24V15RT2U](https://www.amazon.com/Tripp-Lite-BP24V15RT2U-External-Battery/dp/B00170ZTRQ/ref=sr_1_1?s=electronics&ie=UTF8&qid=1550019975&sr=1-1&keywords=BP24V15RT2U)
- [https://www.amazon.com/Tripp-Lite-BP24V28-2U-Rackmount-External/dp/B000AAZPLE/ref=sr\\_1\\_2?s=electronics&ie=UTF8&qid=1550020121&sr=1-2&keywords=BP24V28-2U](https://www.amazon.com/Tripp-Lite-BP24V28-2U-Rackmount-External/dp/B000AAZPLE/ref=sr_1_2?s=electronics&ie=UTF8&qid=1550020121&sr=1-2&keywords=BP24V28-2U)
- [https://www.amazon.com/Tripp-Lite-BP24V70-3U-Rackmount-External/dp/B000CRY44E/ref=sr\\_1\\_2?s=electronics&ie=UTF8&qid=1550020231&sr=1-2&keywords=BP24V70-3U](https://www.amazon.com/Tripp-Lite-BP24V70-3U-Rackmount-External/dp/B000CRY44E/ref=sr_1_2?s=electronics&ie=UTF8&qid=1550020231&sr=1-2&keywords=BP24V70-3U)

If you do not feel comfortable installing your own battery, please call us to make an appointment, and we would be happy to assist you. However, please note that there may be a charge for this service.

### ***Expected Backup Power Duration***

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you [6 hours] of usage time. If you feel that is not enough time, you may extend your standby power by purchasing a 24 hour battery or additional 8 hour batteries.

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

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above [41°F and below 104°F].

These batteries are rechargeable. They will not last forever and should be replaced every [1 to 2 years], or when your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

LRTC looks forward to be your selected TELECOM provider.

Respectfully,

LRTC Telecom Support Team