

Fiber Optic Service Battery Backup

This notice is to inform customers regarding battery backup electric power, as it relates to having fiber optic service with Hillsboro Telephone Company. The FCC (Federal Communications Commission) requires notices to customers from the Service Provider (Hillsboro Telephone Co.) to the customer about battery backup options in the event of electric service outages. The customer is not required to have battery backup options, but battery backup options must be made available by the Service Provider as a customer purchase option.

Why would I need a battery backup?

The original copper telephone lines to the premise were "line powered" from the telephone office. This meant your telephone service would work without electricity if there were a power outage. Fiber Optic lines cannot carry electric current, so the fiber optic ONT (optical network terminal) located at your premise must be plugged into an electric outlet to energize the electronics that provides telephone service at the premise. If there is a power outage, the ONT will not function unless the ONT is plugged into a battery backup unit. An ONT connected to a battery backup unit would provide approximately 8 hours of telephone service for making and receiving calls, or connecting to emergency 911 services. A battery backup unit will not maintain operation of any other services or devices other than the ONT for the customer's telephone service.

What would a battery backup unit cost to install?

A battery backup solution capable of providing up to 8 hours of service will cost approximately \$60 plus tax for the unit. Approximate prices are mentioned because the cost of the units can change over time. If you decided to purchase a battery backup solution from Hillsboro Telephone Co., the company would schedule a time to install a battery backup unit at no additional cost for the installation. The customer may purchase their own battery backup solution as well if they choose to from a different vendor or retail store.

Proper care and use of battery backup

The battery backup unit is customer owned equipment, even if it was purchased from Hillsboro Telephone Co. The customer may purchase another unit from Hillsboro Telephone Co. if the battery backup unit fails. Proper care and maintenance of the battery backup unit helps extend the life of the unit, as recommended by the manufacturer. Environmental conditions affect the life of batteries. It is recommended to keep batteries between 40-100 degrees Fahrenheit and in low humidity environments. The batteries are rechargeable, and will not last forever. They would need to be replaced every 3-5 years. Operation of the battery backup unit should also be tested by the customer to ensure operation in the event of a power failure. A battery backup unit test may easily be done by unplugging the unit from the electric outlet and verifying the telephone service is still operational. The battery used for ONT battery backup purchased from Hillsboro Telephone Co. needs to be a 12VDC sealed lead acid type battery.

Again, this is a notice to the customer about providing battery backup with fiber optic service. The customer is not required to purchase any type battery backup if they do not wish to. If you have questions or would like to have a battery backup unit installed at your premise, please contact the business office.

Thank you
Hillsboro Telephone Co.
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