

E911 Battery Backup Policy

RS Fiber Phone Services During Power Outages

For many years, your basic home phone service would allow you to contact 911 emergency services during a power outage. However, today's advanced home phone services require a battery backup system in your home to continue working during a power outage.

To avoid disruption of your RS Fiber Phone service during a power outage - including the ability to dial 911 for emergency services - RS Fiber offers an option to purchase a battery backup system for your home phone.

What a Battery Backup System can and can't do

RS Fiber's battery backup systems allow you to continue to use your home phone service during a power outage, providing 8 hours of standby power. Without a battery backup system or an alternate power source like a generator, you will not be able to make calls during a power outage, including emergency calls to 911.

Our battery backup systems do not provide power to any other services beyond Phone. Home security systems, medical monitoring devices, and other equipment in your home will not run on our battery backup system.

We also recommend customers use a corded phone during a power outage since most cordless phones require a separate power supply and cannot be powered by the battery backup system during a power outage.

Purchase & Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a battery backup system may be a good solution for you. RS Fiber has a few options, depending on which community you live in.

RS Fiber Customers

Calix ONT & CyberPower Power Supply

RS Fiber uses the CyberPower DTC36U12V power supply for Phone services in our Fiber-to-the-Home communities. RS Fiber supplies a backup battery with the CyberPower power supply at the initial installation. The battery will provide approximately 8 hours of standby power and approximately 4 hours of talk time.

RS Fiber offers replacement backup batteries for \$40 each. They are available at all RS Fiber offices.

If you do not feel comfortable installing your own battery, please call us at **(800) 628-1754** to make an appointment and we would be happy to assist you. However, please note that there may be an additional charge for this service.

RS Fiber Air Customers

RS Fiber offers an APC Smart-UPS system for Phone service over RS Fiber Air. The APC Smart-UPS system includes a backup battery and will provide approximately 8 hours of standby power and approximately 2 hours of talk time.

The APC Smart-UPS system costs \$800 and is available at our Gaylord office.

If you do not feel comfortable installing the APC Smart-UPS system yourself, please call us at **(800) 628-1754** to make an appointment and we would be happy to assist you. However, please note that there may be an additional charge for this service.

Hosted PBX and SIP Trunk Customers

RS Fiber offers customized battery backup options for Hosted PBX and SIP Trunk customers. Please call your account executive or **(800) 628-1754** to request a quote.



E911 Battery Backup Policy, Continued

Expected Battery Backup Power Duration

RS Fiber's battery backup systems are expected to last, at least, 8 hours on standby power. The battery backup for regular RS Fiber customers will provide approximately 4 hours of talk time, while the battery backup for RS Fiber Air will provide approximately 2 hours of talk time. You may extend your standby power by purchasing additional batteries.

Proper Care and use of Battery Backup Systems

Please follow the detailed instructions that came with your battery backup system on the proper usage, storage, and care of the battery backup system to ensure that it will work properly during a power outage. Improper usage or storage may shorten its useful life.

- The battery backup system should not be exposed to temperatures below 45°F or above 105°F.
- The battery backup system should be plugged into a non-switched outlet that is always on.
- The rechargeable battery in the backup system should be replaced every 2–3 years, or when your system starts to make a loud beeping sound. The sound indicates the battery is depleted and must be replaced.
- Any additional backup batteries should be periodically charged as all batteries will slowly lose their charge over time.

– *Please see the instructions that came with your battery for details on how to remove, test, and replace your battery.*