



Battery Backup Offering and Disclosure for Residential Subscribers

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 a power outage. To minimize a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services – Centranet offer's you the option of purchasing backup power for your home phone line.

What Your Battery Backup Can – and Can't – Do for You

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

A backup battery for the optical network terminal does not provide power to any services other than voice. Internet service, computers, televisions, home security systems, medical monitoring devices and other equipment connected to your fiber line will not run on a residential optical network terminal's backup battery. Cordless phones and their base stations are not powered or charged by the backup battery.

Purchase Options

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

You may purchase a 24-hour battery solution directly from Centranet at the time of sign-up, or later, by calling 405-533-3278.

The backup battery can be picked up a Centranet's main office located at 3305 S. Boomer Rd, Stillwater, OK 74074, or can be delivered by our installer when we install your voice service. If you do not feel comfortable installing your own battery backup, please call us to make an appointment, and we would be happy to assist you. Please note that there will be a charge for the battery backup installation service if the backup battery is not installed at the time your voice service is installed.

Expected Backup Power Duration

The 24-hour standby operating time is estimated and will vary as the batteries age.

Warranty

The backup battery solution comes with a manufacturer's limited warranty. If you experience issues with your backup battery after installation, please contact Centranet at 405-533-3278.

Instructions for Proper Care and Use of Your Battery

Follow the detailed instructions included with your battery backup system for proper use, storage and care to ensure it will function as specified during a power outage. If you do not store your correctly, its useful life may be shortened. Environmental factors such as temperature can shorten your battery's useful life. It is recommended that you store your battery above 14°F and below 120°F. The estimated service life of the battery is 6 to 10 years. Batteries should be stored in a cool, dry place.

These batteries are rechargeable, however, they will not last forever and should be replaced as the unit instructions indicate. The battery backup unit will indicate via an active red light when the batteries need to be serviced or are disconnected. You should test your battery periodically, as described in the instructions included with your battery, to verify both the operation of the backup battery and its condition.