



FIBER BATTERY BACKUP FOR TELEPHONE SERVICE ONLY

Many of today's advanced home phone services require backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during an outage and to maintain the ability to connect to 911 emergency services you will need to obtain some type of power source. The FCC requires Northwest Communications to offer you the option of purchasing backup power for your home line. There is no requirement for you to have battery backup and commercial power companies have become very reliable.

Backup batteries 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. Phone line backup battery does not provide power to any services other than voice. Cordless phones may not work either. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery. Whole home backup systems are commercially available for complete home power backup for this purpose.

Purchase and Replacement 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 can purchase a backup battery through Northwest Communications. If you have any questions or simply want to purchase a backup battery through us, please call 715-268-7101. If you decide to get a battery and do not feel comfortable installing your own battery, please call us to make an appointment. However, there will be a charge for the equipment and installation of the service. You will be responsible for the ongoing maintenance and replacement of the battery backup.

You can also purchase a backup battery through many retailers or online. Be sure to purchase the battery model that matches the type of equipment that you have. We offer an 8 hour and 24 hour battery available for purchase. The duration of backup power will vary depending on use. Because of the uncertainty of batteries, we offer no warranty.

Instructions for Proper Care and Use of Your Battery

Please follow the 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 40°F and below 100°F. They will not last forever and should be replaced every 1 to 2 years, or when your device indicates. Follow instructions for 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. You are responsible for your battery and replacement. Northwest Communications shall have no liability for failure of service regardless of where the battery was purchased.