

New Battery Backup Power Choices for Our Fiber-to-the-Home Customers Annual Notice

When your Fiber-to-the-Home (FTTH) service was installed, NHTC provided you with a backup battery to power your voice service during power outages. This 8-hour battery was part of your initial installation. NHTC will no longer support this battery or install battery backup power supplies for any customer installations unless requested. The FCC recently revised its rules and now require that an 8-hour and 24-hour battery backup option be made available.

Why do I need a backup battery?

With the investment in and deployment of fiber, the most advanced network available today, there is one function that copper provided, that fiber cannot, line power. Copper-based phone service continued to function during a power outage because low-voltage power passed through the line, keeping your phone operating. Today's fiber technology is made of glass, which cannot carry low-voltage power across it. It is important you understand that your fiber telephone service will not function during a power outage without a battery backup option combined with a corded landline, removing the ability to make ANY calls, including emergency calls to 911.

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

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 during a power outage. The only way to maintain the ability to use your phone in the event of a power failure is by using some form of backup power and a corded landline phone. Our backup battery does not provide power to any services other than voice. Home security systems, cordless phones, medical monitoring devices and other equipment will not run on a home phone backup battery.

NHTC's backup batteries allow you to continue to use your home voice services during a power outage. We offer backup batteries with either 8 hours or 24 hours of standby power. The backup battery should give you approximately 6 hours of talk time for the 8 hours back up and 24 hours of talk time for the 24-hour option.

Existing Battery Backup

At the time your fiber service was originally installed, NHTC provided an 8-hour battery backup system at no charge. This battery is yours to continue to use at no cost but NHTC will no longer maintain the battery. If the battery fails, it is your responsibility to replace it.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage using a corded landline phone (which doesn't require electrical service), a backup battery may be a good option for you. The battery power supply offered by NHTC is approximately 3.5lbs and is 8Hx11Wx3.5D in dimension for the 8-hour while the 24-hour is 14.8lbs and 11Hx11Wx3.5D in dimension.

You can purchase a backup battery directly through NHTC. You can also purchase the battery directly from electrical supply stores or online for an 8-Hour Battery [12vdc 7ah sealed lead acid battery](#) and a 24-Hour Titan XL battery [12-14.5vdc 8ah sealed lead acid battery](#) from ESPI. If you have any questions or simply want to purchase a backup battery through us, please call 256-723-4211, visit our website at <http://www.nhtc.coop> or visit our local business office.

There are four options for your battery backup from NHTC. Your options are as follows:

- Outdoor Power Supply, 8-hour battery backup –Can be purchased from NHTC for \$90.00
- Indoor Power Supply, 8-hour battery backup –Can be purchased from NHTC for \$55.00

- Outdoor 24-hour Power Supply, battery backup –Can be purchased from NHTC for \$260.00
- Replacement Battery - 8 Hour 12Vdc, 7.2AH battery, maintenance-free lead-acid type \$20.00
- Replacement Battery - 24 Hour 12Vdc, 8AH battery, maintenance-free lead-acid type \$45.00

The battery can be shipped directly to your house or can be picked up in our business office. 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 is a charge for this service.

Maintenance guidelines of your Battery Backup Power Supply

What do the indicator lights mean on the UPS?

Your UPS provides indicator lights to let you know how it’s operating.

- System Status: Green = normal operation
- DC: Green = battery is supplying power (see diagram below for alarm details)
- Mute: Orange = alarm muted (see diagram below for muting instructions)
- Replace Battery: Red = battery replacement required

WARNING INDICATOR

Indicator	Color	Condition
	Green	Battery Backup Power Supply is on utility power.
	Yellow	Battery Backup Power Supply is on battery power.
	Green	DC output power is provided by the battery or utility power.
	Red	The battery is not connected or the battery needs to be replaced.

Instructions for Proper Care and Use of Your Backup Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care 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. They will not last forever and should be replaced every 1 to 3 years for an 8-Hour battery and 6-8 years for a 24-hour battery, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted and must be replaced.

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.

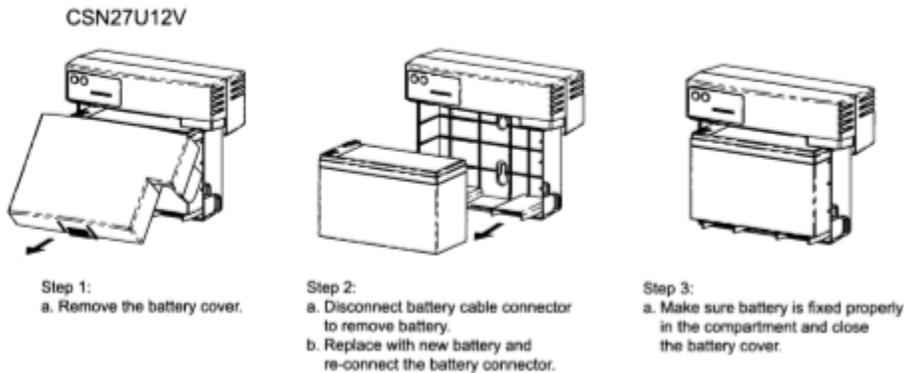
How do I replace the UPS battery myself?

The UPS battery charges when it is connected to utility power. The battery charges fully during the first 24 hours of normal operation. Do not expect full battery run capability during this initial charge period.

The battery is hot-swappable. You may replace it while UPS is connected. See diagram below for details.

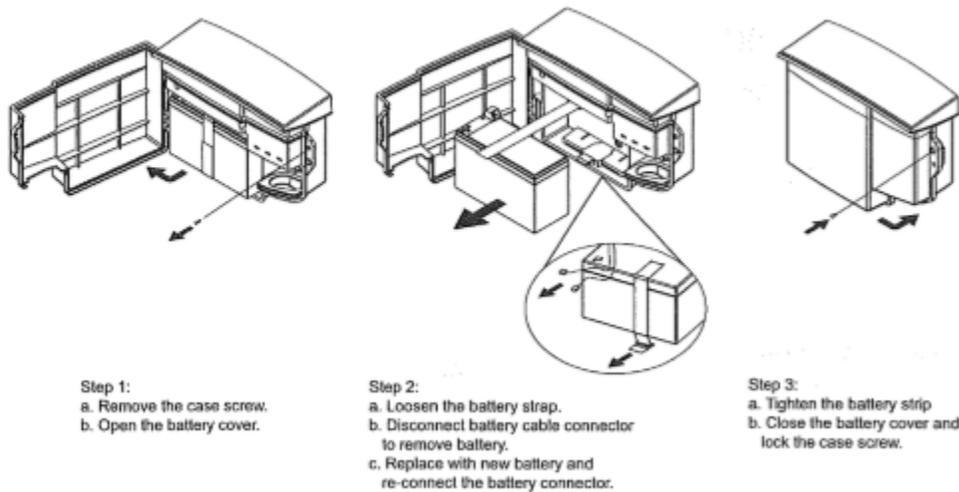
BATTERY REPLACEMENT

This battery is hot-swappable. As long as utility power is on, you may leave the UPS and connected equipment on while replacing a new battery.



BATTERY REPLACEMENT

This battery is hot-swappable. As long as utility power is on, you may leave the Battery Backup Power Supply and connected equipment on while replacing a new battery.



What battery do I use for replacement?

Use a Sealed, Maintenance Free Lead-Acid Battery with 12Vdc 7 amp-hour output. This battery may be purchased at a local electrical supply store or online for an 8-Hour Battery [12vdc 7ah sealed lead acid battery](#) and a 24-Hour Titan XL battery [12-14.5vdc 8ah sealed lead acid battery](#) from ESPI. Using an incorrect battery may cause damage or risk of energy hazard.

If you have any questions about your battery options, NHTC's power backup service, or how to care for your FTTH battery, please contact our office at 256-723-4211 or visit our website at www.nhtc.coop.

Battery Backup Customer Acknowledgement Form

All FTTH customers acknowledge that they will take responsibility for power backup for their voice service. Please indicate by checking the box:

- I will be responsible for power backup during an outage and acknowledge that I have received information about the limitations of my phone service in the event of a power failure. I also have received information about the option to purchase a backup battery to maintain my service's function during a power outage. I understand that without a backup power source, my phone service, including my ability to dial 911, will not function during a power outage. I acknowledge, that I am responsible for maintenance of the power back currently at my premise and for replacing the battery when current battery fails. I also understand that even with a backup battery, the talk time during a power outage may be limited by multiple factors, including the condition of the battery at the time of the outage.

Customer Signature: _____

Customer Name (please print): _____

Date: _____

Account Number: _____

Please return this form to NHTC. You may enclose this form with your bill payment.