

BACK UP BATTERY POLICY

IMPORTANT INFORMATION REGARDING YOUR PHONE SERVICE

Your KUB provided Optical Network Terminal (ONT) is powered by plugging it into an electrical wall outlet. In the event of an electrical outage, your ONT will not receive power, just like any other electrically powered device in your home or business. **If this were to happen your telephone service, including any medical or security alert services, like E911, will not be available to you.**

A backup battery is designed to provide temporary power to the phone modem in the event electrical power in your home or business is lost. The length of time that your phone will be available during a power outage depends on many variables, including, but not limited to, the following: (i) whether a backup battery remains properly connected to the ONT; (ii) whether a backup battery is properly charged; (ii) the condition and age of a backup battery; and (iii) the amount of phone usage when the ONT is utilizing power from a backup battery.

It is your responsibility to provide, maintain, monitor, and/or replace a backup battery.

TAKE NOTE: If you have a medical alert system, or security equipment, you are strongly encouraged to utilize and maintain a battery back-up. Our telephone service is designed to be used on the premises in which service is installed. The equipment that we install in your home or business is the property of KUB. In the event you relocate or disconnect service, you must return the unit/equipment to a KUB office or arrange to have it picked up. If the unit/equipment is not returned, you will be subject to a one-time equipment charge. You assume the risk of loss, theft, or damage to the equipment at all times prior to the removal of the units by KUB or return of the units by you.

Should you require assistance please visit [pp36l24hr \(goprecisiongroup.com\)](http://pp36l24hr.goprecisiongroup.com) to learn how to determine when your backup battery needs to be replaced and/or to order a replacement battery. You may purchase a backup battery as part of your Telephone Service installation. Please contact KUB's Network Operations Center (865-558-2400) to learn more about the backup battery policy, including tips on how best to prepare for an electrical outage. KUB does not guarantee the performance of any backup battery.

The KUB installed Optical Network Terminal (ONT) will have a Battery Back Unit (BBU) option available, which you may utilize by maintaining an active 12-volt battery in the BBU. With a fully charged battery, the BBU will provide backup power for your basic voice services, including Emergency 911 dialing, for up to (24) hours off a single battery in the event of a commercial power failure. You are responsible for purchasing and/or replacing the battery in the BBU. We recommend you think about this battery check and replacement just like you would the batteries in your smoke detectors or emergency flashlights.

The BBU is installed at your location in an area where it can be easily monitored. The BBU is connected directly to the ONT to provide backup power if it's needed. In addition, the BBU contains a series of indicator lights that tell you whether your service is being powered by your location's electricity or the battery if one is installed. The BBU also indicates when the 12-volt battery needs to be replaced.

Know your Battery Backup Unit



Buttons:

1. **Alarm Silence** – Press to silence audible alarm.
2. **Cold Start** – Allows desktop to restart and restore standby power with a new battery or to use reserve standby power on existing battery when in AC power outage for extended time.
3. Network Interface Reset (NIR) – Power reset for ONT or CPE Device

Lights:

- Battery – Red (Service or Replace battery or Battery is missing)
- Mute – Yellow (“Flashing” Audible alarm silenced for 24 hrs. – “Solid” Audible alarm silenced until manually enabled again.
- DC – Green (Working off of battery)
- System Status – Green (Receiving AC power load to operate under normal conditions)

BBU Audible Alarms

Should there be a problem with your BBU, an alarm will sound for 2 seconds and be silent for 58 seconds. This will be repeated until you press the Alarm Silence button. Once you do, be sure to check the lights on the BBU to find the issue. Below are the most common reasons for the alarm to sound:

- Low Battery – alarm is silenced after electrical power returns, the battery is fully discharged or removed from the BBU.
- Replace Battery – alarm is silenced when the battery is removed.

How do I get a new or replacement battery?

KUB provides free replacement batteries **only if**:

- Your battery was provided by KUB, and it is still under the one-year warranty period.

KUB reserves the right to modify this *Back Up Battery Policy* at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.

Effective: 02/01/2023