



# BATTERY BACKUP DISCLOSURE

Pineland's dedicated Fiber to the Home network requires active power at your home or business to deliver phone, internet, and television services. During a power outage, unless a generator or other source of power is available, these services will not function. In the past, landline phones would still operate during a power outage, however, with the transition to fiber optic networks, this is no longer the case. Without a source of backup power, your Pineland phone service will not function, meaning you will be unable to call 911 emergency services if needed.

Pineland previously installed backup batteries at all customer locations during initial service setup. When these existing batteries reach their end of life, they will need to be replaced to continue backing up phone services. For customers wishing to maintain or add a backup source, options are available through Pineland, or may be purchased through a third party.

## SERVICE LIMITATIONS WITH AND WITHOUT BACKUP POWER

Backup batteries are an alternative to generators that can help keep your voice services connected. They provide a temporary source of power which allows your telephone service to operate during an outage, if using a traditional corded telephone. The actual duration of backup batteries varies and depends on how frequently phone services are used during an outage. Once their power is drained, service is lost, and the batteries will recharge when power is restored. The backup batteries offered by Pineland will only support your phone services during an outage, and will not provide power to home security systems, medical monitoring devices, cell phones, or other powered equipment.

## TESTING AND MONITORING

Located on the front of Pineland's backup battery are four status indicator lights. The chart below describes how to tell if your battery is operating properly, or if it needs to be replaced.

The battery is also equipped with an audible alarm. This alarm will sound to notify customers when their services are operating from battery power, or the battery power is low. It will continue to beep until it is silenced.

Pineland does not actively monitor the status of backup batteries; therefore, it is the responsibility of the customer to notify Pineland when a failure occurs by calling 800.247.1266.

## PURCHASE AND REPLACEMENT OPTIONS

Pineland no longer routinely installs backup batteries unless requested. Backup batteries are an optional feature available to all residential landline and VoIP customers, and commercial landline customers. Two options are offered: an 8-hour battery for \$3.99 per month, and a 24-hour battery for \$8.99 per month. There is no charge for the initial installation of the batteries.

To have a backup battery installed by Pineland, contact us at 800.247.1266.



## WARRANTY

If a customer requests the installation of a Pineland backup battery, Pineland will replace the battery at no cost once it reaches its end of life or an operational failure occurs. Customers are responsible for notifying Pineland when this occurs by calling 800.247.1266. See the "Testing and Monitoring" section for additional information.

## BACKUP POWER DURATION

Pineland's backup batteries are expected to last 8 or 24 hours in standby mode, depending on the battery selected. The actual time a battery will function depends on the use of the phone line and the operating conditions. The more your phone service is used during an outage, including unanswered incoming calls, the quicker the battery's power will drain and will need to be recharged. The estimated talk time provided by our 8-hour battery is 2 hours, and 6 hours for our 24-hour battery.

The optimal environmental conditions for Pineland's backup batteries are:  
Storage and Operating Temperature: -4° – 113° F  
Operating Relative Humidity: 0-95% non-condensing  
Maximum Operating Elevation: 10,000 feet  
Maximum Storage Elevation: 50,000 feet

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Indicator	Color	Condition
 SYSTEM STATUS	Green	Indicates normal mode of operation.
 DC	Green	Indicates the battery is supplying the power. At 45% battery capacity, the LED will flash and then alarm will beep 4 times per minute.
 MUTE	Orange	Press and hold the button "Alarm Silence" for 0.5 second to silence the audible alarm for 24 hours, and the LED will flash.
 REPLACE BATTERY	Red	Battery replacement required. Alarm will beep once every 15 minutes. The LED also illuminates when battery is absent.