

# Milford Communications Battery Back-Up Notice

For residential customers who are connected to Milford Communications' cable or fiber networks, home phone services require backup battery power to continue functioning during a power outage. If your home loses commercial power, the only way your phone service will continue to function is if it draws power from a backup battery. In addition to a back-up battery for your phone service, you will also need a corded phone or your cordless phones will also need a backup power source (i.e. UPS). Without a backup battery or alternate power source such as a generator, customers will not be able to make any calls, including emergency calls to 911.

## **Important Notice to Those That Use a Phone line for an Alarm System:**

For those that rely on or utilize a phone line to provide an alarm-type of service, the following notice is very important. Please note that Milford Communications will no longer be providing battery status or monitoring for your phone service. In order to ensure your alarm system is reliably operational, we encourage you to purchase, test and/or replace your backup battery on a consistent basis so your phone line and alarming systems function in an emergency situation.

Going forward, Milford Communications is offering you the option of purchasing backup power for your home phones. It is the customer's responsibility to purchase a battery, if desired, and to test and replace the battery when needed. To avoid a disruption of home voice service during a power outage and to maintain the ability to connect to 911 emergency services, Milford Communications offers you the option of purchasing backup power for your home phone service.

The backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Specific instructions and information can be found below.

## **Expected Backup Power Duration**

Standard eight-hour backup batteries are expected to last approximately eight hours on standby power, although actual "live talk time" will be less than eight hours and may vary based on many factors.

Milford Communications also offers an expanded, 24-hour battery option that is expected to last approximately 24 hours under ideal conditions. Note, actual "talk time" may be less than 24 hours and may vary based on many factors.

## **Proper Care and Use of Your Battery**

Please follow the more detailed instructions below for proper use, storage and care to ensure the battery will function as needed during a power outage. Storing the battery incorrectly may result in a shortened lifespan and battery failure. Environmental factors such as temperature can also shorten your battery's useful life. These batteries are not rechargeable, and we recommend replacing them when your testing results show a low or dead battery. More information for the purchase, replacement and testing of batteries is provided below.

## **Battery Purchase, Replacement & Testing**

If you would like to have a back-up battery, you can purchase a battery directly through Milford Communications. **To order a battery, please call our offices at 855-722-3450.**

### **1. ONT Battery (Fiber Optics)**



*Model CS30U12V-20*



*Model CSN27U12V*

### **SPECIFICATIONS**

Models Available: CyberPower CS30U12V-20 or CyberPower CSN27U12V

Battery Type: Sealed Lead-Acid

Estimated Lifespan: approximately 3-5 years

Battery Storage Temperature: 5° - 113°F

Battery Operating Temperature: 32° - 104°F

Battery "Talk Time": 8 hours with a single battery and power supply. A 24-hour battery supply is also available.\*

\* Actual "talk time" may be less than 8 or 24 hours and may vary based on many factors. Additional cost is incurred for 24-hour battery supply

### **ENABLING & DISABLING AUDIBLE ALARMS**

#### **Model 30U12V-20:**

The alarm default setting is "off" but the alarm feature can be enabled. To do this, locate the hole with a small button in it. Insert a paper clip or small pointed object into the hole and press the bottom. With the alarm feature enabled, in case of utility failure, you will hear the battery emit a long beep. If the battery is running low, it will emit a short beep.

#### **Model CSN27U12V:**

The alarm default setting is "on". With the alarm feature on, an audible tone should sound when the unit is operating from battery or battery power is low. To disable audible alarms, press the "Alarm Silence" button for three seconds, the unit will beep once confirming that audible alarms have been disabled. To re-enable alarms, press the "Alarm Silence" button a second time. The unit will beep twice confirming that alarms have been enabled.

### **TESTING**

After you have purchased a backup battery and it has been installed by technician, it is recommended that you periodically test your battery to verify both the operation of the backup battery and its condition to ensure that it is operational in case of a power outage.

Model CS3OU12V-20: The battery needs to be replaced when the “Battery” light is red.

Model CSN27U12V: The battery needs to be replaced when the red “replaced battery” light is on.

## FEATURES, BUTTONS & INDICATORS

Model CS3OU12V-20	
<b>Visual Indicators</b>	
<b>AC Power:</b>	<b>Green LED On:</b> AC (utility) power present and powering the ONT <b>Yellow LED On:</b> The battery is powering the ONT
<b>Battery:</b>	<b>Red LED On:</b> The battery is not connected or the battery needs to be replaced
<b>Output:</b>	<b>Green LED Off:</b> DC output power is provided by the battery or utility power
<b>Audible Status Indicators</b>	
<b>ONT Running on Battery:</b>	Long beep
<b>Low Battery:</b>	Short beep
<b>Push Buttons</b>	
<b>Buzzer On/Off:</b>	The alarm default setting is “off” but the alarm feature can be enabled. To do this, locate the hole with a small button in it. Insert a paper clip or small pointed object into the hole and press the bottom.

Model CSN27U12V	
<b>Visual Indicators</b>	
<b>System Status:</b>	<b>Green LED On:</b> Indicates normal mode of operation
<b>DC:</b>	<b>Green LED On:</b> Indicates that the battery is supplying the power. <b>Flashing LED:</b> The battery is at 45% capacity
<b>Mute:</b>	<b>Orange LED On:</b> The audible alarm has been silenced
<b>Replace Battery:</b>	<b>Red LED Light:</b> Battery needs to be replaced or the battery is absent.
<b>Audible Status Indicators</b>	
<b>Low Battery:</b>	Alarm will beep 4 times per minute with 45% battery remaining
<b>Replace Battery:</b>	Alarm will beep once every 15 minutes
<b>Replace Battery:</b>	Double chirp every 15 seconds
<b>Push Buttons</b>	
<b>Alarm Silence:</b>	When any audible alarm is on, press and hold this key for 1 second and release to silence the audible alarm until power is cycled. Press and hold a second time to turn alarm feature back on.

## BATTERY COSTS

Battery	\$50
Professional Installation	\$50

## 2. EMTA (Cable Modem)

### 8-Hour Battery Options:



*Model 794068*



*Model 790512*

## SPECIFICATIONS

Models Available: Arris 790512 and Arris 794068

Battery Type: Lithium-ion

Estimated Lifespan: 6-10 years

Battery Storage Temperature: - 4° - 77° F (storage above 77° F will significantly reduce battery life and is not recommended)

## TESTING

There are no visual or audio alarms to indicate the battery is operating poorly or inefficiently. To test the battery:

1. Disconnect the modem power cord from the wall
2. If the eMTA/cable modem's lights don't go off, pick up a corded phone, and verify that you have a dial tone.
3. If you hear a dial tone, your battery is functioning properly.

**Note:** when power is lost most of the battery lights will shut off to save energy. The power indicator light will be flashing, the *Up/downstream* light will be off, the *online* light will be off, the phone lights will probably be on, and the *battery* light will be off.

### 24-Hour Battery Option:



*Model TB130*

## SPECIFICATIONS

Model: Arris Touchstone TB130

Battery Type: Sealed Lead-Acid

Estimated Lifespan: approximately 3-5 years

Battery Storage Temperature: 5° - 113°F

Battery Operating Temperature: 32° - 104°F

Battery "Talk Time": 24 hours with a single battery and power supply.\*

\* Actual "talk time" may be less than 24 hours and may vary based on many factors. Additional cost is incurred for 24-hour battery supply

## FEATURES, BUTTONS & INDICATORS

If AC power fails after the battery is fully charged, then the battery provides DC power to your Touchstone device. Once AC power is restored, the TB130 recharges the battery. The LED on the TB130 flashes green to show the Touchstone device is running on battery power.

The TB130 has a single LED "status" light. The following chart indicates the status of the light color.

Visual Indicators	
<b>Solid Green Light</b>	Normal battery operation. AC power is present.
<b>Slow Pulsing Green Light</b>	Normal battery operation. Running on battery (DC) power.
<b>Slow Pulsing Red Light</b>	Battery or charging fault. Running on battery power.
<b>No Lights Visible</b>	No battery backup is available. Possible causes include: <ul style="list-style-type: none"><li>• The DC cord is not connected (or not fully connected) into the modem.</li><li>• The DC cord is properly connected, but AC power is out (or disconnected) and the battery is fully charged. The modem has no power.</li><li>• Both cords are properly connected, and the AC power is available but the TB130 has failed.</li></ul>

## TESTING

After you have purchased a backup battery and it has been installed by technician, it is recommended that you periodically test your battery to verify both the operation of the backup battery and its condition to ensure that it is operational in case of a power outage.

To Test the battery:

1. Choose a time when you do not expect phone calls or need to use your Internet connection. This test may remove power to your modem.
2. Disconnect the AC power and allow the device to run on battery power. Note: the device will shut down data services to preserve the battery for phone calls.
3. If the "status" light pulses green, the battery is operating correctly while running on battery power. Reconnect AC power for normal operation.

## BATTERY REPLACEMENT COSTS

Battery	\$150
Professional Installation	\$50

If you live in a multi-dwelling unit such as an apartment building or care facility, battery backup is automatically included as part of your voice services.

**For more information or to order a battery, please call our office at 855-722-3450.**

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Battery and installation costs are one-time fees. All time periods are estimated ranges and approximations based on best-case scenarios and optimal care and conditions, actual timing and results may vary. Milford Communications is not responsible for replacing, testing or monitoring batteries. The customer assumes full responsibility for the battery upon purchase. Milford Communications is not responsible for replacing or repairing lost, stolen or damaged batteries from the customers' premise. Additional restrictions and conditions may apply.