

BATTERY BACKUP POLICY

Effective February 1, 2017, FiberNet phone service for our residential customers will include the option to order a Battery Backup Unit (BBU), also known as an Uninterruptible Power Supply (UPS).

The BBU, with an active battery, will provide temporary backup power (up to 8 hours) for the devices in your home that provide voice services, as well as access to dial Emergency 911. The BBU does not guarantee service if the network is not operating. A corded phone must be plugged into the phone connection in order to place a call when the BBU is installed.

The BBU can be purchased from FiberNet by calling 763.314.0100, or by inquiring at our Monticello office. If you would like FiberNet to install the unit, normal trip & time charges apply.

You are responsible for monitoring the status of the BBU and for ensuring the battery is charging normally.

Battery Status Light Conditions:

- Green and flashing: The installed battery is charging; it will take a few hours for the battery to fully charge.
- Steady green light: Indicates a fully-charged battery.
- Amber light: The battery is discharging or not able to charge; the battery should be replaced.

Replacement batteries can be purchased from FiberNet by calling 763.314.0100. You have the option of installing the replacement yourself, or FiberNet will install it for you. Normal trip and time charges apply.

Battery Replacement Instructions:

- [CyberPower CS24](#)
- [CyberPower CS30](#)
- [CyberPower DT30](#)

763.314.0100

FiberNetMonticello.com

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