

Residential Battery Backup

Backup Power Information

If your home phone service is provided with our state-of-the-art fiber optic network it requires electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services – a battery backup power is necessary to operate your phone service.

Where to Obtain Your Battery Backup

Glenwood's fiber voice customers with outdoor ONTs are provided reliable backup batteries that allow you to continue to use your home voice services for up to eight hours during a power outage. Glenwood's backup battery solution is monitored by us and self-testing is not necessary. We will replace your battery should it fail. If you have any questions or simply want to purchase a larger backup battery for our fiber voice service, please call 877-756-3131 or visit our business office.

Glenwood's fiber voice customers with indoor ONTs are not supplied backup batteries. Should you want backup power to use your phone during a power outage we recommend you purchase a UPS system at any local supply store or our Business office. APC (<http://www.APC.com>) has several units that can provide uninterruptible service and many different size units are available. A 24 hour backup option is available for purchase on Amazon. Glenwood's backup batteries cost approximately \$90 and can be shipped directly to your house, or can be picked up in one of our many retail locations. 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 may be a charge for this service.

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

The battery offered by Glenwood are expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 8 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a larger UPS system available at Glenwood. If you need a 24 hour backup option, one is available for purchase on Amazon.

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

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery 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. These batteries are rechargeable. They will not last forever and should be replaced every 3 to 4 years, 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 backup battery and its condition. Warranty details will be included in the original purchase documents.