



Backup Power for Residential Fiber Optic Voice Telephone Services During Power Outages:

If you have fiber-to-the-home telephone service, your voice service requires backup battery power to continue functioning in the event of a commercial power outage.

Garden Valley Technologies provides you with a battery for backup power for your residential voice telephone service at the time of the initial installation at no additional cost. Battery backup power is expected to last up to 8 hours under normal use conditions. Standby service availability is also impacted by talk time and service is not guaranteed.

Each extended battery pack will last up to 24 hours.

Voice Battery Backup



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800-448-8260



Inability To Use Cordless Phones and Other Devices During A Power Outage:

If you have a cordless phone, it will not work during a power outage as your cordless phone requires power from an external power source like an electric outlet in your home. To use your cordless phone you would need to power the cordless phone with a backup generator or UPS (*Uninterruptible Power Supply*). In order to use your Garden Valley Technologies voice service during power outages, we suggest that you keep a corded phone on hand. Corded phones, unlike cordless phones, do not need a separate power source to operate.

Garden Valley Technologies backup battery only provides backup power to Garden Valley Technologies fiber optic voice services. Home security systems, medical monitoring devices and other equipment will not run on a residential voice telephone backup battery. Those devices are powered by source such as a generator or UPS (*Uninterruptible Power Supply*). These type of alternate power sources are available from third party retail vendors.

Expected Backup Battery Power Duration:

The backup battery included with your Garden Valley Technologies fiber optic voice service is expected to last up to 8 hours under normal use conditions. Standby service availability is also impacted by talk time and service is not guaranteed. If you feel this is not enough time, extended battery pack(s) are available for purchase, and each extended battery pack will last up to 24 hours.

Instructions for Proper Care and Use of Your Backup Battery:

Garden Valley Technologies will handle all battery replacements to avoid the possibility of damage to its network components. Garden Valley monitors its batteries and has a replacement practice when their expected life of 5-7 years is exhausted. If you would like additional information or are interested in adding an extended battery pack, please call our office at 800-448-8260.

What Your Battery Can and Can't Do for You:

The backup battery for fiber optic voice service allows you to continue to use your voice services during a power outage. Without a backup battery or alternate backup power source such as a generator, customers with fiber-to-the-home voice services will not be able to make calls, including emergency calls to 911. The only way to maintain the ability to use your voice service is by using some form of backup power.

Extended Battery Pack Options

Garden Valley has an Extended Battery Pack that can be added to your existing ONT backup power supply.

Cost \$76.00 per Extended Battery Pack.

BENEFITS

- Will increase the backup time by 24 hours for each battery pack that is added.
- A maximum of 2 extended battery pack's are allowed, thus creating a maximum backup time of 56 hours.
 - The installation fee for the extended battery pack is waived, and will mount on the wall next to the existing backup power supply.