

NCC Fiber Customers – Please Notice

NCC is obligated to provide access to 911 service during a power outage. Below is information on battery backup power for fiber customers.

Backup Power for Home Phone Service during Power Outages

A backup power supply (battery) is required for your digital voice service to be in service in the event of a power outage. A backup battery, such as what NCC has provided and installed, will allow regular corded land line phones to work during a power outage and to maintain the ability to connect to 911 emergency services. When a power outage occurs, you should ensure that you have one corded single-line touchtone phone connected directly to the Wi-Fi gateway or your in-home wiring (wall jack) and the gateway connected directly to the Battery Back Unit. If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped.

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

Our backup battery allows you to continue to use your home voice service during a power outage. Without a backup battery, you will not be able to make any calls, including emergency calls to 911. Our backup battery does not provide power to any service other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options

NCC provides battery back up for up to 8 hours at no extra charge. Backup battery replacements are available directly from NCC. Additional battery backup that provides 24 hours of standby power can be purchased and installed by NCC for an additional cost. Please call NCC for more details.

If you have any questions on how to request and obtain a replacement unit as well as instruction on the installation of the replacement unit, please call 701-568-3331.

Expected Backup Power Duration

The battery backup is expected to last up to 8 hours in the event of a power outage depending upon battery age, usage, and environment. The estimated life expectancy for the battery is 2-4 years depending on power outage frequency and environment.

Instructions for Proper Care and Use of Your Battery

Please follow the instructions included with your battery for proper use, storage, and care. Batteries should be stored in locations under normal room temperatures.

You should periodically remove and test your battery to verify both operation of the backup battery and its condition. The battery backup unit can be tested by unplugging it from the power outlet. If it is working correctly, the Optical Network Terminal will remain powered and regular corded land line phones will still work in the house. Make sure to plug the unit back in at the end of testing.

Battery backup units will display a battery light when the battery needs replaced. Please refer to the battery backup unit's instruction manual for details on the warning indicator lights and the battery replacement procedure.

NCC does not supply any warranty on the battery backup unit.