

3/8/2023



NCC Battery Backup Disclosure

Backup Power for Home Phone Service during Power Outages

A backup power supply (battery) is required for your voice service to operate in the event of a power outage. A backup battery will allow regular corded land line phones to work during a power outage and to maintain the ability to connect to 911 emergency services.

Purchase and Replacement Options

NCC provides (1) battery back up at no extra charge, which should provide up to 8 hours of emergency service. **You will need to contact NCC if you would like this option.** If more backup power is desired, additional backup battery are available directly from NCC for purchase. Customer will be responsible for costs to install and replace any additional batteries.

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. When a power outage occurs, you should ensure that you have one corded single-line touchtone phone connected directly to the telephone ports or your in-home wiring (wall jack) and the gateway connected directly to the Battery Backup Unit. If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped.

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

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 contact NCC to obtain an instruction manual for the battery backup unit which includes details on the warning indicator lights and the battery replacement procedure. NCC does not supply any warranty on the battery backup unit.

Please call our office if you have any questions at 701-568-3331.