



## **BATTERY BACK-UP POLICY**

### **Forked Deer Connect Battery Backup Units**

Effective May 30, 2019, the Forked Deer Connect Home Phone Service for Residential Customers will include the ability to purchase a Battery Backup Unit (BBU) if the customer desires, also known as an Uninterruptable Power Supply (UPS). Please be aware that electrical power is required for broadband or telephone service to work. If there is an electrical power outage, the phone service will not process calls, including those to 911 for emergencies, also your internet service will be lost.

A BBU will increase the reliability of your Service in the event of power issues. With an active battery, the BBU will provide temporary backup power for the Forked Deer Connect device in your home that provides basic voice services, as well as access to dial Emergency 911. The BBU may not guarantee functionality in the event of a power outage depending on the nature of the outage or if the Service network is out of operation.

Forked Deer Connect stocks BBU's for its customers to purchase. Optionally, you may purchase the BBU, including the housing, from Precision Power Solutions or any other supplier and install the BBU yourself.

### **Important Information You Need to Know:**

In case of an electrical power outage, the Forked Deer Connect preferred BBU (with extended battery) should last at least twenty-four (24) hours in standby mode. While under battery backup power, you may not be able to access the Internet while other services, such as security alarms, may not work.

You are responsible for obtaining, monitoring, replacing, and properly disposing of all batteries for the BBU. Forked Deer Connect recommends that you test the BBU at least twice (2x) a year to ensure that the BBU is operating and ready for use should there be a power outage. Further information on proper usage and storage of the BBU is included in the User's Manual at the end of this policy.

**NOTE:** Failure to test or maintain your BBU may result in loss of voice service during a power outage, including a loss of access to Emergency 911 and other services.

More information regarding these units is available here: [www.precisionpowersolutions.com](http://www.precisionpowersolutions.com)

- Precision Power 36W Micro UPS, Model # PP36L-12U

New units and replacement batteries may be purchased at Forked Deer Connect or directly through Precision Power's website at [www.precisionpowersolutions.com](http://www.precisionpowersolutions.com), or by contacting Precision Power Solutions at **1-615-436-0080**. When ordering batteries through the website, please select **Micro UPS Battery Module ONLY, Precision Power Model PP36L-12EX**. During the checkout process, you will be asked to provide your "Service Provider." Please list **Forked Deer Connect** in this section.

Some batteries may be covered under the BBU equipment supplier's warranty. Forked Deer Connect does not warranty BBU equipment not purchased directly from Forked Deer Connect. If a battery failure occurs, contact the supplier of the BBU to determine whether your battery is under warranty.

### **Battery Replacement Providers**

- Forked Deer Connect: 1-800-584-9222 or visit [www.forkeddeerconnect.com](http://www.forkeddeerconnect.com)
- Precision Power Solutions: 1-615-436-0080 or visit [www.precisionpowersolutions.com](http://www.precisionpowersolutions.com)

Please note that the BBU (UPS and batteries) is not covered under the Forked Deer Connect Service Protection Plan. If you have any questions, please contact a Forked Deer Connect Customer Care representative at the telephone number printed on your bill.