



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. Your ONT has an 8 hour battery but longer outages will be comprised. To limit a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services - Lumos Networks can offer you additional battery backup power option(s).

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

The battery offered by Lumos is approximately one pound and is roughly the size of a juice box. Our backup batteries are expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing additional 8 hour batteries.

Our backup battery does not provide power to any services other than voice. Voice service will only work if you have a wired phone or a portable phone home based plugged into a jack. Home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup battery.

Where to Obtain Your Battery Backup

Lumos would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we offer an optional backup battery available for purchase or lease directly from Lumos. If you have any questions or simply want to purchase a backup battery through us, please call 1-800-262-2200. Our 8 hour backup batteries cost approximately \$40 and will require a service technician to install. If purchasing your battery backup from Lumos, you can guarantee that the battery will be compatible with your equipment and we will provide helpful information about how to self-monitor and self-test the backup battery. We will also provide any applicable warranty information. If you do not wish to purchase an extra battery, Lumos will lease one for \$4.00 per month per additional battery. Please note, however, that there may be a charge for installation.

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 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 not rechargeable. They will not last forever and should be replaced every 1 to 2 years, or when your device starts to make a loud beeping sound, which means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options.