

Battery Backup Disclosure for members connected to Fiber

DirectLink continues to build, distribute, and connect members to fiber optics throughout the Canby and Mt. Angel service areas. Today's advanced services, specifically - voice service(s) connected with fiber optics require battery backup power to continue functioning during a power outage.

To avoid disruption of voice services during a power outage and to maintain the ability to connect to 911 emergency services, DirectLink provides members with a battery backup at the time of installation, or during a copper to fiber conversion - at no additional charge.

Service limitations with and without backup power

DirectLink's backup battery will allow you to continue to use your home/office voice data and voice services during a power outage. The battery provides up to 8 hours of standby service or up to 4 hours of talk time using a corded phone connected directly to the telephone jack (cordless phones require a power source separate from the backup battery). The battery backup capabilities will vary when combined with data usage! Our backup battery does not provide power to home security systems, medical monitoring devices and other equipment.

Instructions for proper care of your battery

Under normal operating conditions, most batteries will not need to be replaced for several years. However, factors such as age and temperature could impact battery performance. Removal of the battery from its proper place will cause it to lose its charge and you will be unable to place or receive calls during a power outage, including 911. The Optical Network Terminal (ONT) that houses the battery backup should be plugged directly into an electrical outlet and not connected to a power strip or an electrical outlet controlled by a wall switch.