

911 SERVICE AND BACK-UP BATTERY POWER



Your Grande phone service relies on a modem to work, and that modem requires electrical power to operate. In the event of a power outage, your phone service, including access to 911 and other devices that rely on your phone line (such as home alarms and Life Alert), will not work unless you have a back-up power source such as a back-up battery installed in your modem.

Currently, Grande will provide an 8-hour internal back-up battery for Grande-supplied phone equipment at no charge upon request from the customer and will replace the back-up battery without charge, upon request, as needed. This policy may be subject to change at a future date, in which case you will be notified. A 24-hour back-up battery is also available for purchase from Grande for a one-time charge and may be obtained by calling **1.866.2GRANDE (866.247.2633)**.



Battery Power Tips

- Grande-supplied batteries are rated to provide 8-12 hours or 24 hours (depending on the battery option selected) of **standby time** when new.
 - **eMTA 24-hour battery \$59.99**
 - **GPON 24-hour battery \$134.99**
- Active use of the phone line during an outage **will reduce the amount of standby time** provided by the battery. Standby time may also be reduced in cold temperatures and as the battery ages.
- The back-up battery should be **kept installed in your phone equipment** (e.g., in the modem).
- You can **test the battery by unplugging your phone equipment**—if the lights on the modem stay on, the battery is working. A blinking light indicates your battery is charging; if the light continues to blink after 8 or 24 hours (depending on the battery option selected), your battery may be weak and may need to be replaced. If the battery light is out, your battery may be missing, depleted, or not correctly installed. You should check the battery at least annually for any signs of deterioration or leakage.



Grande does not provide or support back-up battery options for customer-owned equipment. In addition or as an alternative to a back-up battery, customers may also provide or extend phone back-up time by purchasing from a third-party retailer at their own cost a back-up power supply, such as a generator, or an external UPS (Uninterruptible Power Supply). External UPS systems should be rated at least 300 Watts in order to provide 8 or 24 hours of standby time, respectively. These systems are commonly available through electronics and office supply retailers, whose websites provide additional information on capacity and prices. More information about how to use a UPS or other third-party equipment to back up your phone service is available by calling Grande.

Your internet service will not be backed up by a Grande back-up battery, but may be supported by an external UPS or generator in the event of a power outage. Additionally, cordless phones (which plug into an electrical outlet) are not backed up by Grande batteries and may not work during a power outage. Grande recommends having at least one corded (landline) phone in your home that does not require an external power source, and therefore can function during a power outage together with a back-up power source for your phone modem. Alternatively, cordless phones also may be supported in the event of a power outage by an external UPS or generator.

Note that even with a back-up power source, phone service and access to 911 may still be unavailable due to other circumstances such as downed poles and wires or outages affecting equipment in the Grande network.



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