



**RELIANCE  
CONNECTS**

# POWER LOSS AND YOUR SERVICE

**Congratulations on your new high speed fiber phone and Internet service.  
*Be prepared for faster speeds and a clearer connection.***

Now that fiber is available to your home here is some important information we would like to pass along:

- The main difference between fiber and standard copper phone and Internet lines is that fiber **MUST ALWAYS HAVE POWER** supplied to it in order to function.
- Reliance Connects supplies generators and backup batteries to all of our main service terminals. This means if a power outage does occur, Reliance will always keep broadcasting a signal to your home without interruptions.
- Some of the most common service issues that we see are caused by a loss of power to the ONT (Optical Network Terminal) or router, this can be caused by someone accidentally unplugging a cord they shouldn't, flickers in power or momentary outages, or a tripped circuit breaker. If you are not receiving a signal but have power in your home, please first check that all your network equipment is correctly plugged in. If your equipment is plugged into a GFI outlet please reset the outlet. If you continue to have issues while still having power to your home, please call your local Reliance office or our help desk at 1866-894-4657.



Try Resetting GFI outlets if you have service issues

## Maintaining Telephone Capability During Electrical Outages

***IN THE EVENT OF A POWER FAILURE YOUR HOME TELEPHONE SERVICE WILL NOT WORK, INCLUDING 911 AND ANY HOME SECURITY OR MEDICAL MONITORING THAT RELIES ON YOUR TELEPHONE SERVICE UNLESS YOU HAVE A BATTERY BACKUP.***

Reliance Connects recommends that all fiber customers have a battery backup to support their telephone services in case of emergency, however, you the customer are responsible for making your own decision about whether to supply backup power. If your Reliance Connects ONT does have a battery backup it is your sole responsibility for monitoring and replacing the battery when necessary.\*



Reliance recommends that you always have a corded phone in your home

Cordless telephones require power and will not function during a power outage even if you have a battery backup to your ONT. Reliance Connects recommends that in addition to having a battery backup, you also keep at least one corded phone connected directly to your in-home wiring for use in the event of a power failure. Additionally, you should always have an alternative means of dialing 911, such as a cell phone.

## Maintaining Internet Capability During Electrical Outages

***EVEN WITH BATTERY BACKUP, A POWER OUTAGE WILL PREVENT YOUR INTERNET FROM WORKING WITHOUT A BATTERY BACKUP/GENERATOR TO POWER THE ROUTER.***

In order to maintain your internet service during a power outage you will need to not only have a battery backup to power the ONT, but you will also need a form of backup power for the router. Customers that have an indoor ONT will be able to simultaneously power the router and ONT for a very short amount of time on a indoor battery backup. (Battery run times are based on powering the ONT only). Customers with an outdoor ONT will need to have a battery backup located next to the ONT as well as having an additional source of power to the router indoors. In the case of an outdoor ONT we recommend using a generator to supply power to your router, but having an indoor battery backup can also work.

\*Reliance Connects shall have no liability for the failure of your services, including 911 services, to function during a power outage, including failure due to the absence or insufficiency of battery backup power.



## Indoor ONT and Battery Backup



Appearance of your indoor ONT may vary

### Indoor ONT

Reliance Connects fiber customers with an indoor ONT will have an outdoor Junction box, an Indoor ONT and a router. The junction box receives the outdoor fiber cable then converts to an indoor fiber cable that then goes into your ONT. The ONT then converts the optical signal to an electrical signal (copper) that is then sent to the router. The router then distributes the WIFI signal throughout your home.



Your Junction box located outside your home



Appearance of your indoor Battery Backup may vary

### Indoor Battery Backup

Customers with an indoor ONT will need an indoor battery backup (UPS) in order to keep phone service during a power loss. Your Indoor battery backup is intended to enable you to make short, emergency or urgent telephone calls.\*

The Indoor Battery Backup provided by Reliance Connects can also serve as a surge protector with a few important things to note:

- One Side of the available outlets are “BATTERY AND SURGE PROTECTED” the other side are just “Surge Protected”. Please be very selective about what you plug into the Battery protected outlets (as this will diminish the run time).
- While you are able to connect your computer and router so they are “Battery Backup protected”, please remember that If a power loss does occur we recommend that you quickly save and shut down your computer then unplug

everything but the ONT from the backup battery as these items can be a HUGE drain on your battery. In order to continue the use of your Internet services you will need to supply power to the router, this is typically done with a battery backup/generator.

• Never plug printers, shredders, copiers, space heaters, vacuums or other large electrical devices into the “BATTERY AND SURGE PROTECTED” outlets. The power demands of these type of devices will overload and permanently damage the unit.

• The batteries should remain plugged in to an GFI outlet at all times in order to keep a full charge.

When new, each battery is rated to last a specific amount of time in BACKUP MODE. During an extended power outage, please use your telephone service sparingly to preserve your battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to: the amount of phone usage when the service is utilizing power from the backup battery; whether the backup battery is properly installed and charged, the condition and age of the battery, and the amount of prior usage of the battery. Batteries lose capacity with age. The estimated life for a new battery is 3-5 years; however, actual results will vary depending on usage patterns, load, frequency of power outages, environmental conditions, including extreme temperature fluctuations. Failure to adhere to proper storage and usage conditions will reduce the talk time available to you in an outage and the lifespan of your battery.

\*Please Note- In order to supply our customers with a reliable new battery, we at Reliance keep a very small amount of batteries on hand, this means that there may be a short waiting period when purchasing and installing a new battery backup.



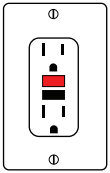
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## How Your Indoor ONT and Battery Work Together

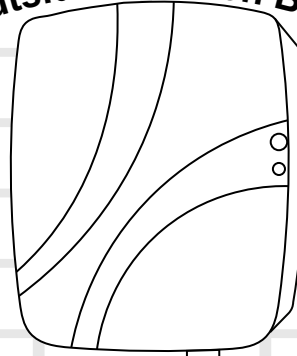
### **\*\*Very Important\*\***

**Please Remember:**  
If you have power at your home but are not receiving a phone or Internet signal, please first check and reset **ALL** GFI outlets in the vicinity of your ONT and router as they may share the same electrical circuit.



*Outside of the Home*

### Outside Junction Box



Fiber runs through the junction box and then is sent inside to the indoor ONT

Fiber is fed into the Junction Box from the ground

*Inside of the Home*

With a battery backup connected to your ONT your corded phone will continue to work during a power outage.

A WiFi Signal can only broadcast when there is power to **BOTH** the router and ONT.

In order to use the Internet, your **ROUTER** in addition to your **ONT** must always have power. If your home loses power you will need to supply an additional backup power source to the router (i.e. Battery Backup/Generator).

The converted fiber signal is brought to the router from your ONT

The optical signal is brought into the ONT and converted for your router

Your router plugs directly into your Battery Backup. In the event of a power outage, the battery will provide you with enough power to enable you to save your work and shutdown. At that point we recommend you supply an alternative power source to the Router in order to conserve the battery for powering your ONT.

The Battery Backup is plugged into the wall.

The ONT plugs directly into the Backup Battery unit. The ONT must have power at all times. If a power loss does occur, the Battery Backup will automatically take over powering your ONT.

