



**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.



## Outdoor ONT and Outdoor Battery Backup



Your Junction box may be your outdoor ONT.

### Outdoor ONT

In general, all Reliance Connects home fiber customers will have an junction box installed on the outside of their home into which we will feed the fiber optic line from the ground. For some customers, the junction box also serves as an outdoor ONT (Optical Network Terminal). The job of the ONT is to convert the optical signal produced by fiber into a signal that the router in your home can understand.

This type of installation requires an electrical outlet outside near the ONT where it can always be plugged in. In the event of power loss your services will go down without supplying power to our ONT.

### Outdoor Battery Backup

When you have an outdoor ONT you will need an outdoor battery backup (UPS) to keep service to your ONT in the case of power loss. Your outdoor battery backup must be installed by a Reliance Connects technician as it is directly connected to your locked ONT.\* The batteries provided by Reliance Connects are rated to last either 8 or 24 hours in BACKUP MODE. (BACKUP mode is the time the battery remains connected to your ONT with out standard power.)

For optimal performance batteries should be checked every 3 to 6 months and in the case of multiple batteries, rotated and charged at least every 6 months to 9 months. Batteries can generally sit on a shelf at room temperature with no charging for up to a year when at full capacity (this is not recommended).

Your outdoor battery is intended to enable you to make short, emergency or other urgent telephone calls. 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 battery backup is properly installed and charged, the condition and age of the battery backup, 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, and environmental conditions that include 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.



The Appearance of your outdoor battery backup casing may vary

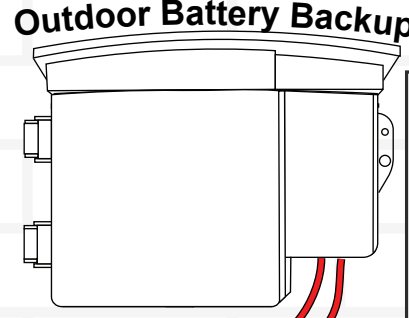
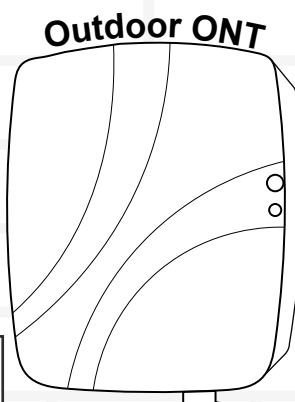
\*Please Note- In order to supply our customers with a reliable new battery, we at Reliance keep a very small amount of batteries on hand, this means that there may be a short waiting period when purchasing and installing a battery backup.



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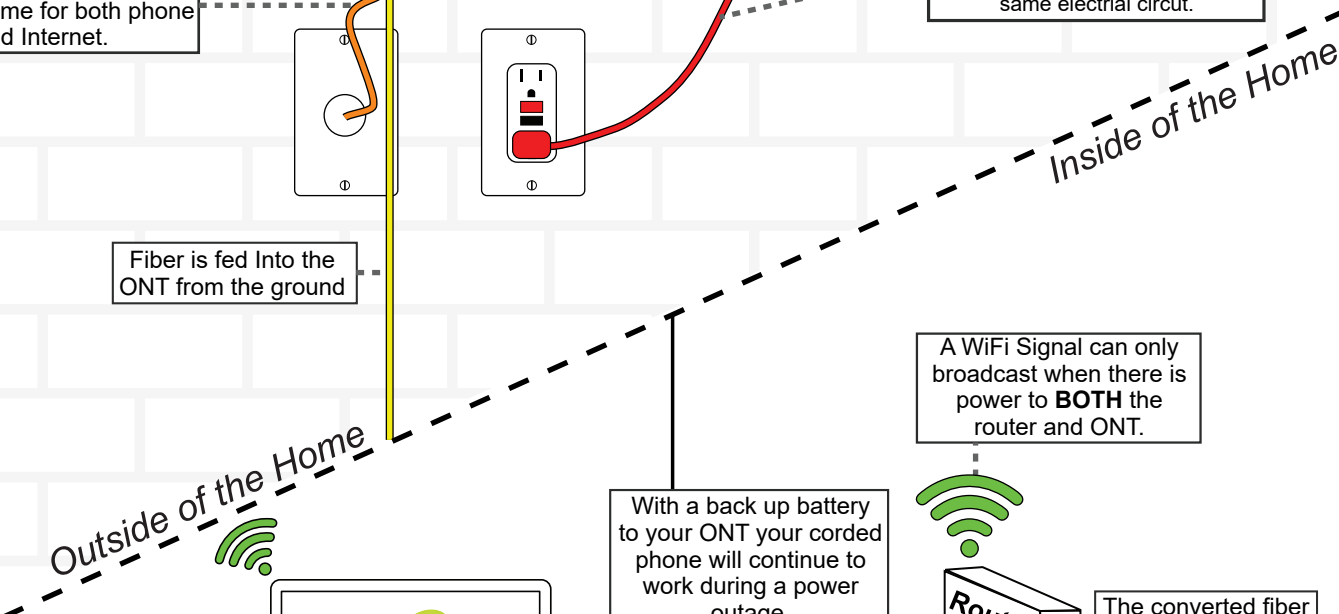
## How Your Outdoor ONT and Battery Work Together



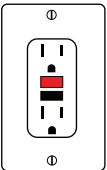
The ONT converts the optical signal from the fiber into copper which is then fed into the home for both phone and Internet.

A Reliance Connects technician will connect the ONT directly into the battery backup unit which is then plugged into a GFI outlet\*. The ONT must have power at all times to prevent service interruptions. If a loss of power does occur the battery will automatically take over powering your ONT.  
\*In some cases a standard outlet is used if there is a GFI on the same electrical circuit.

Fiber is fed into the ONT from the ground



**\*\*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.

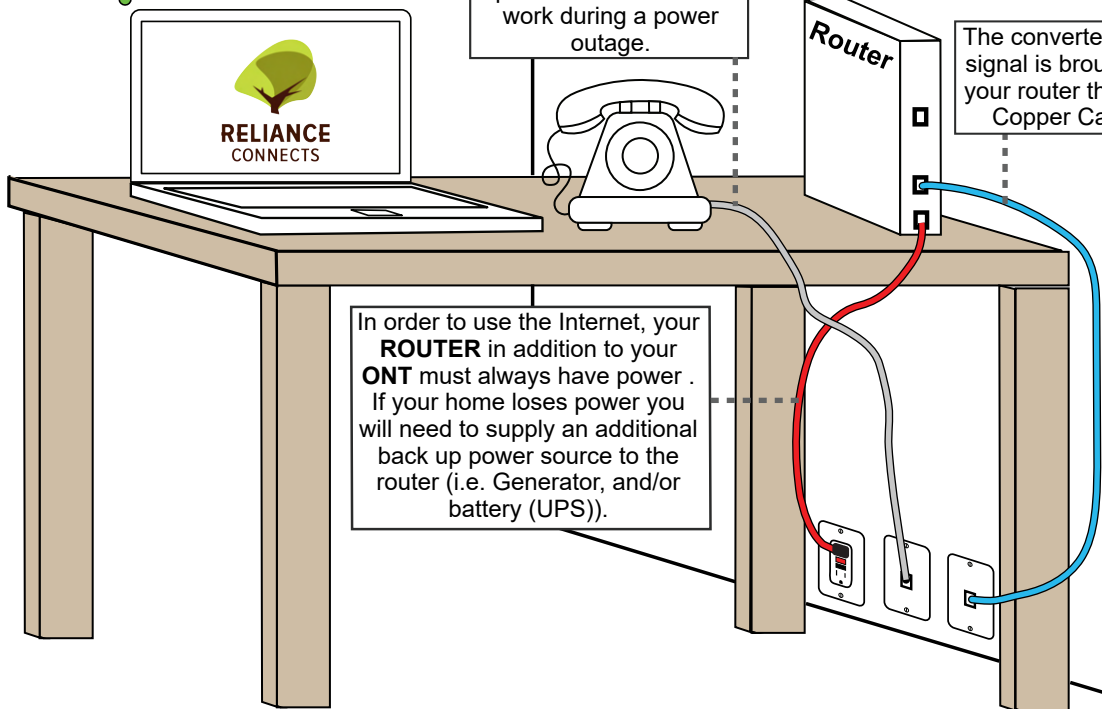


With a back up battery to your ONT your corded phone will continue to work during a power outage.

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

The converted fiber signal is brought to your router through Copper Cable

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 back up power source to the router (i.e. Generator, and/or battery (UPS)).





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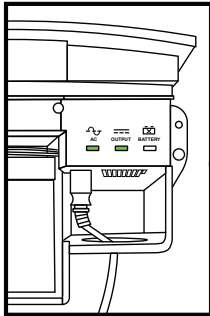
## OUTDOOR BATTERY BACKUP - Battery Indicators & Replacement














Only for customers WITHOUT an indoor ONT



The Appearance of your outdoor battery backup casing may vary

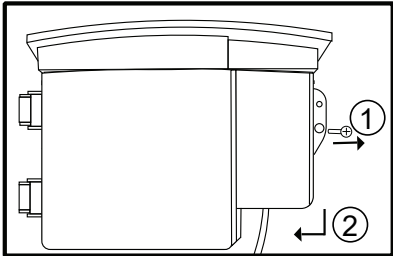
### WARNING INDICATOR LIGHTS



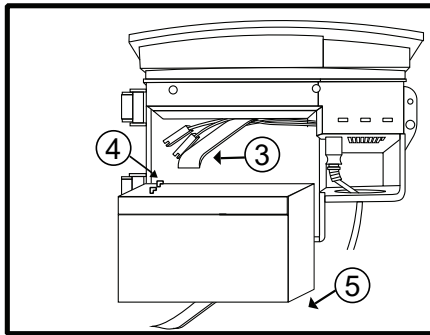
 AC	 OUTPUT	 BATTERY	 Battery Backup Power Supply is on utility power.
			Battery Backup Power Supply is on battery power.
			DC output power is provided by the battery or utility power.
			The battery is not connected or the battery needs to be replaced.

Due to manufacture changes warning indicator lights may vary. However, a RED light is a call for action on all models.

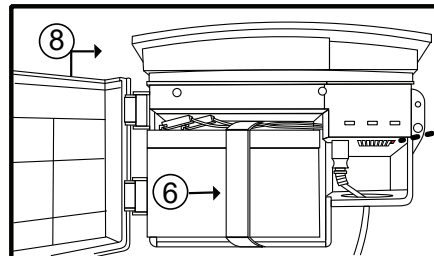
### BATTERY REPLACEMENT INSTRUCTIONS



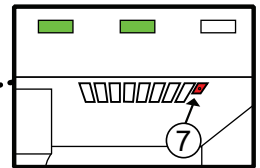
1. Remove the case screw
2. Open the battery cover



3. Loosen the battery strap
4. Disconnect the battery connectors
5. Remove and replace the battery then reconnect the connectors



6. Tighten the battery strap
7. Enable the Cold Start feature by pressing the recessed cold start button with a small pointed object\*
8. Close the battery cover and replace case screw.



\*The cold start feature is for applying power to the Battery Backup Power Supply and connected equipment when the Battery Backup Power Supply is off and there is no utility power. Before using the cold start feature, please make sure the battery is charged.