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support@cumberlandconnect.org



Customer Service
Hours: 7:30AM-4:30PM
Technical Support
24/7/365

Important Information Regarding Your Voice Service

Your Cumberland Connect voice service is provided by an Optical Network Terminal (ONT) that requires electricity to operate. In the event of an electrical outage, your ONT will not receive power, just like any other electrically powered device in your home or business. During an electrical outage, your voice service, including any medical or security alert services like E911, will not be available without a battery backup.

What is a battery backup?

An Uninterruptible Power Supply (UPS), also known as a battery backup, is designed to provide temporary power to the ONT in the event electrical power in your home is lost. The length of time that voice service will be available during a power outage depends on many variables, including, but not limited to, the following: (i) whether the ONT is properly plugged into the UPS; (ii) whether the battery in the UPS is properly charged; (iii) the condition and age of the battery in the UPS; (iv) the amount of phone usage when the ONT is utilizing power from the UPS; and (v) if other devices are plugged into the UPS. Phone systems that require AC power (cordless phone systems and many business/office phone systems) will not work in the event of a power outage without an alternate source of power. Therefore, Cumberland Connect recommends customers maintain at least one traditional, corded (does not plug into an electrical outlet) telephone for emergency use.

Take Note

You are strongly encouraged to utilize and maintain a UPS if you have a medical alert system or security equipment.

How do I get a battery backup?

Cumberland Connect sells UPS solutions to Voice customers who want one and will install it during activation of voice service, with no additional installation cost. Installations outside of the activation of voice are subject to a standard Trip Charge. Cumberland Connect provides two UPS solutions that with fully charged battery/batteries are capable of providing standby backup power for basic voice services, including Emergency 911 dialing, for up to eight (8) or twenty-four (24) hours in

the event of a loss of power. Alternatively, customers may purchase and use any compatible UPS. Cumberland Connect

does not make any claim as to the standby ability or functionality of UPS units not provided by Cumberland Connect and does not guarantee the performance of any UPS.

What are my responsibilities?

Customers are responsible for purchasing, monitoring, testing, and maintenance of any UPS solution. Cumberland Connect recommends customers incorporate testing and maintenance of their UPS with their smoke detectors and/or emergency flashlights/lighting.

User's Guide and Battery Replacement

Learn how to determine the status of the UPS you purchased from Cumberland Connect. Additionally, understand the visual indicators, silence alarms, know when batteries need to be replaced, and much more by clicking the following link for the Li-36/PP36L-12U UPS User's Guide: <https://uploads.precisionpowersolutions.com/precision-power/prod/2020/07/29170603/PP36L-12U-Users-Manual.pdf>

- Li-36/ PP36L-12U – The UPS manufacturer warranties the UPS and batteries purchased from and installed by Cumberland Connect for 5 years from the date of installation. Customers can make warranty inquiries or purchase replacement batteries using the following website: www.precisionpowersolutions.com
- Third Party UPS – Customers can contact the UPS manufacturer, store where purchased, or a battery store such as Batteries Plus to inquire on battery replacement options.

Batteries, including lithium ion, should always be disposed of properly. Customers should contact a local recycling facility for specific information regarding the proper disposal of their UPS batteries.

Cumberland Connect reserves the right to modify this Back Up Battery Policy at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.