Omaha Customers and Neighbors

Battery Backup For Our Fiber To The Home Services

CenturyLink®

THANK YOU FOR CHOOSING CENTURYLINK.

We are providing you with service over our new state of the art Fiber Optic technology. This means you can send and receive information over longer distances much faster.

There are two devices that have been placed on your property to provide you with this new service. An Optical Network Terminal (ONT) has been placed on the outside or inside of your home, and a battery backup unit has been placed inside your home. The battery back-up unit is very important because during an electrical power outage, it powers your ONT which enables your communication services. The battery back-up plugs into an existing standard outlet.

IMPORTANT INFORMATION:

You are responsible for replacing the battery within the battery back-up unit enclosure. A typical battery will last about 3 years; however, it is important to periodically check it just like you do the batteries in your smoke detectors. Each battery back-up unit enclosure has a battery indicator light on the front. If the indicator light next to the picture of a battery with an 'X' through it is **on**, the battery needs to be replaced.

If your battery fails within 3 years of the initial installation of the battery back-up unit (check date on the battery once it is removed), it is covered under warranty. If that happens, contact the supplier of the battery backup unit:

- **CyberPower** – 1-877-297-6937, or visit *www.cyberpowersystems.com*
- **Alpha** – 1-800-322-5742, or visit *www.alpha.com*
- **APC** – 1-800-300-7141, or visit *www.apc.com*

CRITICAL: **Failure to maintain your battery may result in loss of service during a power outage which will prevent access to 911 and other services.**

BATTERY SPECIFICATIONS AND REPLACEMENT:

Replacement batteries can be purchased at any major battery distributor, including those listed below on this form, online, or via a phone call. Please use this product description when securing the replacement battery:

12 Volt 7-9 Ah Valve-Regulated (sometimes referred to as "Sealed") Lead Acid Battery, approximately 6" wide by 2½" deep by 4" tall, with quick-disconnect tab posts

In addition to the suppliers listed above, you may also get a replacement battery from various battery distributors and manufacturers. Here are just a few:

- **GS Battery** – 1-800-472-2879 or visit www.gsbattery.com
- **Batteries Plus** – 1-800-677-8278 or visit www.batteriesplus.com, or your nearest BatteriesPlus retail outlet
- **Batteries America** – 1-800-308-4805 or visit www.batteriesamerica.com
- **Interstate Batteries** – 1-866-842-5368 or visit www.interstatebatteries.com

Please refer to battery back-up manufacturer websites for instructions regarding how to replace the battery.

BATTERIES MUST BE RECYCLED.

If you buy a battery from a commercial battery outlet, please return your used battery to them. If you buy a battery online or via the phone, you may either return your used battery to any commercial battery outlet (including any auto parts store), or return it in the same box in which the new battery was shipped to you.

Battery life will vary. CenturyLink does not endorse the vendors above: contact information provided strictly as a convenience for customers. Vendor information subject to change. Terms and Conditions apply; visit *www.centurylink.com* for details.

Please keep this information for future reference