

Avoid a Service Outage When the Power Is Out

OptiLink's telecommunications services are provided by equipment that will be installed both inside and outside your home. Because our equipment requires an electrical outlet to provide power, we also install an Uninterruptible Power Supply (UPS) to ensure that your telephone service, including 911 access, stays available for as long as possible.

Battery Details

- OptiLink will provide a UPS and battery, free of charge, for every installation. Once installed, the battery becomes your property. If the installed battery fails or no longer holds an acceptable charge, you may request a free replacement battery.
- OptiLink offers extended life UPS units that will provide standby power for 24 hours.
- You may also be able to purchase a compatible battery from a retail store. Contact one of our customer service representatives for more information.

Service Limitations

- A new UPS, or a recently replaced battery, will continue to provide standby power for OptiLink telephone services for 8 hours (or 24 hours with the extended battery - call one of our customer service representatives for details).
- OptiLink recommends keeping a standard corded telephone on hand to use in the event of a power outage.
- If you are using your telephone during a power outage the standby time will be reduced.

Testing and Monitoring Your Battery

The UPS installed in your house will be manufactured by American Power Conversion (APC) or CyberPower. There are three lights on the device. The third light on the right is the battery light and will be red if the battery is faulty or missing. When the UPS is operating normally, the first two lights will be green. The battery light should not be lit. If the battery light is red, or none of these lights are on, this indicates a problem with your UPS.

If you have any questions or concerns, please feel free to contact us at (706) 529-1313 or email us at helpdesk@optilink.us. You can also visit us online at www.optilink.us.