

Battery Backup Requirements

Backup Power for Home Phone Services during Power Outages

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services -- we at MCEC Fiber, Inc. recommend you purchase a backup power device for your home phones.

What Your Battery Can – and Can't – Do for You

Backup batteries for optical network terminals allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power.

Backup batteries do not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery solution may be a good option for you. You may purchase a backup battery solution directly from our preferred vendor at any time by visiting Unitedtelsupply.com, emailing ken@unitedtelsupply.com, or by calling 325.245.1010. Let them know you are an MCEC Fiber customer. Backup battery solutions that provide either 8 hours or 24 hours of standby time are available for purchase.

Product	Standby time	Price (as of 10/2025)
PP36L-12U	8 Hrs	\$ 105.53
PP36L-12K-3	24 Hrs	\$ 204.75
PP7P5525-8	Calix 803G connector cable	\$ 10.13
PP7P8M-B-6	Calix Gigaspire connector cable	\$ 9.98

The backup battery solution will be shipped directly to your home. If you do not feel comfortable installing your own battery backup, please call us to make an appointment, and we would be happy to assist you.

Please note:

1. There may be a charge for installation if the backup battery solution is not installed at the time your voice service is installed.
2. You must purchase both the battery backup solution and the connector cable appropriate for your equipment.

Expected Backup Power Duration

The standby operating times noted above (8 hours or 24 hours) are estimated and will vary as the batteries age. Please follow the detailed instructions included with your battery backup system for proper use, storage, and care to ensure that it will function as specified during a power outage. If you do not store your battery correctly, its useful life may be shortened.

Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F.

These batteries are rechargeable, and they will not last forever. The life of the battery pack will vary based on usage, see the manual that comes with them for further information. Batteries should be stored in a cool, dry place.

Testing and Monitoring

Although the batteries are rechargeable, they will not last forever and should be replaced as the unit instructions indicate. The battery backup unit will indicate via an active red light when the batteries need to be serviced or are disconnected. You should test your backup battery solution periodically, as described in the instructions included with your battery, to verify both the operation of the backup battery and its condition.