

September 2, 2025



## Annual Notice

(Fiber-to-the-Home Phone Service)

### Backup Power for Home Phone Services During Power Outages

Today's advanced phone services require backup battery power to continue functioning during an outage. To avoid a disruption of voice service during an outage - and to maintain the ability to connect to 911 emergency services – Pioneer provided an Uninterruptible Power Source (UPS) source at the time of your Fiber installation to provide up to eight (8) hours of backup. However, over time UPS batteries lose the amount of charge they can hold and need to be replaced.

### What Your UPS Can and Can't Do for You

Pioneer's backup UPS batteries are **for telephone service and will allow you to continue to use your voice services** during a power outage. *Please note that you will need to use a traditional non-powered phone during an outage. A cordless or any other phone that needs to be plugged into a power outlet will not work.* You can purchase a traditional phone from Pioneer or any electronics retail store. Without a UPS or alternate backup source, such as a generator, you will not be able to make any calls, including emergency calls to 911.

Our backup **UPS does not provide power to any services other than voice services through Pioneer Connect.** Home security systems, routers, medical monitoring devices, and other equipment will not run on the Pioneer provided UPS.

### Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, the UPS and battery provided by Pioneer at the time of installation provide up to eight (8) hours of standby backup capability. The amount of battery backup time will depend on the condition of the battery. Should you desire additional backup power, these stackable batteries can be purchased from Pioneer to provide you with a total of 24 hours of backup.

- You can purchase additional backup batteries directly through Pioneer. For current pricing, please contact our business office at 1-888-929-1014. These supplemental batteries can be shipped directly to your house or picked up at one of our business offices.
- You can also purchase additional backup batteries elsewhere for the UPS that Pioneer installed. It should be a Lithium battery for the Precision Power Li-36 UPS, 12 V 36 W, Indoor. The model number of the battery is PP36L-12EX.
- If you have any questions or simply want to purchase an additional backup battery through Pioneer, please call 1-888-929-1014, email: [CustomerCare@pioneerconnect.net](mailto:CustomerCare@pioneerconnect.net) or stop by the Waldport or Philomath business office.

### Expected Backup Power Duration

UPS backup batteries are expected to last up to 8 hours on standby power. Depending on the wattage of the phones you use, the UPS battery should give you 4-6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing up to 2 additional 8-hour stacking batteries, for a total of 24 hours.

### Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage, and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. 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. The Lithium battery in the UPS provided by Pioneer is designed for 10 to 15 years of service. Batteries should be replaced as indicated by the manufacturer, when an indicator light changes color, or possibly when your device starts to make a loud beeping sound. If the device is beeping, this means the battery is depleted. Please silence the alarm on the UPS and call 541-929-1212 for support. Please see the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

