



Stay Connected

When the Power Goes Out with Battery Backup

A Battery Backup Guide for Fiber Internet and Phone Service

Fiber technology brings fast, reliable phone and internet service to your home. But unlike traditional copper phone lines, fiber equipment requires power to operate. If your electricity goes out, your internet and phone will also go out—unless you have a battery backup.

Without a backup battery or another power source, such as a generator or a whole-home battery system, you will not be able to use the internet or make calls during an outage, including emergency calls to 911.

Why Backup Power Matters

During a power outage, your fiber Optical Network Terminal (ONT), the device that delivers your internet and phone services, will stop working unless it is connected to a backup power source. **Without backup power, your phone service will be unavailable, including the ability to dial 911. In addition, medical alert systems or devices that rely on phone or internet connectivity may not function.** Your internet service will also be interrupted unless all required equipment remains powered.

What the Battery Backup Does NOT Power

- **Your Wi-Fi Router:** To keep your internet working during an outage, in most cases, your Wi-Fi router needs to be connected to a separate UPS.
- **Other Optional Devices:** Cordless phone base station, mesh Wi-Fi units, computers, network switches/hubs, or smart-home hubs/devices also require power to operate. These devices can also be backed up with a UPS.

Types of Backup Power Options

1. Integrated ONT Battery Backup Unit (provided by WCVT)

- Typically provides 4–8 hours of runtime.
- Unless an additional Battery Backup is purchased, the power supply only powers the ONT.
- Includes replaceable batteries and status (power out, low battery, charging...etc).
- Up to four batteries can be stacked, providing up to 24 hours of standby power.

2. External Uninterruptible Power Supply (UPS)

- Can power your ONT, router, and cordless phones.
- Runtime varies based on UPS capacity.
- Available in compact lead-acid or modern lithium models.

3. Generator or Whole-Home Battery System Options

- Includes generators, high-capacity batteries (Tesla power walls), or solar backup.
- Provides long-duration coverage.
- More expensive and typically used for whole-home backup needs.

Key Things to Know

- Cordless phones require backup power.
- Both the ONT and Wi-Fi router must both be powered for your internet service to work.
- Battery backup is optional for internet but highly recommended for voice so Emergency 911 service will work.

WCVT's Battery Backup Options

One free battery is provided with fiber voice installations. If you subscribe to internet service only, a battery will only be installed if you choose to purchase one.

WCVT Battery Service Plan

- \$5.95 per month
- Covers batteries and chargers
- Free replacement of battery and/or charger due to performance failure

Additional Battery Purchase or Replacement

- \$100.00 per additional battery
- Full replacement of battery and/or charger at any time due to performance failure

Note: WCVT does not replace ONT batteries due to normal depletion during outages. Batteries will recharge automatically once power is restored or when using a generator.

Have Questions? We're Here to Help!

Feel free to reach out. We're happy to answer any questions you may have!

Call us: 800-496-3391

Email us: csdept@corp.wcvt.com

Visit us: www.wcvt.com/batterybackup

