



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 – Ritter Communications offers the option of purchasing battery backup for your home phones.

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

Ritter Communications’ backup batteries 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 or Uninterruptable Power Supply (UPS), customers will not be able to make any calls when your power is out. That includes emergency calls to 911. The only way to maintain the ability to use your phone during a power outage is by using some form of backup power.

Our backup battery does 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 – For Voice Customers with CableTV

You can purchase a backup battery directly through Ritter Communications. If you have any questions or simply want to purchase a backup battery through us, please call 888-336-4466, visit our website at www.rittercommunications.com or go to your local Ritter Communications Customer Service location.

If you have an Arris modem you can also purchase a compatible backup battery through many of your local retailers, or online at <http://shop.surfboard.com/arris-telephony-modem-back-up-batteries/> . Use the table below to match your **Arris** modem model in (far left column) with the compatible battery backup.

Battery Product Model Number & Description						
Standby Hold time	Up to 8 hours			Up to 12 hours	Up to 24 hours	
Battery Model Number	BPB044S	BPB026S	TB160	BPB044S	TB260	BPB088S
Modem Model Capability:						
TG852G		X		X		
TG862G & TG862R		X		X		
TG2472G	X					
TG3452			X		X	
TM602G				X		
TM604G				X		X
TM608G				X		X
TM802		X		X		
TM804				X		
WTM652G				X		

Hitron cable modems do not have a battery backup option. For customers with **Hitron** modems, Ritter Communications may change out your Hitron modem with an Arris TG3452 modem + Arris battery backup model TB260 at a cost to you. Please call 888-336-4466, visit our website at www.rittercommunications.com or go to your local Ritter Communications Customer Service location for pricing and details.

Purchase Options – For Fiber Customers

As a fiber-fed customer, a Ritter technician will connect a device called an Optical Network Terminal (ONT) between your fiber line and the existing jack in your home to provide service. If you subscribe to Ritter Internet service, the ONT may be your connection to the Internet. Based on the manufacturer and model of your ONT, the matrix below provides the compatible battery backup devices.

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ONT model	UPS Model - Up to 8 hrs	UPS Model - Up to 24 hrs
Nokia XS-240W-A	Cyberpower DTC50U12V	CS20A-EBP expansion pack *in addition to DTC50U12V
Calix 844G Gigacenter	Cyberpower DTC50U12V	CS20A-EBP expansion pack *in addition to DTC50U12V
Calix 716/717 (indoor)	Cyberpower CSN27U12V-NA2	CS20A-EBP expansion pack *in addition to CSN27U12V-NA2
Calix 716/717 (outdoor)	Cyberpower CSN30C12V-E	N/A

Expected Backup Power Duration

Backup batteries are expected to last at least eight hours on standby power. The backup battery should give you about six hours of talk time. However, standby and talk times may vary based on the model of the battery backup you purchase. Ritter Communications is not responsible for the stability or capability of the manufacturer's product. If you require a backup battery with a longer standby and talk time, please contact us.

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.

See the instructions that were included with the manufacturer's product that you purchased to fully understand proper installation, operation, maintenance, and warranty informatio