

Your Fiber Battery Backup

As a SCTC/PTC customer, you receive your fiber broadband connection through equipment called the Optical Network Terminal (ONT). The ONT located on your premises provides you with access to high speed internet and voice services.

Your ONT's Power Supply

Each ONT has its own power supply, including the power supply itself and an enclosed battery. The power supply unit serves two functions:

1. It provides a regulated power supply to the ONT.
2. When needed, it provides backup power to the ONT in case there is a loss of commercial power.

Your ONT's Battery Power

The battery provided by SCTC/PTC can supply approximately up to 8 hours of service under normal continued use—the time the battery remains connected to your ONT. This does not include the time you spend using your phone, Internet, or television. **Please note that aged batteries may need replacement.** We have provided you with the initial battery at no cost. Please be advised that in the future your battery will need to be replaced. If you notice any battery issues, please contact SCTC/PTC. If the battery needs to be replaced, SCTC will replace up to an 8-hour unit free of charge.

Preparing for a Power Outage

When there is a power outage, your SCTC/PTC services will run on the ONT battery.

- During an outage you can temporarily disconnect the battery, preserving its power. You can reconnect the battery to make a call or when you expect a call to come in—similar to turning off your cell phone to preserve power until you can charge it again.
- Purchase replacement batteries ahead of time to swap out after the connected battery runs out of power. 8-hour and 24-hour replacement models are available at the SCTC office, or from retailers.

For more information on ONT battery backup, please contact SCTC/PTC.



sctcweb.com | 503 769-2121



sctcweb.com/ptc | 503 859-2136