

Your Hay Services During a Power Outage



Power Outages can be due to many factors including severe storms. Most outages only last a short time but some can last for days. There are several things you should know about your phone and other services from Hay Communications during a power outage.

Hay Communications buildings and equipment are fully backed-up with large storage batteries as well as generators that are ready for any power outage. But what about your home or business?

Copper Phone Lines

If you have a traditional copper wire connection, your dial-tone for phone service will continue to work during a power outage, BUT, you must also have a “hard wired” telephone. The kind that plugs into a wall jack and does not require power. A handsfree set requires electricity and in a outage will not work unless you power it using a generator.

Fibre Connections

If your Hay services are provided through a fibre connection, you have a battery back-up unit (as shown below) that will supply your ONT (Optical Network Terminal) with power for approximately 8 hours.

Sometimes outages can last for days

In the case of a long outage you will need a secondary source of power to the ONT in order to maintain dial-tone. The battery back-up can be plugged into a generator or inverter. This will restore dial-tone and also allow you to have internet and TV services.

Battery Back-up Unit for Fibre Optic Connections
The ONT is wired into this unit.



During a power outage an alarm will signal when the battery is getting low. If you hear the alarm at any other time it could mean unit failure. In this case please contact us as soon as possible to arrange a replacement.

Tip: Keep a basic telephone set on hand, one that plugs directly into a wall jack and does not require power to work. You could put it with your other emergency supplies like a flashlight and water.



Tip: If you notice lightning, power black outs or brown outs, you should unplug your modem and television set-top-boxes. Electronics can be damaged in these situations and can mean an interruption of service until replaced. Only a very high grade surge protector will adequately protect electronics.

Tip: A power inverter is a less expensive form of alternate power. It uses your car battery as a generator.

