

The Power Behind Your Fibre



Unplanned Power Outages can be from accidents, storms or winds. Most outages only last a short while, but some can last for days. When you are on the Hay fibre network, there are several things you should keep in mind 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?

Fibre Connections

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

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



Battery Back-up Unit

This is an example of a battery back-up unit. It is plugged into an electrical outlet. The back-up unit and ONT are situated very close together with a wired connection.

During a prolonged power outage an alarm will signal when the battery is getting low and an alternate source of power is needed.

If you hear an alarm from this unit at any other time it could mean unit failure and you should 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.



Hay Communications
www.hay.net
519-236-4333

