

Backup Battery Notification

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 – Ben Lomand Connect offers you the option of purchasing backup power for your home phone.

What Your Battery Can and Can't Do for You

Ben Lomand Connect's 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, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery only provides power to the voice component of services in your home. Although the voice line connected to home security systems, medical monitoring devices and other equipment will be powered by our backup battery, these devices typically require a separate battery to power the equipment or device itself.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you. Ben Lomand Connect offers an 8-hour battery and a 24-hour battery. Each 8-hour stackable battery is approximately one pound and roughly the size of a large cell phone. You can purchase a backup battery directly through Ben Lomand Connect. If you have questions or simply want to purchase a backup battery through us, please call 1-800-974-7779 or go to your local Ben Lomand Connect office. The 8-hour backup battery option costs \$100.00 plus tax and the 24-hour battery option costs \$200.00 plus tax. The batteries are available at our retail locations. If you do not feel comfortable installing your own battery, please call us to make an appointment, and we would be happy to assist you.

You can also purchase a backup battery through local retailers or online, including from the vendor identified below. The type of ONT that you have is a Calix 716 GEI.

Border States

(1) NXG-Vision PP36L-12U

8-Hour Backup Battery

12Vdc / 36 Watt

Approximate cost - \$125.00

<http://www.borderstates.com>

Border States

(1) NXG-Vision PP36L-12U + (2) PP36L-12EX

24-Hour Backup Battery (3 stackable 8-hour batteries)

12Vdc / 36 Watt

Approximate cost - \$250.00

<http://www.borderstates.com>

Expected Backup Power Duration

Backup batteries are expected to last at least 8 hours on standby power. Each 8-hour backup battery should give you approximately 6 hours of talk time (powering telephone line only). If you feel that is not enough time, you may extend your standby power by purchasing additional 8-hour batteries or the 24-hour battery option.

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 also shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. Batteries will not last forever and should be replaced when your device gives audible or visual indicators that the battery is depleted and must be replaced. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.