

BT Battery Backup Program Fact Sheet



Burlington Telecom Telephone service is provided through a device that requires electrical power. In the event of a power outage, you will not be able to make or receive phone calls, including calls to 911 unless a backup power source is in place.

Battery Backup Options

Burlington Telecom offers 2 options of standby backup power sources: 8-hour at \$86 and 24-hour at \$252. All prices do not include taxes and are subject to change with notice.

Battery Backup Lifecycle Expectancy

Battery life will vary depending on how often you place calls and how long such calls last, the environment the backup battery is installed in, and age. Batteries deteriorate as they age, thus possibly impacting total standby time. The manufacturer suggests replacing the battery every 10-15 years.

Battery Backup Usage

Your battery backup power source will not power services/devices other than your BT telephone service. Ex. Home security, medical monitoring devices, cordless phones, or other similar equipment. You will need to provide alternative backup power sources compatible with those devices that would allow them to function for a period following a power outage.

Battery Backup Storage

Your battery backup should be installed in a temperature and humidity-controlled indoor area. Installation of a battery backup sold by Burlington Telecom will be installed by one of our experienced technicians.

Mobile networks are not designed in the same manner as wireline networks and may become overloaded in a time of extreme use in an emergency, and thus be unavailable for use to reach 911.

Extending Battery Backup Power

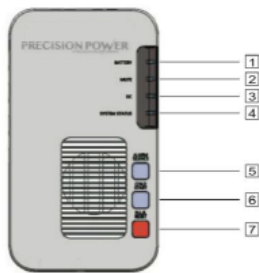
You can extend backup power during longer, multi-day outages through additional means/methods such as but not limited to:

- Temporarily disconnecting the battery, preserving its power while not in use.
- Have replacement batteries on hand to swap out after the connected battery runs out of power.
- Solar charges compatible with the battery backup
- Generator

Battery Backup Monitoring

You'll notice on the face of your battery backup a display that contains 4 individually labeled LED indicators. This display will keep you up to date on the status of your battery backup.

VISUAL INDICATORS AND CONTROL SWITCHES



VISUAL INDICATORS			
4	SYSTEM STATUS	Color-Green	Receiving AC power load to operate under normal conditions
3	DC	Color-Green	Working off Battery
2	Mute	Color-Yellow	"Flashing"- Audible Alarm Silenced for 24 hrs, "Solid"- Audible Alarm silenced until manually enabled again.
1	Battery	Color-Red	Service or replace battery, or battery missing

Battery Backup Self-Testing

Like smoke alarms, your battery backup is dependent upon you for periodic testing and replacement. You can test your battery backup by simulating an outage to see if it begins operating on backup power. To do this, simply unplug the battery backup from the wall outlet it's plugged into.

Third-Party Purchasing Options

A range of backup power options are available from third-party sources. Should you choose to purchase your own, purchasing one with a standard 2 prong U.S. 120 volt outlet plug will ensure it's compatible with our equipment. If you opt to purchase your own battery backup, please be sure to contact us prior to doing so to ensure you have what you need for proper installation. You can contact us by visiting burlingtontelecom.com/support/contact-us/, e-mail helpdesk@burlingtontelecom.com or call 802-540-0007 and select option 1.



Battery Backup Power Warranty

Burlington Telecom warrants that the backup battery you purchase from us will be free from defects in material and workmanship for a period of (1) year from the date of original purchase ("Warranty Period"). If a defect arises during the Warranty period, Burlington Telecom will replace the product at no charge. This Warranty Period applies only if you remain at the address where the battery was first installed. This Limited Warranty covers only those defects that arise as a result of normal use of the battery and does not cover other problems, including, but not limited to, abuse, accidents, modifications, or other causes that are not defects in materials and workmanship.

Contact Us



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Helpful Links

Support

burlingtontelecom.com/support/

Contact Us Form

burlingtontelecom.com/support/contact-us/

Battery Backup Information

burlingtontelecom.com/battery-backup/

Bill Pay

burlingtontelecom.com/bill-pay/

Thank you for choosing Burlington Telecom!

