

Backup Power Information

If your home phone service is provided with our state-of-the-art fiber optic network, it requires electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- we at TCT offer you a battery backup power option.

Where to Obtain Your Battery Backup

TCT would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we offer an optional backup battery available for purchase directly from TCT. If you have any questions or simply want to purchase a backup battery through us, please call 1-800-354-2911 or visit one of our business offices. Our 8-hour backup battery costs approximately \$35.00 plus shipping, and can be shipped directly to your house, or can be picked up at any TCT location. If purchasing your battery backup from TCT, we guarantee that the battery will be compatible with your equipment and we will provide any applicable warranty information. While battery installation is not complicated, if you do not feel comfortable installing your own battery, we would be happy to assist you for a nominal fee.

What Your Backup Battery Can – and Can't – Do for You

The battery offered by TCT is approximately 5 lbs. and is roughly (H)3.72" x (L)5.94" x (W)2.56" . Our backup batteries are expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 8 hours of talk time.

Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup battery.

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 shorten your battery's useful life. We recommend that you store your battery above [41°F and below 104°F]. These batteries are rechargeable. They will not last forever and should be replaced every 2 years, or when your device starts to make a loud beeping sound. That sound means 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.

Customer Acknowledgement

By replying yes, you are acknowledging that you have received information about the limitations of your phone service in the event of a power failure, and have received information about the option to purchase a backup battery to maintain your service's function during a power outage. You understand that without a backup power source, your phone service, including your ability to dial 9-1-1, may not function during a power outage. You also understand that even with a back-up battery, your talk time during a power outage may be limited by multiple factors, including the condition of the battery at the time of the outage.