

FIOS Battery Back-up (Information provided by Verizon)

Please find additional information about the FiOS battery back-up unit at the Verizon web site and below. See the column of information and other web links about the battery back-up unit that may prove helpful located on the right-hand side of the screen when you click on this web site): www.verizon.com/outage

Additional information:

- Verizon warrants the battery for one year after the FIOS installation. Customers are responsible for replacing the battery after the first year. Customers may order a new battery by calling 1-877-503-3537 or by ordering from this web site: (Note: It may take ~20 seconds for this web site to launch. Once it appears, scroll down to the bottom of the page.) <https://teleproducts.verizon.com/fios/index.cfm/eh/DisplayDetails>
- For the first year of service the battery will power the Optical Network Terminal (ONT) for a continuous period of up to 8 hours during which time calls may be placed or received. Any usage of the telephone shortens the 8 hours of battery life, since it drains the battery faster. So if a customer is using the telephone consistently for the first few hours of the power outage then their battery will last less time. The battery offers no more than 4 hours of talk time.
- The battery steadily discharges over the 8 hours, even if the telephone is not being used, since it is running the Optical Network Terminal (ONT) during this time. The battery shuts down with a small amount of life remaining. This reserve can be accessed by pushing the blue button on the front of the BBU (Battery Backup Unit), allowing for an emergency call in or out if needed.
- Customers can receive calls during a power outage (assuming they have a phone that does not require AC power to operate). Such usage adds to the drain on the battery.
- The battery supports only voice service.
- Battery life depends on the age and condition of the battery.
- The battery will recharge when AC power is restored. It is not necessary to replace the battery following a full discharge event.
- Customers must have a telephone set that does not require AC power to operate. (These days many customers use some type of cordless phone, which requires batteries.)