

Backup Power for Home Phone Services during Power Outages

For many years, your home telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber optics rather than the traditional copper line, the residential voice telephone service requires 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 – Central Texas TeleCommunications provides you with a battery for the backup power for your residential voice telephone service at the time of installation at no additional cost.

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

The backup battery for telephone service allows 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 with fiber based residential telephone service will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your telephone is by using some form of backup power.

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

Replacement Options

As previously noted, a backup battery has been provided by Central Texas TeleCommunications during the initial installation. However, the battery provided by our company may need to be replaced every three to five years or when the battery is no longer functioning.

Central Texas TeleCommunications provided replacement backup batteries – Central Texas TeleCommunications will provide and install at no cost to you, a replacement battery, upon appointment, when it becomes known that the battery needs to be replaced. If you have any questions, please call (800) 535-8904, or visit our website at www.centex.net. Additional spare backup batteries to be stored in your home may be purchased from our company.

Third party provided spare backup batteries - You can also purchase additional spare backup batteries to keep on hand in your home through local retailers or on-line. Please contact our company and we will gladly provide you with the information you need about the type of backup that you have to ensure that you purchase a battery model that matches your backup.

Expected Backup Power Duration

The backup battery that Central Texas TeleCommunications provided to you during service initiation, and will replace at no cost, is expected to last at least 8 hours on standby power. The backup battery should give you 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing from us a 24-hour battery or additional 8-hour batteries. Please contact Central Texas TeleCommunications at 1-800-535-8904 for more information on batteries available for purchase.

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 approximately every 3 to 5 years, or if 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.