

Velocity Broadband Telephone Battery Backup Disclosure

Modern telephone services will not operate without power. This was not true with historical "copper land line" telephones. Today, all electronic components associated with your telephone line now require battery backup or they will stop operation during a power outage. This has become less important with the pervasiveness of cellular phones, which usually continue working during a traditional power outage, and can therefore be used in an emergency.

It is very important to understand:

IF ANY EQUIPMENT LOSES POWER, OUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY OR MEDICAL MONITORING THAT RELIES ON YOUR TELEPHONE SERVICE.

Commercial Accounts:

If available, a Velocity Broadband Battery will be included with your service. A Velocity Broadband battery back-up is intended for our internet equipment, which supports your voice service. This unit allows you to continue to use your voice service for up to twenty-four (24) hours, depending on usage. Velocity Broadband does not guarantee the performance of any backup battery. A backup battery is designed to provide temporary power for your voice service in the event electrical power is lost and is required by the FCC to maintain temporary phone service for emergency call purposes only. The length of time that your phone will be available during a power outage depends on many variables, including, but not limited to, the following: (i) whether a backup battery remains properly installed; (ii) whether a backup battery is properly charged; (iii) the condition and age of a backup battery; and (iv) the amount of phone usage when the phone is utilizing power from a backup battery. It is important to note that the Velocity Broadband battery backup is meant to serve your Velocity equipment, but any phone, computer, or telecom device that relies on electric power to its base, will not operate in the event of a power outage. For business phones to operate during a power outage all components in the entire network must continue operating. This usually means the implementation of a backup power generator for the office.

Residential Accounts:

If available, a Velocity Broadband Battery will be included with your service. A Velocity Broadband battery back-up is intended for our internet equipment, which supports your voice service. This unit allows you to continue to use your voice service for up to twenty-four (24) hours, depending on usage. Velocity Broadband does not guarantee the performance of any backup battery. A backup battery is designed to provide temporary power for your voice service in the event electrical power is lost and is encouraged by the FCC to maintain temporary phone service for emergency call purposes only.

Wireless home telephones have batteries in the handsets, but not in the base unit, so wireless handsets do not work in a power outage without an additional battery backup or home generator. Purchase, installation, and maintenance of Battery Backups and generators are at the discretion of the homeowner.

The length of time that your phone will be available during a power outage depends on many variables, including, but not limited to, the following: (i) whether a backup battery remains properly installed; (ii) whether a backup battery is properly charged; (iii) the condition and age of a backup battery; and (iv) the amount of phone usage when the phone is utilizing power from a backup battery. It is important to note that the Velocity Broadband battery backup is meant to serve your Velocity equipment, but any phone, computer, or telecom device that relies on electric power to its base, will not operate in the event of a power outage.

Velocity Voice Service allows for an emergency backup phone number to be added to your file. In the case of equipment failure or power outage, incoming calls will go directly to the emergency backup number of your choosing. Contact our office at 330.342.9544 to add an emergency number.

TESTING

If you have telephone battery backup on your home telephone line, the most rigorous test you can perform is to turn off your homes main breaker and test making calls to your cell phone. If all your equipment is localized to a single room you can turn off the breakers to that room. Testing by unplugging your battery backup units from the wall, or by turning off a single breaker, will test that the batteries are functioning, but will not uncover if someone has added a critical network component that is not properly on battery backup outside of that area.

Velocity Broadband reserves the right to modify this Disclosure at any time in its sole and absolute discretion. Changes and modifications will be effective when posted and any use of the Services after the posting of any changes will be considered acceptance of those changes.

This Velocity Broadband Battery Back Up Disclosure was last updated on 02/01/2022.