

American Broadband Backup Power Notification

Backup Power for Home Phone Service during Power Outages

A backup power supply (battery) is required for your digital voice service to be in service during a power outage. A backup battery, such as what American Broadband has provided and installed, will allow corded land line phones to work during a power outage and maintain the ability to connect to 911 emergency services. If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped.

What Your Battery Can and Can't Do for You

Our backup battery allows you to continue to use your home voice service during a power outage. It does not provide power to any service other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Replacement Options

American Broadband has the capability of monitoring the status of your backup battery and will replace it when necessary. If you have any questions or to check the status of your battery, please call 1-888-262-2661.

Expected Backup Power Duration

The battery backup is expected to last up to 8 hours in the event of a power outage depending upon battery age, usage, and environment. The battery backup should give you 4 hours of talk time. The estimated life expectancy for the battery is approximately 5 years depending on power outage frequency and environment.

Testing and monitoring

American Broadband has installed the battery backup necessary to provide voice service to your location.

Periodically test your battery by unplugging the voice equipment from the power outlet. If it is working correctly, the voice equipment will remain powered and corded land line phones will still work in the house. Make sure to plug the unit back in at the end of testing.

Battery backup units will display a green battery light when the battery status is good. A red light or no light means the battery is missing or needs replaced.

Please call 1-888-262-2661 with any questions.