

Battery Backup Disclosure

Q: Where can I get a battery backup?

A: Your Vexus phone service requires electric power to operate. To avoid a disruption of your home phone service during a power outage (including 911 service) we offer an optional backup battery available for purchase. Call us at 1-800-658-2150 or chat now with a customer service representative.

Q: What can a battery backup do?

A: A battery backup should give you approximately 4 to 5 hours of talk time. You may extend your standby power by purchasing a 24-hour battery. The 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 purchased backup battery.

Please follow the detailed instructions included with your battery for proper use, storage and care to ensure that it will function as needed during a power outage. The backup battery can safely be stored above 32 degrees F and 122 degrees F. The battery is rechargeable. They should be replaced every year for better performance, or when your device starts to make a loud beeping sound. 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.

