Verizon Battery Back Ups - Update

June 1, 2018

The following information was provided by the Verizon Engineer who designed the Battery Back Up/PowerReserve.

History:

Verizon used to have a rechargeable Battery Back Up Unit. Recently, a new FCC Ruling stating that as of February 2019, all Battery Back Up units provided or sold by Telecommunications providers must last a minimum of 24 hours. The phased out BBU provided at an 8 amp draw down approximately 8 hours of support time with 4 to 6 hours of support time the norm. Rechargeable Battery Backups that will last 24 hours tend to be large, heavy and expensive to manufacture. Utilizing prior customer feedback from the now phased out Verizon Rechargeable Battery Backup Unit, Verizon developed the current Battery Back Up.

Facts:

- The current BBU uses 12 D Cell batteries (EverReady or Duracell) that are included with the unit.
- This type of battery has a 7 to 8 year shelf life when installed, without any use.
- The 12 batteries have a cumulative 34 to 35 hours usable life span when the BBU is activated by a Power failure and not used for phone calls or to transmit an alarm. It is not clear how many 'battery hours' an alarm signal 'uses' as much of it depends on the type and duration of the alarm itself.
- During a power outage, dial tone is not available unless a Battery Back Up Unit is installed, in conjunction with the Verizon ONT Box, with functioning batteries. The primary purpose of the BBU is to allow an Alarm Panel to access dial tone to communicate with the Security Panel in the Hershey's Mill Security office if the Panic Buttons are needed or the Smoke Alarms go off. The primary purpose of the BBU is not to support casual conversation on the telephone while the power is out.
- **IMPORTANT:** The BBU does NOT provide power to electrical outlets, so Cordless Phones, Internet or anything else requiring electrical power will not work in a power failure. The base on Cordless Phones must be plugged into an electrical outlet. Dial Tone will only be evident on direct wired phones. Alarms have their own BBU. Some Villages require a BBU. BBU's are HIGHLY RECOMMENDED.

How the BBU works:

-The BBU plugs into the ONT transformer. **The BBU is left in the ON position**. As long as there is Power to the ONT Box, the BBU remains on standby. At this point the ONT Box is drawing approximately 10.5 watts. During a Power Failure, the ONT Box goes into Power Reserve turning off the draw from Video and Internet and supporting only Dial Tone. During this time the ONT Box automatically reduces its draw down to approximately 4 to 5 watts.

-Currently, there is a Test Strip within the BBU that may be used to test the D Cell batteries, from time to time, to determine the remaining D Cell battery life. Each battery must be tested individually. There is no audible sound or light warning of declining battery life.

-The BBU is designed to be installed by a Verizon Account Holder. No disruption to the services occur if the BBU is installed while the ONT is in use. The BBU plugs directly into the ONT Transformer (most have a Blue Button to distinguish the two boxes.). A second BBU may come to you in the mail after one is installed. You must call the Call Center and have it picked up or a post paid label sent to you to avoid double billing.

****New Improved Model:** should be available by the end of 2018. The new model will functionally be exactly the same as the current model. It will have three LED lights and a Test Button to show how much battery life is remaining: full, middle or close to end of life. The BBU will look the same except for the LED lights. Pricing is not expected to change significantly. The new model will be sold at the then posted price. If you wait to order the new model and request a Tech to install, there will be a service charge for the Tech to come out just to install the BBU.