



Saddleback Residential Phone Backup Power Policy

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require 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 -- we provide our customers with an 8-hour battery when they subscribe to our service. Saddleback also offers a 24-hour battery option for purchase. Likewise, Saddleback maintains the batteries at no cost to our customers.

What Your Battery Can and Can't Do for You

Saddleback Communications backup batteries for telephone modems allow 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 will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power.

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

Expected Backup Power Duration

Backup batteries are expected to last at least eight hours on standby power. The backup battery should give you approximately 6 hours of talk time, meaning total time of conversation while on battery power.

Additionally, your battery is monitored by Saddleback. If the battery is getting low or there is a problem, Saddleback will respond and dispatch a technician to replace the battery. Battery replacement is at no cost for the 8-hour battery and at cost for a 24-hour battery.