

WHAT HAPPENS DURING A POWER OUTAGE WITH FIBER OPTICS?

What to Expect During a Power Outage with Fiber Optic Telephone Service

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.

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.

What Your Battery Can and Can't Do

A battery backup from WCVT will provide your Fiber Optic voice service with ample power to maintain your service during a commercial power failure for up to 8 hours on standby and approximately 4-5 hours of talk time. If you require longer standby protection WCVT offers additional batteries that can provide up to 24-hours of standby time.

WCVT's backup batteries are rechargeable and have an estimated useful life span of 3-5 years. WCVT monitors the battery state and will be alerted should the battery fail to properly charge or maintain service during a commercial power failure.

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.

Battery Service Plan - Purchase and Replacement Options

WCVT offers a free first time battery upon initial installation of the fiber optic voice service to all voice service subscribers. If you do not subscribe to voice telephone service, a battery backup unit will not be installed unless you choose to purchase a battery backup unit from us.

In order to protect you against failures not covered by batteries that have reached their end of life, WCVT offers a subscription to its Battery Service Plan.

WCVT Battery Service Plan

- \$3.95 per month.
- 2-Year contract required.
- Single battery and charger coverage.
- Full replacement of battery and/or charger at any time due to performance failure.
- \$50.00 early termination fee applies.



Additional Battery Purchase / Replacement

- \$80.00 per additional battery.
- Full replacement of battery and/or charger at any time due to performance failure.
- \$50.00 early termination fee applies.
- If a subscriber chooses to purchase the backup battery through WCVT without the BSC Plan; the cost would be \$99.00, WCVT will provide all the necessary elements of warranty, such as warranty expiration date, and under what circumstances a replacement would be provided.

Note: WCVT's Battery Service Plan takes effect immediately upon enrollment. The Battery Service Plan has a minimum commitment of 24 months. A \$50.00 early cancellation charge will apply if the plan is terminated within the 24 month period. After the initial 24 months, the plan renews on a month-to-month basis and may be cancelled at any time without a penalty fee. WCVT will not replace ONT batteries due to normal battery depletion during commercial power outages. Batteries will recharge automatically once commercial power is restored or with use of a generator. Additional battery capacity can be purchased from WCVT.

How Can I Find Out More?

Waitsfield and Champlain Valley Telecom has been serving the Mad River and Central Champlain Valley since 1904. Locally owned and operated, our goal is to provide you with fast and reliable internet and related services along with the technical support to keep your connections running smoothly.

If you have any questions about fiber optics, please feel free to contact us.

Customer Service: 800-496-3391 or csdept@wcvt.com

Our dedicated Customer Service Representatives are available Monday-Friday from 8:00am to 5:00pm.

Waitsfield Business Office:

3898 Main Street (Route 100), Waitsfield, VT

Monday - Friday, 8:00am - 5:00pm

Hinesburg Branch Office:

14 Thorn Bush Road, Hinesburg, VT

Monday - Friday, 8:00am - 5:00pm