

# Your battery backup: how it works, looking after it, and your terms

## Welcome

Your battery backup is designed to keep your home phone line working during a power cut, so you can stay in touch when it matters most. It keeps your line running for around one hour, depending on use. This guide explains how to get the most from it, how to look after it, and what to do if you need help.

### In a power cut

- **Make your call early.** The battery has the most charge at the start of a power cut and runs down from there. So as soon as the power goes, let someone know your line will be off until it's back.
- **Use a corded phone.** Plug a corded phone into the Phone 1 socket on your router. Cordless phones need mains power, so a corded phone is the one to keep handy for power cuts.
- **Save the battery for calls.** Your battery backup is there to keep your phone line working. Using Wi-Fi, streaming or charging devices during a power cut

will use up the battery faster and leave less time for calls, including to 999.

- **If the wider network is down.** Your battery backup keeps your phone line working at home. If the power cut also affects the wider network in your area, calls will be back once the network is restored.

### Looking after your battery backup

Keep it plugged into the mains at all times. That way it stays fully charged and ready for when you need it. It's designed for power cuts only, so regularly unplugging it or running it on battery will shorten its life.

### If something goes wrong

- **12-month warranty.** If your battery backup develops a fault within 12 months of the date we send it to you, we'll repair or replace it.
- **Getting in touch.** Contact our support team using the details in your welcome email or on our website. We'll start by helping you check the unit, as many issues can be fixed over the phone.
- **Free returns.** If your unit needs to come back to us, we'll send you an email containing instructions on how to return the device and a code to show at the

Post Office that covers the postage. Returning a faulty unit costs you nothing.

- **If it doesn't work when it arrives.** Let us know within 30 days of receiving it and we'll send a replacement straight away, before you return the original.
- **Replacement times.** For faults after the first 30 days, we'll email you return instructions and a code to show at the Post Office that covers the postage.

This doesn't affect your statutory rights.

### **Returning your battery backup if you leave us**

If you received your battery backup free of charge and you cancel your service within two years of receiving it, please return it to us. This applies whether you cancel during or after your minimum contract term. We'll send you a prepaid bag to make it easy. If we haven't received the unit within 21 days of your service ending, a charge of £69.99 will apply.