

Battery Back Up/PowerReserve Pick Ups

(Do Not Call 1-800-Verizon or the Call Center or FiOS Tech Support.)

The instructions and phone numbers below are Only for BBU's.

August, 2018

The normal way Battery Back Ups/PowerReserves (BBU) are handled by Verizon, when ordered, is to mail them to the ordering address. BBU's are not stocked in the local Operations facilities, so the Techs normally do not have access to them directly. As a courtesy, the Malvern Operations Manager stocked a few, so that Techs could provide and install them when they came to install the rest of your equipment.

The mailed BBU's trigger the request we make of each home owner to be certain that a BBU was indeed installed and is in the On position. (Techs are human, they make mistakes.) The BBU/PowerReserve is plugged into the Transformer located next to or near the ONT (Optical Network Terminal). All three boxes tend to be black in color. If you do not have three boxes, you do not have a BBU installed.

The BBU has an ON/OFF Toggle switch. ON is when the toggle switch is depressed on the On side. If the BBU is in the Off position, please turn it on. The Techs are human and they do make mistakes. They may have forgotten to install the BBU or may not have turned it on.

Having the Mailed BBU Picked Up

When BBU is verified, the BBU's that were mailed are picked up from the front porch when you call for Pick Up. Having the BBU picked up prevents a double charge. No receipt is given. Over 1000 have been picked up this way and no one has been double charged.

If you are able to verify that the BBU is in the ON position, please request Pick Up by calling this number and leaving a Voice Message with your Request for BBU Pick Up, Name on the Account and HM Street address. Speak slowly and clearly and repeat the address. Then place the BBU, protected from the weather, on your front porch. It will be picked up. No receipt is provided. Over 1000 have been picked up and no one has been double billed. If the BBU is not picked up within ten days, please call the same number and leave a second message with the same information. This is rarely necessary but may be necessary occasionally. No one will call back from a message left on this number. This is an incoming message only number. A Tech will be assigned to pick up the BBU when in HM on other business. **These are incoming leave a message only numbers. Call: 610-644-5914 or 610-383-6810.**

MORE ON THE BACK

BBU is Not Installed – How to have the mailed BBU Installed:

If you find that the BBU is not installed, call the telephone number below and leave a message explaining that the BBU was not installed and request that a Tech visit to install the one received in the mail. If this is the case, please provide your Name, Address and Contact Telephone number when you leave the Request message. A Tech will be assigned. Please answer your phone, even if you don't know who is calling, until you make contact with a Tech. They do not leave return call phone numbers. A Tech may also knock on your door when in HM on other business. **These are incoming leave a message only numbers. Call: 610-644-5914 or 610-383-6810.**

Not able to locate or verify if a BBU has been installed:

If you are not able to verify, a Tech will visit to double check when you leave a message requesting a check by a Tech. Call the telephone number below and leave a message explaining that you are not able to verify if the BBU was installed or if it is On and request that a Tech visit to install the one received in the mail. If this is the case, please provide your Name, Address and Contact Telephone number when you leave the Request message. A Tech will be assigned. Please answer your phone, even if you don't know who is calling, until you make contact with a Tech. They do not leave return call phone numbers. A Tech may also knock on your door when in HM on other business. **These are incoming leave a message only numbers. Call: 610-644-5914 or 610-383-6810.**

The Tech will either install the BBU or verify that it is in the ON position and retrieve the BBU that arrived in the mail.

Not done within 10 business days from when you left a message?

If the BBU is not Picked Up or you do not receive a knock on the door or a call from a Tech when a Tech visit is required within 10 business days of leaving your message, please call back and leave All of the same information again.

Here is what is needed:

- 1) Exactly what you need in reference to the BBU
- 2) The name on the Account and your name if different
- 3) The Street Address within HM
- 4) Your Contact telephone number

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