



Lift and Alarm lines – Service Description

Lift and alarm lines provide a dedicated service for your home to give you peace of mind that you and your family can remain safe at all times.

Both lift and alarm lines provide our customers with a line that is dedicated to one telephone number, so should the alarm be raised or a lift be at fault, your dedicated security company or chosen contact will be called to be alerted.

This service also gives all customers, as standard, outgoing call barring meaning you can be sure this line will only be used in an emergency.

Once moved to fibre, all these lines will be provided with a Battery Backup unit free of charge. The Optical Network Terminating unit (ONT) will be provisioned with mains powered Battery Backup, and in the event of a power outage, the Battery Backup will power the ONT for a minimum of 1 hour.

As standard with this service, all lift and alarm lines will be entitled to one free engineer visit per year to check the Battery Backup unit is still in working order, should the worst happen. To book your free annual Battery Backup check, please call our JT team on 882882 and they will schedule your annual visit.

In addition, should you notice a fault on your lift or alarm line, the response time for an engineer to visit your property will be 24 hours after the fault has been reported to JT. Much quicker than the standard response time of 48 hours on a standard landline.

Lift and alarm lines are charged at £19.99 per month with all the above included as standard. Additional care packages are available at further cost, please speak to our Call Centre Team for more information on **882 882**.

FAQ's

The BBU is alarming but I still have power?

This means it has switched to battery power. Check that the unit is still connected to the mains power and is switched on. If the unit is plugged in and switched on, but the alarm continues, this could mean there's a problem with the unit. Please contact the JT Fault team on **882 882**.

Can I silence the alarm to stop it beeping?

You can silence the audible alarm using the mute button. Press and hold the button to temporarily silence or re-enable the alarm sounds. An orange light will flash to indicate the mute is on.

I've pushed the Cold Start button and nothing has happened.

The battery is completely flat.

Who do I contact for assistance?

If you experience any problems with your BBU please call the JT Fault team on **882 882** and a customer service advisor will be able to assist you.