

IMPORTANT NOTICE CONCERNING YOUR HOME TELEPHONE SERVICE

Backup Power for Home Phone Services during Power Outages

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 – Griswold Cooperative Telephone Company installs and maintains backup power for wired phones.

What Your Battery Can – and Can't – Do for You

Our backup battery for voice service allows you to continue to use your voice service 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 the voice backup battery.

Purchase and Replacement Options

An 8 hour battery backup solution is provided to all voice customers at no additional charge. You may purchase additional batteries (including a 24 hour battery) or replacement batteries consistent with your individual needs.

Expected Backup Power Duration

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24 hour battery or additional 8 hour batteries.

Instructions for Proper Care and Use of Your Battery

Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 40°F and below 120°F. The uninterrupted power supply (UPS) maintains the charge of the battery for its expected service life. Batteries will not last forever and will need replacement when your device starts to make a periodic beeping sound. That sound means that the battery is depleted and must be replaced. If your alarm is silenced, you will not hear the alarm. Griswold Communications also receives an alarm in regard to the battery status and will contact you to schedule replacement.

To periodically test the battery status, unplug the unit from the electrical outlet. The alarm should beep (if not silenced) and the DC light will come on. Plug the unit back in for the DC light to go out.