

# Battery Backup



Please review this important information to learn more about a battery backup available from Chariton Valley to maintain your phone service during a short-term power outage.

Your Chariton Valley phone service is electrically powered and will not work during a power outage. Power outages will disrupt Enhanced 911 service if you do not have a battery backup. Customer may purchase a battery backup, for use in the event of a power outage, by contacting Chariton Valley at 660.395.9000 or 800.769.8731. The battery backup provides up to 8 hours of standby service and 6 hours of talk time using a corded phone connected directly to a phone outlet. The cost of the battery backup is a one-time fee of \$75.00. It is your responsibility to purchase and monitor your battery and order a replacement, if necessary.

It is important to keep the battery connected to keep it charged. Disconnecting the battery will cause the battery to lose its charge, and you will be unable to place or receive calls during a power outage. The battery backup is intended to provide power to the Chariton Valley network interface device. If other devices which require electricity, such as routers, televisions or set top boxes, are plugged into the battery backup, it will diminish the amount of backup supply time. Factors such as age and temperature fluctuations can affect battery performance. We suggest testing your battery at least twice a year.

## Battery Options:

- **Chariton Valley provided replacement battery backup** – Chariton Valley can provide and install, at the customer's cost, a replacement battery backup, upon appointment, when it becomes known that the battery needs to be replaced. Cost to customer is \$75.
- **Third party provided spare battery backup** - Customers may also purchase additional backup batteries through online retailers. They can call Chariton Valley for information about the type of network interface device to ensure they purchase a battery model that is compatible with their device.

## What Your Battery Can - and Can't - Do for You:

**During a power outage, with a battery backup, customers will have up to 8 hours of standby service and 6 hours of talk time using a corded phone connected directly to a phone outlet.**

Without a battery backup or alternate backup source, such as a generator, customers with fiber or fixed wireless based residential telephone service will not be able to receive or place any calls, including emergency calls to 911. The only way to maintain the ability to use your telephone is by using some form of backup power.

Our battery backup does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a residential voice telephone battery backup.

## Chariton Valley Contact Information

Telephone: 660.395.9000 or 800.769.8731 Email: [customercare@cvalley.net](mailto:customercare@cvalley.net)