

Battery Backup



Modern telephone services will not operate without power. This was not true with historical “copper land line” telephones. Today, all electronic components associated with your telephone line now require battery backup or they will stop operation during a power outage. This has become less important with the pervasiveness of cellular phones, which usually continue working during a traditional power outage, and can therefore be used in an emergency.

It is still very important to understand:

IF ANY EQUIPMENT LOSES POWER, OUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY OR MEDICAL MONITORING THAT RELIES ON OUR TELEPHONE SERVICE.

Chariton Valley Telephone Corp. (CVTC) & Chariton Valley Communications Corp. (CVCC), hereinafter referred to as Chariton Valley have battery backup available for purchase, for any components we provide for phone service. Please review this important information to learn more about a battery backup to maintain your phone service during a short-term power outage. You 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 24 hours of standby service and 18 hours of talk time using a corded phone connected directly to a phone outlet. The cost of the residential 8 hour battery backup is a one-time fee of \$100.00. The 16 hour option is \$150.00, and the 24 hour option is \$200.00. 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 an electrical outlet 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.

Replacement Options:

- **Chariton Valley Replacement Battery** – It is the customer’s responsibility to purchase and monitor a battery backup and order a replacement battery when necessary. Chariton Valley can provide replacement batteries at a cost of \$50.00 per battery. Additional charges may apply if a service call is requested by the customer.
- **Third Party Provided Spare Battery** - You may also purchase additional backup batteries through online retailers. You can call Chariton Valley for the network interface device information to ensure you purchase a battery model that is compatible with your device.

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

During a power outage and with a battery backup, you will have up to 24 hours of standby service and 18 hours of talk time using a corded phone connected directly to a phone outlet if the 24 hour option is purchased. The 16 hour option will provide up to 16 hours of standby and 12 hours of talk time. If you choose the 8 hour option, you will have up to 8 hours of standby and 6 hours of talk time.

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 the telephone is by using some form of backup power.

Chariton Valley Contact Information

Telephone: 660.395.9000 or 800.769.8731 • Email: customercare@cvalley.net