



BACKUP POWER INFORMATION

If your home phone service is provided with our state-of-the-art fiber optic network, it requires electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- we at Southeastern Indiana REMC offer you battery backup power options.

WHERE TO OBTAIN YOUR BATTERY BACKUP

Southeastern Indiana REMC would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we offer an optional backup battery available for purchase directly from us. If you have any questions or need to purchase a backup battery, please call us at 1-800-737-4111 or visit our business office Monday through Friday between 7:30 a.m. and 4:30 p.m. We are happy to quote current pricing on available battery options. Purchasing your battery backup from REMC guarantees that the battery will be compatible with your equipment and installed safely and properly. With the battery, you will be provided helpful information about how to self-monitor and self-test the backup battery. Applicable warranty information will be included as well.

WHAT YOUR BACKUP BATTERY CAN – AND CAN'T – DO FOR YOU

The battery we currently offer is approximately one pound and is roughly the size of a juice box. Our backup batteries are expected to provide approximately 8 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing additional batteries. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup battery.

INSTRUCTIONS FOR PROPER CARE AND USE OF YOUR BATTERY

Please follow the more detailed instructions included with your battery for proper use, storage, and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. These batteries will not last forever and should be replaced every 3 to 5 years, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted and must be replaced. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, test your battery to verify both the operation of the backup battery and its condition.