



Dear Valued Customer

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 Sand Creek Telephone Company (SCTC) provide you with an eight-hour battery backup at no charge.

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

The battery backup provided by SCTC must be kept connected to a power source so that it maintains a charge. This will allow you to continue to use your home voice services during a power outage. The battery provided by SCTC is expected to last at least eight hours on standby power. That means the backup battery should give you approximately eight hours of talk time. Cordless phones, home security systems, the Internet, medical monitoring devices, routers, and other equipment are not powered by the battery backup during a power outage. If you feel that is not enough time, you may extend your standby power by purchasing a 24-hour battery or additional eight-hour batteries.

Instructions for Proper Care and Use of Your Battery

Our service technician will provide you with verbal on-site instructions that will include proper operation of the battery backup to ensure that it will function as needed during a power outage. Because environmental factors such as temperature can also shorten the battery's life, SCTC's technicians will make every effort to install the battery backup in a location at your premise that stays above 41°F and below 104°F. The battery backup provided to you by SCTC will last approximately three years. SCTC will maintain and replace it should it stop working. If your services stop working, your battery backup starts to make a beeping sound, or the green light is out, please verify that it is plugged into an electrical outlet. If your services are not restored or if the beeping continues, please call our business office at 517-436-3130. You should also periodically disconnect from commercial power to test your battery to verify both the operation of the backup battery and its condition.