

Backup Power Customer Notice

Backup Power for Residential Voice Telephone Services during Power Outages

A backup power supply (battery) is required for your digital voice service to be in service in the event of a power outage. A battery backup, such as what Valley FiberCom has provided and installed (pictured right) will allow regular corded land line phones to work during a power outage and to maintain the ability to connect to 911 emergency services. When a power outage occurs, you should ensure that you have one corded single-line touchtone phone connected directly to a wall jack in your home. If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phone are so equipped.

What Your Battery Can, and Can't Do For You

Our backup battery allows you to continue to use your home voice service during a power outage. Without a backup battery, you will not be able to make any calls, including emergency calls to 911. Our backup battery does not provide power to any service other than voice. Home security systems, medical monitoring devices, and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options

Backup battery replacements (including one capable of 24-hours of back up power) are available for purchase directly from Valley FiberCom. If you have any questions on how to request and obtain a replacement unit, please call 1-866-45FIBER (1-866-453-4237).

Expected Backup Power Duration

The battery backup is expected to last up to 8 hours in the event of a power outage depending upon battery age, usage, and environment. You can purchase a backup battery that lasts up to 24 hours directly from Valley FiberCom. The estimated life expectancy for the battery is 2-4 years depending on power outage frequency and environment.

Instructions for Proper Care and Use of Your Battery

Please follow the instructions included with your battery for proper use, storage, and care. Batteries should be stored in locations under normal room temperatures. You should periodically test your battery to verify both operation of the battery and its condition. The battery backup unit can be tested by unplugging it from the power outlet. If it is working correctly, the ONT will remain powered and regular corded land line phones will still work in the house. Make sure to plug the unit back in at the end of testing. Battery backup units will display a battery light when the battery needs to be replaced.

Please call 1-866-45FIBER (1-866-453-4237) for additional assistance in replacing the battery. This battery backup is property of Valley FiberCom and replacement batteries will be provided by Valley FiberCom.

Battery Backup Models
Available from
Valley FiberCom



Valley FiberCom
PO Box 107 - 209 Kasan Ave
Volga, SD 57071
Ph: 1-866-45FIBER - www.valleyfibercom.com