
Spring Valley Telephone Company, Inc

PO Box 220
Spring Valley, WI 54767

715-778-4433

GM: Steve Marek

Spring Valley Telephone Company's advanced fiber based services require backup battery power to continue functioning during a power outage. To avoid a disruption of voice (telephone) service during an outage – and to maintain the ability to call 911 emergency services Spring Valley Telephone Company Inc provides a backup battery system option to purchase during the installation of telephone services that are delivered on our advanced fiber network. The option of having a battery backup is yours.

What the Battery Can – and Can't – Do for You:

Spring Valley Telephone Company Inc backup batteries allow you to continue to use your voice services up to 8 hours during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911 during a power outage. The only way to maintain the ability to use your phone during a power outage is by the use of a battery and a regular old telephone or POTS phone. The backup battery does not provide power to any services other than voice nor does it allow for the use of cordless telephones during a power outage. Home security systems, medical monitoring devices, electronic phones and other equipment will not run on the backup battery.

Purchase and Replacement Options:

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you. The backup battery offered by Spring Valley Telephone Company, Inc. is approximately 5 pounds and is roughly the size of lunchbox. You can purchase a backup battery directly through Spring Valley Telephone Company, Inc. If you have any questions or simply want to purchase a backup battery through us, please call 715-778-4433. The 8-hour backup battery materials approximate cost incurred range is \$15.00- \$\$125.00 depending on materials needed. If you do not feel comfortable installing your own backup battery, please call us to make an appointment, and we would be happy to assist you.

A second option for increasing runtime during an outage would be installing a UPS system. These systems are available online and in many retail office supply stores. The number of runtime hours provided would be dependent on the capacity of UPS system purchased. Instructions for installing a UPS may be obtained by calling our office. UPS installation service is also available from Spring Valley Telephone Inc. However, please note that there will be a charge for the installation of this service.

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. We recommend that you store your battery above 41°F and below 104°F. These batteries are rechargeable. They will not last forever and should be replaced every 1 to 2 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 have described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

If you have any further questions or concerns please contact our office at 715-778-4433.

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