

CROSSLAKE COMMUNICATIONS

Customer Notice – Battery Backup for Fiber Service

As Crosslake Communications continues to deploy fiber optic services throughout the service area, today's advanced telephone services require backup battery power to continue functioning during a power outage. To avoid a disruption of home voice services during an outage – and to maintain the ability to connect to 911 emergency services – Crosslake Communications provides you with a battery backup for voice telephone service at the time of installation at no additional charge.

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

The battery backup provided by Crosslake Communications allows you to continue to use your home voice services 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. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on the backup battery provided by Crosslake Communications.

Purchase and Replacement Options

As mentioned, Crosslake Communications provides the backup battery during installation at no cost. However, batteries may need to be replaced after 2-3 years or when the battery no longer functions. Crosslake Communications will replace battery free of charge by appointment. Options for additional battery backup capacity (more than 8 hours) are available for purchase at the Crosslake Communications office. For more information regarding battery backups and replacements, please call our business office at [218-692-2777](tel:218-692-2777).

Instructions for Proper Care and Use of Your Battery

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. Batteries will not last forever and should be replaced every 2 to 3 years, or when unit has a red light that appears, some units even make a beeping sound. That sound means that the battery is depleted, and must be replaced. We will contact you to schedule replacement of battery or you can call our business office at 218-692-2777 to make an appointment.



1-800-992-8220