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January 1, 2018

Woodstock Communications 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 a backup battery would need to be installed.

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

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 telephone or POTS phone. Home security systems, medical monitoring devices, electronic phones and other equipment will not run on the backup battery.

Purchase and Replacement Options:

A backup battery will last up to 8 hours during a power outage. The backup battery can be purchased and installed through Woodstock Communications. If you are concerned about being able to contact 911 emergency services during a power outage that lasts longer than 8 hours, a large capacity, 24-Hour backup battery may be a good option for you. These batteries are available from Woodstock Communications Company at an additional charge. If you have any questions or simply want to purchase a backup battery through us, please call 800-752-9397. The 8-hour battery available for purchase costs approximately \$150.00, the 24-hour backup battery cost approximately \$250.00 and can be shipped directly to your house, or be picked up at our business office. If you do not feel comfortable installing your own battery, please call us to make an appointment, and we would be happy to assist you. However, please note that there may be a charge for this service.

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 Woodstock Communications.

Any further questions or concerns please contact our office at 800-752-9397.