



# Connected



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It's a new year and Santel's monthly newsletter has a new name. After many years of publication as The Private Line, we've now changed the name to *Connected*. We will continue to bring you regulatory notices and other items of interest that let you know how your member-owned cooperative is working to keep us all **Connected!**



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1400 Independence Ave, SW  
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## What Fiber Customers Need to Know about Battery Backups

Unlike traditional copper telephone lines, fiber optics require electricity to function. During an electrical outage, to avoid disruption of telephone service and to maintain access to 911, you will need to have a battery backup solution in place. Without a battery backup or some type of generator, you will not be able to call 911.

### What the battery backup can, and can't, do for you

The battery backup solution allows you to continue using your wired telephone during a power outage for as long as the battery holds its charge...approximately 8 hours. The duration that the battery will last will be dependent upon its age and how much you use it. Please note also that it must be a corded telephone as cordless phones take electricity and will not work in a power outage. Our battery backup solution does not provide power to TV or Internet.

### Proper care and use of your battery

The batteries are rechargeable and have a lifespan of approximately 5 years. If your device begins to beep loudly, it means the battery is depleted and you should contact Santel for a replacement.

### How to buy or replace battery backup solutions

Santel customers are given the option to purchase a battery backup solution at the time of fiber installation for a discounted price. If you do not currently have a battery backup solution, one can always be purchased at a later time. If you purchase a battery backup solution from us, Santel will monitor the age of the battery and reach out to you when the battery is nearing expiration. If you have any questions at all about your fiber optic services or your battery backup solution, please call our office at 796-4411 for further information.



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