



Backup Power Information

Each of our FTTH subscribers utilizes a backup battery pack that temporarily maintains voice service in the event of a power outage. Shawnee will still provide the initial battery free of charge, but for those who wish to increase the availability of telephone service during a power outage - and to maintain the ability to contact 911 emergency services -- Shawnee is making additional battery backup power options available to our subscribers.

Where to Obtain Your Battery Backup

Shawnee would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your telephone service during a power outage, which is why we are offering backup batteries available for purchase. If you have any questions or simply want to purchase a backup battery through us, please call us at 618-276-4211, visit our website at <https://www.myshawnee.net/about/contact-us/>, or visit our business office. Additional batteries can be delivered to your service location or it can be picked up at our business office. When purchasing your battery backup from Shawnee, we guarantee that the battery will be compatible with our equipment and we will provide helpful information about how to self-monitor and self-test the backup battery. Battery installation is easy, but if you do not feel comfortable installing your own battery, we would be happy to assist you, however, there will be a charge for technicians to come on site to install the additional battery.

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

Our backup batteries are expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24 hour battery or additional 8 hour batteries.

Our backup battery does not provide power to any services other than voice; your Internet service, home security system, medical monitoring devices, routers and other equipment will not run on a telephone backup battery.

Instructions for Proper Care and Use of Your Battery

Improper storage of your battery may shorten its lifespan. Environmental factors such as temperature can shorten your battery's lifespan. We recommend that you store your battery in a dry location that is above 41°F and below 104°F. These batteries are rechargeable, but they will not last forever and should be replaced every 5 years or when your device starts to make a loud beeping sound. Loud beeping indicates that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options.