

Battery Backup Notice For TCC Phone Customers

Tri-County Communications Cooperative, Inc's (TCC'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 TCC provides a backup battery system during the installation of all services that are delivered on our advanced fiber network.

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

TCC 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 our battery and a regular telephone or POTS phone. Our 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 our backup battery.

Purchase and Replacement Options:

The backup battery provided by TCC at no charge, will last up to 8 hours during a power outage and will recharge automatically once power has been restored. TCC will replace the backup battery at no cost if/when needed. If you have any questions, please call 800-831-0610.

An option for increasing runtime to 24 hours or more during an outage would be installing a UPS system. These systems are available for purchase from TCC, online, and in 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.

Any further questions or concerns, please contact our office at 715-695-2691.

