



Make calls during a power outage with Battery Backup.

Fiber Voice service requires electrical power at your home to operate. NorthState offers a Battery Backup solution for a one-time charge of \$200. With a fully charged battery, you will have at least 24 hours of backup battery power for emergency voice services, including Emergency 911 service. For an additional charge, multiple batteries may be purchased to provide up to 24 additional hours of backup battery power. [Click here for product specifications.](#) Replacement batteries (model PS36L-P7) are available at certain retailers. To order or inquire further about this product, please call 336-886-3600 to speak with one of NorthState's service representatives.

There are a number of considerations to make as you consider purchasing Battery Backup service from NorthState. Since your Fiber Voice service requires electrical power to operate, during a power outage you will not be able to make or receive calls without a backup power source or an alternative, such as a cell phone. The Battery Backup solution provided by NorthState is only intended to be used with NorthState's Fiber Voice service and will not power cordless phones, or other devices, including those that assist customers with disabilities or home security systems, or your Internet or TV service. During a power outage, please use your voice service only for emergency calls to preserve your battery power. NorthState will not provide credits and is not liable for service interruptions due to power outages. There may be other commercially available sources of backup power, such as a generator or an uninterruptable power source that may provide backup power for your voice service. Please consult the manufacturers of those types of devices for more information about their functions and capabilities.