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

The battery offered by Cass Communications is approximately five pounds and is roughly the size of a shoe box. Our backup batteries are expected to last at least 8 or 24 hours, respectively, on standby power. That means the backup batteries should give you roughly 6 or 20 hours of talk time. Our backup battery does not provide power to any services other than voice service. Home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup battery.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. These batteries are not rechargeable. Batteries will not last forever and should be replaced every 1 to 2 years. Battery warranty is good for 1 year.

Backup Battery Service from CASSCOMM

If your home phone service is provided with our VoIP cable modem, or our state-of-the-art fiber optic network, it requires electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- Cass Communications offers you a battery backup power option.

Where to Obtain Your Battery Backup

If you have any questions or want to purchase a backup battery through Cass, please call 1-800-252-1799, or visit our business o ffice. Our 8 hour backup batteries cost $235.00 and our 24 hour batteries cost $395.00. The batteries can be delivered directly to your house, or can be picked up at our business office. We will also provide any app licable warranty information. Battery installation is straight forward, but if you do not feel comfortable installing your own battery, we would be happy to assist you. Please note, however, that there will be a $125 charge for installation. Applicable taxes a nd surcharges will also apply. Other battery options are also available at many retail locations.

CASSCOMM

1-800-252-1799