
Star Communications Severe Weather Bulletin

Star Communications wants you to stay safe and informed. We have made the necessary preparations and stand ready to address interruptions in service. Below is a list of tips that will make communicating during severe weather conditions easier.

- 1) Have a corded phone plugged into your landline. As we all know, a landline is still the most secure and stable of all communications technology, however if you have a cordless phone that relies on electricity, it will have limited use when the power is out – call Star to get a low cost corded phone for just such emergencies.
- 2) If you are served by fiber-optics “Fiber”, invest in a battery-backup system if you live in the Clinton area. You can call Star about renting a battery backup power system as long as our supplies last. If you have a generator, make sure you supply power to your router/modem. During a loss of power, all video and data/internet ports are automatically shut down and the phone is the only device that is supplied with power.
- 3) Don’t talk on your Star line unless needed. Keep conversations short and to the point. Our systems will be under a tremendous load trying to keep all the area cellular providers service up and operational, as well as all our voice subscribers. So please be mindful of usage.
- 4) If you see wires down – please use caution and report downed lines using your Star phone by dialing 611, or call 1 (800) 706-6538 from any line.
- 5) Be aware if your WiFi is not working due to power outage and your cell phone reverts over to mobile data. Cell phone data drains the cell phone battery faster and also be mindful of cellular data caps that can be costly if surpassed.
- 6) Please be aware that it takes power regeneration every mile to supply video/TV service to your home or business. While the power may be working at your location – if anywhere between your location and Star the power companies have outages, you will not receive a video signal. We will be in constant contact with the power companies and will work closely with them to ensure power is restored and brought back online as soon as possible.
- 7) Lastly, please remember that the employees of Star all have families and homes as well. We will not send our employees out in the middle of a life threatening storm to restore service. We all love our Internet, TV, and Telephone – however our employees’ lives are more precious.

Everyone stay safe, be patient, and know that your cooperative and its employees will work as hard as we can to get services restored as soon as possible.