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Your phone's service, including access to E911, will only run for up to eight hours during a power outage if the battery is installed and fully charged. You are responsible for ordering, installing and monitoring the battery status. If this modem's battery meter indicates that you need a battery or your battery needs to be replaced, you can purchase one by calling 1-855-324-7700 or visiting a Cox store. Learn more at [www.cox.com/battery](#). To ensure that E911 dispatchers get your correct address, the installed modem should not be moved to your home or another address. Please let Cox know if you want to move your phone modem. Cox Email Our email rules, if you want to save messages and contacts after a coke high-speed Internet service outage, you need to move your Cox Email content to another email provider. Once the link is complete, we send you notification emails to your preferred file contact email address to remind you to take action to save or move your Cox Email content. We know that switching email providers is never easy. Below are a few resources to help you move content from your Cox email to an external account. Note: To use the following tips, be sure to set up your Cox email in an email client program like Outlook first. See Set up a Windows email account for details. In your e-mail client program, export the files you want to save to a local file. For example, Outlook uses the .pst file format. Set up your new email account from your new provider in your e-mail client program. Contact your external email account provider for assistance. To access the saved Cox Email content, import the local file into your new account. The following manufacturer support resources can help you move Cox Email content to your e-mail account. For full support when moving content to your external email account, Cox recommends contacting your new email provider. In addition, there are also free and paid software options that can back up your email or address book. Cox Logo For Home Logo Entry into Products Products I'm moving into a newly built home that never had an internet service. Apparently, the coke has to be asked outside my house. After all, they keep telling me that some technician is going to come out sometime at 7:00 - 7:00 and I shouldn't be there. But they don't always call. I call the next day and they'il keep sailing. What can I do to ensure they really show up? I need an Internet service to work, and that's the only thing that prevents me from moving around the house. Update: You're going to leave this here in case it helps someone in the future. They finally came to my house and ran into the queue, it seems to work well. - It's a 01 job order. Basically, it ran to a home that never had service. People on the phone are useless, try to go to your local store to set appointments. You should also receive an automated call to confirm your appointment and an email saying the technology is coming. Page 2,12 comments

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