

MAINTAINING TELEPHONE SERVICE DURING ELECTRICAL OUTAGES

Our telephone service requires a modem (also known as an MTA) that is powered by plugging it into an electrical wall outlet. **IF THE MTA LOSES POWER, YOUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY OR MEDICAL MONITORING THAT RELIES ON OUR TELEPHONE SERVICE.** In the past, we included a backup battery in many of the MTAs that we provide, but batteries are now provided for an additional one-time charge in order to reduce costs for customers that prefer to rely on other options, such as their mobile phone or backup power options purchased from third parties. Our company now offers a 24 – hour battery option where applicable. If you received a battery from us without charge, you will not be charged for keeping the battery for use in our MTA, but charges would apply if you order a replacement battery from us. You are responsible for making your own decision about whether or how to supply back-up power for your telephone service.

Cordless telephones require power and will not operate during a power outage even if you have a back-up battery in your MTA. If you purchase a backup battery or other power source, we recommend that you maintain at least one corded telephone to use during power outages.

Available Backup Power Options

We offer batteries for \$40.00 (plus applicable taxes). Self-installation instructions will be provided with the battery. Please contact us at 1-800-903-0508 to order a battery. *Warranty Information:* If a battery does not work properly within ninety days of the date that you purchase it from us, we will ship a replacement battery to you it at no additional cost. If you have an ARRIS MTA, you may be able obtain a battery directly from ARRIS; please see <http://shop.surfboard.com/arris-telephony-modem-back-up-batteries/> for information. You may also be able to purchase a compatible battery for your MTA at retail from a third-party provider; please consult the MTA manufacturer's product materials for your model to assure that a battery is compatible with the device. You are solely responsible for any damage that results from the attempted installation or use of a third party battery.

The backup batteries that we offer do not provide backup power for our Internet access service. You can purchase back-up power solutions from third parties, such as an uninterruptable power supply (UPS), that can provide backup power both for your phone and Internet modem (and other low-power devices, such as a mobile phone charger), but please note that many UPS devices only last for a short time period, especially when used to power multiple devices. While we do not endorse or warrant particular products or retailers, we note that a variety of UPS devices are available from major electronics retailers such as Best Buy. You may also wish to consider deploying other back-up power alternatives that may be available from electronics retailers, such as solar chargers, car chargers or mobile charging stations that may be more useful for extended outages. Please note that MTA batteries typically can only be re-charged through a powered MTA, so to use these alternatives to power your telephone service you may need to choose an option that can provide AC power to the MTA.

Performance and Monitoring of Your Battery

The battery that you may purchase from us is rated by its manufacturer to last for at least 8 hours in idle mode, when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls. During an extended outage, use your phone service sparingly to preserve your battery life. The actual length of time that your phone will be available during a power outage depends on many variables, including, but not limited to, the following: (i) the amount of phone usage when the phone modem is utilizing power from a backup battery; (ii) whether a backup battery is properly installed and charged, such as whether it has had an opportunity to fully recharge after a prior outage; (iii) the condition and age of a backup battery; and (iv) the amount of prior usage of the battery. Batteries lose capacity with age, and a leading supplier of MTA batteries has advised that the expected lifespan of an installed battery is 6-10 years. Battery performance is likely to degrade if the battery or MTA is stored at temperatures outside of normal room temperature (59-77°F), or if it is frequently discharged and charged. Failure to adhere to these proper storage and usage conditions will reduce the talk time available to you in an outage and the lifespan of your battery.

YOU ARE SOLELY RESPONSIBLE FOR TESTING, MONITORING, AND REPLACING YOUR BATTERIES ON A REGULAR BASIS. We recommend that you check your battery at least every six months by checking the battery indicator while the MTA is plugged in or by checking your phone's functionality while the MTA is unplugged. For instructions on installing, testing and maintaining a battery, please review the user guide for your MTA which can be found at www.yourcableinfo.com. We do not guarantee uninterrupted telephone services even to customers that have working backup batteries or other power supplies. In some instances, such as during a weather event, our network may experience other problems that would prevent normal operation of your services even if you supply power to your devices.

If you are concerned that the battery life of one of our batteries may not be sufficient, you may choose to purchase one or more extra batteries that can be installed in succession during an extended outage after the power in the first battery is exhausted. Extra batteries should be stored at room temperature and should be rotated into the MTA at least once per year to recharge the battery. Please note that you may need to press a reset button on the MTA for it to boot from battery power if a new battery installed when no AC power is provided.

You are responsible for reviewing all safety and other guidelines and instructions from the manufacturer of any battery or other backup power supply that you use with our services. We recommend that you do not place batteries into fire, intense heat, or liquids or attempt to open or modify battery packs, and that you avoid skin contact with cracked or leaking batteries.