

Maintaining Telephone Capability During Electrical Outages

Our telephone service requires a modem, also known as a Multimedia Terminal Adapter (MTA) that is powered by plugging it into an electrical outlet.

**IF THE MTA LOSES POWER, YOUR TELEPHONE SERVICES WILL NOT WORK,
INCLUDING 911 AND ANY HOME SECURITY OR MEDICAL MONITORING THAT
RELIES ON TELEPHONE SERVICE.**

When installing an MTA, it may include a back-up battery rated by its manufacturer to last eight hours in idle mode, but batteries degrade over time.

**YOU ARE SOLELY RESPONSIBLE FOR DECIDING WHETHER TO OBTAIN ADDITIONAL
BACK-UP POWER AND/OR WHEN AND WHETHER TO REPLACE THE BATTERY IN YOUR
MTA, AT YOUR OWN EXPENSE.**

Cordless telephones require power and will not operate during a power outage even if your MTA has access to back-up power. We recommend that you maintain at least one corded telephone to use during power outages.

Additional Back-up Power Options

If you wish to replace or supplement the battery that we provide, you may be able to obtain a battery rated by the manufacturer to last up to twenty-four hours directly from the MTA manufacturer, see <https://shop.surfboard.com/arris-telephony-modem-back-up-batteries> for information or from your favorite online retailer or by contacting Armstrong. Please review the MTA manufacturer's product materials to assure that any battery you attempt to install 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 batteries that we offer do not provide back-up power for our Internet access service. You can purchase back-up power solutions from third parties, such as an uninterruptable power supplies (UPS), that can provide back-up power for your phone and modem, but please note that many UPS devices only last for a short time period, especially when powering multiple devices. 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

When new, a battery included in an MTA is rated by its manufacturer to last for at least 8 hours in idle mode. 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 MTA is utilizing power from a back-up battery; (ii) whether a back-up 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 back-up 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 BATTERY 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 home phone's functionality while the MTA is unplugged. For instructions on installing, testing and maintaining a battery, please refer to the manufacturer's website, <https://shop.surfboard.com/arris-telephony-modem-back-up-batteries>, for product information.

We do not guarantee uninterrupted telephone services even to customers that have working back-up 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 battery 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 is installed when no AC power is provided.

Batteries are customer-owned equipment and should not be returned to us except upon our request. We do not provide battery recycling or disposal, but you are encouraged to check <http://www.call2recycle.org> or call 1-800-8-Battery (1-800-822-8837) for a battery recycling location near you.

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

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