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 **CUSTOMER SERVICE**
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Broadband Battery Backup Policy

Effective August 16, 2019

Important Information Regarding Your Voice Service

Your BrightRidge voice service is provided by an Optical Network Terminal (ONT) that requires electricity to operate. In the event of an electrical outage, your ONT will not receive power, just like any other electrically powered device in your home or business. During an electrical outage, your voice service, including any medical or security alert services like E911, will not be available without a battery backup.

What is a battery backup?

An Uninterruptible Power Supply (UPS), also known as a battery backup, is designed to provide temporary power to the ONT in the event electrical power in your home is lost. The length of time that voice service will be available during a power outage depends on many variables, including, but not limited to, the following: (i) whether the ONT is properly plugged into the UPS; (ii) whether the battery in the UPS is properly charged; (iii) the condition and age of the battery in the UPS; (iv) the amount of phone usage when the ONT is utilizing power from the UPS; and (v) if other devices are plugged into the UPS. Phone systems that require AC power (cordless phone systems and many business/office phone systems) will not work in the event of a power outage without an alternate source of power. Therefore, BrightRidge recommends customers maintain at least one traditional, corded (does not plug into an electrical outlet) telephone for emergency use.

Take Note

You are strongly encouraged to utilize and maintain a UPS if you have a medical alert system or security equipment.

How do I get a battery backup?

BrightRidge sells UPS solutions to Residential Voice customers who want one and will install it during activation of voice service at no additional cost. Installations outside of the activation of voice service is subject to a standard Trip Charge. BrightRidge provides two UPS solutions that, with a fully-charged battery/batteries are capable of providing standby backup power for basic voice services, including Emergency 911 dialing, for up to eight (8) or twenty-four

(24) hours in the event of a commercial power failure. Alternatively, customers may purchase and use any UPS that accommodates a standard 2-prong AC electrical plug. BrightRidge does not make any claim as to the standby ability or functionality of UPS units not provided by BrightRidge and does not guarantee the performance of any UPS.

What are my responsibilities?

Customers are responsible for purchasing, monitoring, testing, and maintenance of any UPS solution. BrightRidge recommends customers incorporate testing and maintenance of their UPS with their smoke detectors and/or emergency flashlights/lighting.

User's Guide and Battery Replacement

Learn how to determine the status of the UPS you purchased from BrightRidge by using the UPS User's Guide. The Li-36/PP36L-12U UPS User's Guide can be found under the Resources section of www.mybrightridge.com. The User Guide also explains the visual indicators, silence alarms, batteries replacement indicators, and much more.

- Li-36/ PP36L-12U – The UPS manufacturer warrants the UPS and batteries purchased from and installed by BrightRidge for 5 years from the date of installation. Customers can make warranty inquiries or purchase replacement batteries using the following website: www.precisionpowersolutions.com
- Third Party UPS – Customers can contact the UPS manufacturer, store where purchased, or a battery store such as Batteries Plus to inquire on battery replacement options.

Batteries, including lithium ion, should always be disposed of properly. Customers should contact a local recycling facility for specific information regarding the proper disposal of their UPS batteries.

BrightRidge reserves the right to modify this Back Up Battery Policy at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.