

## **BACKUP POWER CUSTOMER NOTICE**

### ***Backup Power for Home Phone Services during Power Outages***

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service - and to maintain the ability to connect to 911 emergency services - we at GBT want you to know how a backup battery system works and the options available to you to keep your home phone working in the event of a power outage.

### ***What Your Battery Can – and Can't – Do for You***

GBT's backup batteries for telephone services allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power.

Our cable modem backup battery does not provide power to any services other than voice – on a hardwired telephone. Our fiber to the home backup battery does power your voice, internet and video services. With the exception of a hardwired telephone, these backup units will not power the devices that use those services such as cordless telephones, internet routers and televisions. Also, usage of more than just voice service will dramatically shorten the time of battery backup. ***Home security systems, medical monitoring devices and other equipment will not run on these home phone backup battery units but will dial out on the phone line if they are equipped with a power backup system of their own.***

### ***Expected Backup Power Duration***

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you approximately 4 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing additional 8 hours batteries or an optional 24-hour battery backup system.

### ***Purchase and Replacement Options***

#### ***Option 1: GBT Provided Backup Battery***

You can purchase additional backup batteries directly through GBT. If you have any questions or simply want to purchase more backup batteries, please call 1-800-432-7965. Our backup batteries cost approximately between \$15 to \$40 depending on which service and telephone interface you have in your home. Please call us and we can tell you which battery should work for you. These can be picked up in one of our many retail locations. We have a 24-hour backup power supply available at a price of \$250 plus a \$40 installation charge. It is not recommended to self-install this unit.

#### ***Option 2: Third Party Provided Backup Battery***

You can also purchase a backup battery through some retailers or on-line, including from the vendor identified below. Be sure to purchase the battery model that matches the type of modem that you have. The type of cable modem that you have is an Arris TM or TG series modem. The type of battery that you need is either an Arris BPB026S (ARTC02220C) 8.4v, 2.6ah or an Arris BPB044S (ARCT00830) 8.4v, 4.4ah. The approximate cost of these batteries range between \$10 and \$30 on Amazon. If you are a fiber customer, the replacement battery is a 12v 7.2ah, F2 battery of which there are a number of brands with prices ranging from \$20 to \$30. For a 24-hour backup solution, you are welcome to search on your own. Be aware that we will not be responsible for the performance or compatibility of any product that you purchase from anyone other than GBT.

### ***Testing Your Battery Backup***

The simplest way to test your battery backup is to unplug the power cord from the electric outlet in your home. For the cable modem, this will be the power cord on the Arris cable modem itself. If you are a telephone customer with a fiber connection, it will be the power cord on the supply that is mounted somewhere in your home that powers back outside to the gray interface box outside your home. In both cases, you should then pick up your ***hardwired telephone*** to check for dial tone. If you do not have dial tone, your battery backup unit is probably not working, and you should contact us to check your system or replace the battery.

### ***Instructions for Proper Care and Use of Your Battery***

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. They will not last forever and should be replaced every 5 years, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted and must be replaced. See the instructions above for purchase and replacement options.