

Backup Power for Home Phone Services During Power Outages

Some of our voice services may need a backup battery to avoid disruption of service, and to maintain the ability to call 911, during a power outage. This notice provides information on battery backup requirements and options for obtaining backup batteries.

Which services need a backup battery? Voice services provided over our fiber optic or fixed wireless networks need a backup battery to operate during a power outage.

Voice services provided over our copper network are line-powered, so they do **not** require a backup battery to operate during a power outage.

Our fiber-to-the-home service uses Optical Network Terminals, or ONTs. Fiber customers with an indoor ONT will need a separate backup battery pack to power the ONT during a power outage. Some customers' ONTs are installed on the outside of their home. Outdoor ONTs come with a backup battery pack installed, so fiber customers with an outdoor ONT do not need to buy a separate backup battery.

Our fixed wireless service uses Residential Gateways, or RGs and voice services may be delivered using the RG. Fixed wireless customers will need a separate backup battery pack to power the RG during a power outage.

What if I don't have a backup battery? For customers on our fiber network with an indoor ONT, and customers on our fixed wireless network who also purchase voice products, the service will not work when your home electricity is out. You would not be able to receive or make calls from your home phone, including calls to 911, unless you have a backup battery pack installed in your ONT or RG.

How do I get a backup battery? You may buy or lease a backup battery pack from us or buy one from a third party.

What are my options for buying or leasing a backup battery? If you want a backup battery pack for your home phone service, you have the option of buying or leasing one from us or buying one from a third party.

- **To buy or lease one from us:** Call us at 918-865-3311 or 800-722-3979 or visit our office to talk to a customer service representative.
 - *Cost.* The costs to purchase or lease are listed below.
 - *Delivery.* If you want to install the backup solution yourself, we can ship the battery pack to you, or you may pick it up from us. If you would like our help installing the battery, we can bring it to your home for installation.
 - *Warranty.* The manufacturer's warranty information, if any, should be in the documentation included with the battery.

- **To buy one from a third party:** You may buy a battery pack from an electronics retail store or an online retailer. You must buy the correct battery pack model to ensure proper function. See below for battery pack models.

Which battery pack model do I need and how much does it cost?

	Fiber-to-the-home customers	Fixed wireless customers
Battery model:	CyberPower CSN27U12V	CyberPower LX1500GU
Price to obtain battery pack from us:	\$110 to buy \$5 monthly to lease	\$170 to buy \$5 monthly to lease
Battery pack model:	CyberPower CS20AEBP	CyberPower LX1500GU
Price to obtain an extended battery pack from us:	\$135 to buy \$5 monthly to lease (must have CSN27U12V or compatible battery pack)	\$170 to buy \$5 monthly to lease

How do I install a backup battery? Your backup battery pack should come with installation instructions. If you are not comfortable installing the battery pack yourself, contact us and we can help. There is no additional charge if we install a battery pack when we install your service. If we install a battery pack after your service has been installed, a service charge may apply.

How long will a battery power my phone? Backup batteries are expected to last at least 8 hours on standby power. If you feel that is not enough time, you may extend your standby power by purchasing one or more extended battery packs.

Will a battery power other services? Our backup battery pack does not provide power to any services other than our voice service. Home security systems, medical monitoring devices, and other equipment will not run on a home phone backup battery.

How do I care for and store my battery? Please follow the instructions included with your battery pack for proper use, storage, and care to ensure that it will function as needed during a power outage. If you do not store your batteries or battery pack correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. You should periodically, as described in the instructions included with your battery pack, remove and test your battery to verify both the operation of the backup battery and its condition.

Who is responsible for repairing or replacing the battery? If you buy either a battery or battery pack, either from us or from a third party, you will own the backup solution and will be responsible for the costs of repairing it or replacing it. If you lease a battery pack from us, we will own it and will be responsible for repairing it or replacing it (unless you cause the damage). Regardless of who owns it, you are responsible for ensuring proper use, storage, and care according to the manufacturer's instructions, and you will be responsible for the costs to repair or replace it if it is damaged by any failure to follow those instructions.

How long do backup batteries last? A battery will not last forever and should be replaced at the interval suggested in the instructions included with the battery 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.