



## IMPORTANT BACKUP POWER INFORMATION FOR ANNE ARUNDEL BROADBAND'S DIGITAL OR "VOIP" PHONE SERVICE

An Embedded Media Terminal Adaptor ("EMTA" or "phone modem") has been installed to provide ANNE ARUNDEL BROADBAND digital phone service within your home. The phone modem works on household power, so if there is a power outage, your phone service will not work without some sort of external power source. We provide you with this notice to provide you with information and options regarding backup power solutions to ensure a period of continued standby phone service during a power outage.

### Service limitations with and without backup power

Our digital phone service requires a power source to function. As a result, voice service (including 911 calls) will be unavailable to you during a power outage without backup power. If your phone modem has a backup battery, you will be able to make and receive calls for a limited period of time, but this backup power will not also power services other than voice. So, if you subscribe to other ANNE ARUNDEL BROADBAND services (such as Internet or cable television) or if you use ANNE ARUNDEL BROADBAND services in connection with things such as alarm systems or medical monitoring devices, the Phone Modem Battery may not enable those services to function properly during a power outage.

Moreover, even if you have Phone Modem Battery, your cordless phone may lose power during an outage. The battery installed in the phone modem will not power your cordless phone. Consider having at least one traditional telephone handset in your home (not a cordless phone) that plugs directly into the telephone jack on your modem. In addition, you can use other backup power sources (such as a UPS or generator) to provide power to devices like a cordless phone.

### Expected backup power duration

#### Phone Modem Batteries\*

We identify in the table below the length of time the Phone Modem Battery is expected to power the service in standby mode and, to the extent possible, the expected amount of talk time. Keep in mind that proper backup power usage and storage conditions, more fully described below, will help extend the useful life of the Phone Modem Battery.

Phone Modem Model	Expected Standby Duration*	Expected Talk Time*
Arris Model TG2472 Telephony Gateway	Basic battery is expected to provide up to 4 hours of backup time depending on usage.	Varies depending on usage.
Arris Model TM804G	Basic battery is expected to provide up to 6 hours of backup time depending on usage.	Varies depending on usage.
Arris Model TM822G	Basic battery is expected to provide up to 6 hours of backup time depending on usage.	Varies depending on usage.

\*The duration times are based on the rated specifications from the manufacturer. Other phone modem models may not be listed. Expected backup and talk times vary by model/battery.

#### Extended Power Outages

In the event of an extended power outage, we recommend that you consider:

- Purchase a UPS or generator (make sure you have an available fuel source for your generator).
- Keep your cell phone fully charged and keep an External Charger (such as a solar powered or car charger) that can be used to power your cellphone.
- Use your Phone service sparingly to preserve your battery life.

## **Proper usage and storage conditions, including the impact on duration of failing to adhere to proper usage and storage**

Phone Modem Battery power life will deplete over time. The lithium-ion Phone Modem Batteries that are compatible with our phone modem generally provide 6 to 10 years of service life. If the battery indicator light on the phone modem indicates that the battery is low or depleted, please contact us at (410) 987-9300 or [CustomerServiceMD@broadstripe.com](mailto:CustomerServiceMD@broadstripe.com) to have the battery replaced.

Here are some tips on how to get the most out of your Phone Modem Battery:

- Do not expose your battery to extreme temperatures, which can substantially shorten your battery's life. The back-up battery can safely be stored within the following temperature range: °F -4 to 140/(°C -20 to 60). It is important to note that storage of back-up batteries above 77°F (25°C) will significantly reduce life of the battery and is not recommended.
- During a power outage, we recommend that you keep non-emergency calls to a minimum to prolong the life of the Phone Modem Battery.

## **Subscriber backup power self-testing and monitoring instructions**

You are responsible for periodically testing and monitoring the functionality of your Phone Modem Battery. If your battery is low, exhausted, dislodged or inoperable, you will not have back-up power to your ANNE ARUNDEL BROADBAND Phone service and therefore your ANNE ARUNDEL BROADBAND Phone service, including E911 service, will not function in the event of a power outage. Please remember that the back-up battery provided by ANNE ARUNDEL BROADBAND only powers the advanced modem, not your phone. In order to have phone service in the event of a power outage, you must use a phone that is not dependent on a power source to function.

### Battery Self Installation

1. Remove the battery compartment door on the bottom panel or side panel depending on the Phone Modem model that you have.
2. Insert the backup battery into the compartment.
3. Close the battery compartment.

### Self-Testing the Phone Modem Battery

Check your Phone Modem Battery's condition at least twice a year. An indicator light on the front of your modem lets you know that your battery is charged and operating properly. To check its condition:

1. Unplug the modem power cord from the wall.
2. Verify that you have a dial tone on your phone.
3. If you do, your battery is working. If not, the battery should be replaced. If the replaced battery does not work, the EMTA is defective and you should contact us immediately at (410) 987-9300.

### Monitoring the Phone Modem Battery

It is important that you monitor the battery indicator lights on your ANNE ARUNDEL BROADBAND Phone modem. Under normal conditions, when the Phone Modem Battery is installed and functioning properly there will be a solid green Battery light. Depending on the advanced modem you have, if the "Battery" light is illuminated on your EMTA, the battery is functioning correctly. If the "Battery" light is off the battery is either incorrectly installed or missing and consequently your phone service will not function in the event of a power outage. If the "Battery" light is flashing, this indicates the battery or EMTA is defective and you should call us immediately.