



BRIGHTRIDGE BATTERY BACKUP POLICY

IMPORTANT INFORMATION REGARDING YOUR VOICE SERVICE

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. If you have a cordless phone system at your home, the UPS does not provide backup power for your base station. The base station for your cordless phone system must have power to communicate with your wireless handsets. Therefore, BrightRidge recommends customers maintain at least one traditional, corded (does not plug into an electrical outlet) telephone handset 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 USP 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 USP with their smoke detectors and/or emergency flashlights.

USER'S GUIDE AND BATTERY REPLACEMENT

Learn how to determine the status of the USP you purchased from BrightRidge. Additionally, understand the visual indicators, silence alarms, know when batteries needs to be replaced, and much more by clicking the following link for the [Li-36/PP36L-12U UPS User's Guide](#)

Li-36/ PP36L-12U – The UPS manufacturer warranties 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.

Effective: March 26, 2019