



BACKUP POWER CUSTOMER NOTICE

Backup power for residential voice telephone services during power outages:

For many years, your home telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided by fiber optics or fixed wireless rather than traditional copper based lines, the residential voice telephone service will require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services – Nemont provides you with a battery for the backup power for your residential voice telephone service at the time of the initial installation at no cost.

What your battery can – and can't –do for you:

The backup batteries for telephone modems provided by Nemont allows 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 with fiber or fixed wireless based residential telephone service will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your telephone is by using some form of backup power.

Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a residential voice telephone backup battery.

Replacement Options:

The battery provided by Nemont may need to be replaced every three years or when the battery is no longer functioning.

- Nemont provided replacement backup batteries – Nemont will provide and install a replacement backup battery for a fee and upon appointment when it becomes known that the battery needs to be replaced. If you have any questions, please call 800-636-6680-. Additional spare backup batteries can be purchased from Nemont.

- Third Party provided spare backup batteries – You can also purchase additional spare backup batteries to keep on hand in your home through a local retailer or on-line. Please contact us and we will provide you with the information you need about the type of service that you have to ensure that you purchase a battery model that meets your needs.

Expected backup power duration:

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you at least 6 hours of talk time. If you feel that 8 hour standby is not enough you may extend your standby power by purchasing an additional battery from Nemont or a third party.

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 to ensure that it will function during a power outage. If you do not store your battery correctly, it may shorten the useful life. Environmental factors such as temperature will shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. These batteries are usually not rechargeable. They will not last forever and should be replaced every 3 years or when no longer functioning. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

Detailed instructions for replacing a battery, as well as battery replacement options, can be found on our website at <https://www.nemont.com/customer-center/consumer-information/>.