



Battery Backup Offering and Disclosure for Residential Customers

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 a power outage. To minimize a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- we at PEARLCOMM offer you the option of purchasing backup power for your home phone line.

What Your Battery Backup Can – and Can't – Do for You

Backup batteries for optical network terminals allow you to continue to use your home voice line during a power outage. Without a backup battery or alternate home backup power source (such as a generator), customers will not be able to make calls during a power outage, including emergency calls to 911. The only way to maintain the ability to use your voice line during a power outage is by using some form of backup power.

A backup battery for the optical network terminal does not provide power to any services other than voice. Internet service, computers, televisions, home security systems, medical monitoring devices and other equipment will not run on a residential optical network terminal's backup battery. Cordless phones and their base stations are not powered or charged by the backup battery.

Purchase Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you.

You may purchase the following backup battery solutions directly from PEARLCOMM at the time of initial customer sign-up, or later, by calling 601-633-8000

| Option | Provider | Product (Click option for battery guide) | Est Initial Standby Time (Hrs) | Cust Cost | Cust Cost (Post-Install) |
|--------|-----------------|--|--------------------------------|-----------|--------------------------|
| 1 | CyberPower | UPS WALL/DESKTOP MNT 12V7.2AH36W | 8 | 85.00 | |
| 2 | Precision Power | PP36L - Li-36 Micro UPS, 12V 36W, Indoor | 8 | 155.00 | |
| 3 | Precision Power | PP36L-24HR - 24 hour kit, Li-36 Micro UPS, 12V 36W, Indoor | 24 | 285.00 | |
| 4 | Precision Power | PPL36L-EX - Additional Li Battery for Li-36 UPS | + 8 Hours | 65.00 | |

The backup battery can be shipped directly to your house, can be picked up in one of our office locations, or can be delivered by our installer when we install your voice service. If you do not feel comfortable installing your own battery backup, please call us to make an appointment, and we would be happy to assist you. Please note that there may be a charge for the battery backup installation service if the backup battery is not installed at the time your voice service is installed.

Expected Backup Power Duration

The standby operating times noted above are estimated and will vary as the batteries age. Customers that purchase the solution with 8 hours of standby time may upgrade up to 24 hours by purchasing additional batteries (PP36L-EX) at a cost of \$65.00 each (assumes customer self-install of additional batteries, must install 2 additional batteries for 24 hours).

Warranty

The backup battery solutions identified above come with a manufacturer’s warranty of 5 years directly from Precision Group. If you experience issues with your backup battery after installation, please email Sales@GoPrecisionGroup.com for a Return Material Authorization (RMA) form and further instructions.

Instructions for Proper Care and Use of Your Battery

Please follow the detailed instructions included with your battery backup system for proper use, storage, and care to ensure that it will function as specified during a power outage. If you do not store your battery correctly, its useful life may be shortened. Environmental factors such as temperature can shorten your battery’s useful life. We recommend that you store your battery above 14°F and below 120°F. The estimated service life of the battery is 6 to 10 years. Batteries should be stored in a cool, dry place.

These batteries are rechargeable, however they will not last forever and should be replaced as the unit instructions indicate. The battery backup unit will indicate via an active red light when the batteries need to be serviced or are disconnected. You should test your battery periodically, as described in the instructions included with your battery, to verify both the operation of the backup battery and its condition.