



IMPORTANT BACKUP POWER INFORMATION FOR WOW!'S DIGITAL OR "VOIP" PHONE SERVICE

An Embedded Media Terminal Adaptor ("EMTA" or "phone modem") has been installed to provide WOW! 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.

Capability of the service to accept backup power, and availability of backup power solutions, including purchase, replacement and cost information

Purchase of a Battery for Your Phone Modem:

Your WOW! provided phone modem includes a backup battery option to help maintain your service during a power outage for a period of 8 to 24 hours, depending on the model you purchase. You may purchase a battery that fits your phone modem (referred to as a "Phone Modem Battery") from WOW!, or from other retailers, as described below. Keep in mind that a backup battery for your WOW!-provided phone will help you maintain service during a power outage for a limited period of time, but it will not maintain your phone service in the event of a WOW! network outage, and it will not power a cordless phone.

- ✓ **Purchase a Phone Modem Battery (or Spare or Replacement) from WOW!.** A new Phone Modem Battery may be purchased for \$36.99 (for an 8 hour battery) and \$144.99 (for a 24 hour battery) plus taxes and fees. Existing WOW! customers are eligible to purchase a new battery, which will be sent to your WOW! service address and will arrive in about 7-10 business days (depending upon inventory and availability). If you would like to order a Phone Modem Battery, please call us at:

Illinois, Indiana, Michigan and Ohio 1-866-496-9669;
Alabama, Florida, Georgia, South Carolina and Tennessee 1-855-496-9929.

Modem Model	Voltage and Type of Battery	Cost
Arris Model	8.4 VDC, 4.4 AH. Model BPB044S / Arris part # 718005	\$36.99
Arris Model	Model TB260-24 / Arris part # 1000932	\$144.99

Other Backup Power Solutions:

There are other solutions that are available to you for purchase from third party retailers, which will provide backup power to your phone modem in the event of a power outage.

- ✓ **UPS.** A UPS (uninterruptable power supply) is a power source that will continue to work for a period of time during a power outage. Connecting your modem and cordless phone to a UPS will help you maintain service for a limited time in the event of a power outage. You can purchase a UPS at many retailers (e.g., Micro Center, Office Depot and Amazon.com). For example, you can purchase a UPS from Office Depot that will provide 225 watts, for a cost of approximately \$49.99.*
- ✓ **Generator.** A generator (typically powered by gasoline) is another power source that will work for a period of time during a power outage. Your phone modem can be plugged into the generator's standard outlet. If you rely on a generator by backup power, you should be sure to have access to adequate amounts of fuel to power the generator. You can purchase a generator at many retailers (e.g., Home Depot, Sears, Lowes and Amazon.com). For example, you can purchase a generator from Sears that will provide 1800 Watts, for a cost of approximately \$289.99.*

There are other accessories that would be useful to you in the event of a power outage, such as cell phone and a home, car or solar charger (an "External Charger"). These External Chargers can be used to recharge your cell phone.

*** Approximate costs obtained from retailer website as of February 2019.**

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 WOW! services (such as Internet or cable television) or if you use WOW! 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.

Battery Model	Expected Standby Duration*
BPB044S / Arris part # 718005	Varies by modem model. 8 hours expected
TB260-24 / Arris part # 1000932	Varies by modem model. 24 hours expected

*** The duration times are based on the rated specifications from the manufacturer.**

Other Backup Power Solutions

The other backup power solutions that we describe above (e.g., a UPS or generator) would have the ability to provide more than 8 hours of standby power and talk time, depending upon the type of unit that you purchase. You should consult the retailer and manufacturer’s specifications to determine the expected duration of these backup power sources.

Extended Power Outages

The Phone Modem Battery offered by WOW! will only provide 8 hours of standby power for your phone modem. 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 cell phone.
- ✓ 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. You should replace the Phone Modem Battery if the battery indicator light on the phone modem indicates that the battery is low or depleted (see additional information below).

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 WOW! Phone service and therefore your WOW! Phone service, including E911 service, will not function in the event of a power outage. Please remember that the back-up battery provided by WOW! 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

THERE MAY BE A DELAY IN FULFILLMENT OF BATTERY ORDERS BY WOW!, DEPENDING UPON AVAILABLE INVENTORY AND EQUIPMENT SUPPLY, AND PROCESSING TIME FRAMES.

- ✓ **Purchase a Phone Modem Battery (or Spare or Replacement) from Other Retailers.** The batteries that are available for our phone modems may also be purchased from other retailers, such as Amazon.com. For example,

Modem Model	Voltage and Type of Battery	Approximate Cost*	Retailer
Arris Model	8.4 VDC, 4.4 AH. Model BPB044S / Arris part # 718005	\$13.99	https://www.ebay.com

All prices are subject to change, and exclude applicable taxes and shipping fees. When our technicians install your service, we will at your request install the battery that you have purchased from sources other than WOW!. If you elect to have backup power installed by us, there may be additional service charges for the backup power installation, and costs of equipment and labor.

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 call us immediately.

Monitoring the Phone Modem Battery

It is important that you monitor the battery indicator lights on your WOW! 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.

Backup power warranty details

If you purchase a battery from WOW!, WOW! provides a six month repair or replacement warranty.

EFFECTIVE: February 13, 2019