



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 using fiber-optics rather than the traditional copper-based line, the residential voice telephone service requires 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 – Hardy Telecommunications provides you with a battery for the backup power for your residential voice telephone service at the time of the initial installation at no additional cost.

What Your Battery Can - and Can't - Do for You: The backup batteries for telephone modems provided by Hardy Telecommunications allow 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-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: As previously noted, a backup battery has been provided by Hardy Telecommunications during the initial installation. However, the battery provided by our company may need to be replaced every three years or when the battery is no longer functioning.

- Hardy Telecommunications provided replacement backup batteries – Hardy Telecommunications will provide and install at no cost to you, a replacement backup battery, upon appointment, when it becomes known that the battery needs to be replaced. If you have any questions, please call 1-800-838-2497, or email us through the Contact page on our website at www.hardynet.com.
- Additional spare backup batteries – If you are interested in purchasing additional backup power for your fiber-based telephone service, please contact us to discuss available

options. Please call 1-800-838-2497, or email us through the Contact page on our website at www.hardynet.com. Additional spare backup batteries to be stored in your home may be purchased from our company, or other backup power solutions, including third-party options, might be available.

Expected Backup Power Duration: Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you approximately 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing additional spare 8-hour batteries from our company, or we can discuss other backup power options, including third-party options.

Instructions for Proper Care and Use of Your Battery: If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. These batteries are rechargeable when connected in our housing unit to electrical power. However, they will not last forever and may need to be replaced every three years, or when the indicator light for the battery shows that it is low or out of charge. Hardy Telecommunications has the ability to remotely determine whether our provided backup battery has failed. If Hardy determines that our provided backup battery is no longer functioning, we will schedule a date and time to replace the battery. You also can periodically test the battery backup by disconnecting the electrical power source (just the power cord, no other cords) to your OneNet Optical Network Terminal/Network Interface Device and ensuring that your telephone voice service is still active. You also may monitor and test your backup battery itself. If you choose to disconnect your battery from its housing unit and test it yourself, please use caution and be sure to reattach all connections correctly and securely. We strongly recommend contacting us before self-testing your backup battery in any way; we will schedule a date and time to come to your location and instruct you in the proper way to test your device.
