

Backup Battery Notice

Maintaining Telephone Capability during Electrical Outages

Our telephone service requires a modem (also known as an MTA) that is powered when connected to an electrical wall outlet. IF THE MTA LOSES POWER, YOUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY OR MEDICAL MONITORING THAT RELIES ON OUR TELEPHONE SERVICE. Certain MTAs include a battery slot that allows the installation of a backup battery. However, not all of Liberty's MTAs have this option. We offer our customers the option to purchase a battery that provides back-up power to certain MTAs during brief outages, as described below. Batteries are not included in our standard equipment rental since many of our customers prefer to avoid the extra cost of batteries by choosing to rely on mobile phones and/or providing their own backup power sources that can also power other equipment. You are responsible for making your own decision about whether or how to supply back-up power for your telephone service.

Cordless telephones require electricity and will not operate during a power outage even if you have purchased a back-up battery from us. If you purchase a backup battery or other power source, we recommend that you maintain at least one corded telephone to use during power outages.

Available Backup Power Options

Please refer to our Sales Form, our installation kit or www.libertypr.com to obtain backup battery pricing. Self-installation instructions will be provided with the battery and they are also available at our webpage. Please contact us at 787-355- 3535 to order a battery. If the battery does not work properly within thirty (30) days of the date that you purchase it from us, we will replace the battery at no additional cost.

You may be able to obtain a battery directly from the manufacturer of the MTA; please refer to the MTA manufacturer's website for more information. You may also be able to purchase a compatible battery for the MTA at retail from a third-party provider. Please search the MTA manufacturer's product materials for your model of MTA to assure that a battery is compatible with the device. You are solely responsible for any damage that results from the installation or use of a backup battery.

The backup batteries that we offer do not provide backup power for our Internet access service. You can purchase back-up power solutions from third parties, such as an uninterruptable power supply (UPS), that can provide backup power for your phone and modem, but please note that many UPS devices only last for a short time period, especially when used to power multiple devices. You may also wish to consider deploying other back-up power alternatives that may be available from electronics retailers, such as solar chargers, car chargers or mobile charging stations that may be more useful for extended outages. Please note that MTA batteries typically can only be re-charged through a powered MTA, so to use these alternatives to power your telephone service you may need to choose an option that can provide AC power to the MTA.

Performance and Monitoring of Your Battery

The battery that you may purchase from us is rated by its manufacturer to last for at least 8 hours in standby mode, when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls. During an extended outage, use your phone service sparingly to preserve your battery life. The actual length of time that your phone will be available during a power outage depends on many variables, including, but not limited to, the following: (i) the amount of phone usage when the phone modem is receiving power from a backup battery; (ii) whether a backup battery is properly installed and charged; (iii) the condition and age of a backup battery; and (iv) prior usage of the battery. Batteries lose capacity over time, and a leading supplier of MTA batteries has advised that the expected lifespan of an installed battery is 6-10 years. Battery performance may be degraded if the battery or MTA is stored at temperatures outside of normal room temperature (59-77°F), or if it is frequently discharged and charged. Failure to adhere to these proper storage and usage conditions will reduce the talk time available to you and the life of your battery in a power outage situation.

YOU ARE SOLELY RESPONSIBLE FOR TESTING, MONITORING, AND REPLACING YOUR BATTERY ON A REGULAR BASIS. We recommend that you check your battery at least every six months by checking the battery indicator while the MTA is plugged in or by checking your Home Phone's functionality while the MTA is unplugged. For instructions on installing, testing and battery maintenance, please review the user guide for the MTA which can be found at the manufacturer's web page.

We do not guarantee uninterrupted telephone services even for customers that have working backup batteries or other power supplies. In some instances, such as during a weather event, our network may experience other problems that would prevent normal operation of your services even if you supply power to your devices.

If you are concerned that the battery life of one of our batteries may not be enough, you may choose to purchase one or more additional batteries that can be installed in succession during an extended outage. Additional batteries should be stored at room temperature and should be rotated into the MTA at least once per year to recharge the main battery. Please note that, if you install a new battery when no AC power is provided to the MTA, you may need to press the reset button on the MTA for it to boot from battery power.

Do not place batteries into fire, intense heat, or liquids. Do not attempt to open or modify battery packs, and avoid skin contact with cracked or leaking batteries. For information about how to dispose of your used battery, please refer to the manufacturer's web site or contact them directly. The battery manufacturer name can usually be found on the bottom or side of the battery. You are responsible for reviewing all safety and other guidelines and instructions from the manufacturer of any battery or other backup power supply that you use with our services.

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