

BATTERY BACKUP POLICY

Summit Broadband Battery Backup Units

The Summit Broadband Digital Home Phone (DOCSIS) (GPON) service for residential customers includes the ability to purchase a battery backup unit (BBU) if the customer desires, also known as an uninterruptable power supply (UPS). Please be aware that electrical power is required for either phone service to work. If there is an electrical power outage, the phone service will not be available either to transmit or receive calls, including those to 911 for emergencies.

A BBU will improve the service's ability to function in the event power is disrupted. With an active battery, the BBU will provide temporary backup power for the Summit Broadband device in your home that provides basic voice services as well as access to call Emergency 911. The BBU may not guarantee functionality in the event of a power outage depending on the nature and duration of the outage or if the service network is out of operation.

As a separate service, you may purchase the BBU, including the housing, from Precision Power Solutions, or you may purchase the unit from another supplier and install it yourself.

Important Information You Need to Know

In case of an electrical power outage, the Summit Broadband preferred BBU should last at least twenty-four (24) hours in standby mode. While under battery backup power, you may not be able to access the internet and other services, such as security alarms.

You are responsible for obtaining, monitoring, replacing and properly disposing of all batteries for the BBU. Summit Broadband recommends that you test the BBU at least twice each year to ensure it is operating properly, fully charged and ready for use should there be a power outage. Further information on proper usage and storage of the BBU is included in the user's manual.

Failure to test or maintain your BBU may result in loss of voice service during a power outage, including a loss of access to Emergency 911 and other services.

More information regarding these units is available at: <https://www.cyberpowersystems.com/product/ups/gx-ups-series/gx950uc/>

New units and replacement batteries may be purchased directly through Cyber Power Systems' website at <https://www.cyberpowersystems.com/product/ups/gx-ups-series/gx950uc/> or by contacting Cyber Power Systems at 855-289-8177. When ordering through the website, please select Cyberpower GX Series, GX950UC.

Some batteries may be covered under the BBU equipment supplier's warranty. Details regarding that warranty are available on the Cyber Power Systems website. Summit Broadband does not warranty BBU equipment not purchased directly from Summit Broadband. If a battery failure occurs, contact the supplier of the BBU to determine whether your battery is under any warranty.

Battery Replacement Provider

Cyber Power Systems: 877-297-6937 or visit <https://www.cyberpowersystems.com/product/ups/gx-ups-series/gx950uc/>

Please note that the BBU (UPS and battery) is not covered under the Summit Broadband Service Protection Plan. If you have any questions, please contact a Summit Broadband Customer Care representative at the telephone number printed on your bill.

Thank you for choosing Summit Broadband.

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