

***Backup Power Disclosure Notice  
Ensuring Continuity of 911 Communication***

*Backup Battery Power for Home Phone Services*

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 an outage. To avoid a disruption of home voice service and to maintain the ability to connect to 911 emergency services, it is important to ensure you have a functional backup battery power source at all times.

*Is a Battery Backup Right For You?*

At Grande, we take the initial guesswork out of whether or not you should obtain a battery backup. As of August 11, 2016, all new voice service installations will have an up to 8 hour standby battery backup included by default to ensure continuity of 911 communications in the event of a power outage.

We understand the importance of knowing you can connect to 911 services in the event of an emergency. We're here for you with the backup power sources you need.

*Battery Backup Monitoring and Reporting*

Throughout the life of your voice services solution, no matter when it was installed, please monitor any alarms on your device. Any issues with battery functionality on your phone service device should result in either a visual alarm light turning on or an audio alarm sounding periodically. To report an issue with the battery backup, or if you have general questions or concerns regarding your backup battery capabilities, simply contact our Customer Service teams at (866) 2GRANDE. We're here to help 24/7.

*Battery Backup Replacement Options*

The battery backup provided by Grande Communications differs depending on what equipment is installed in your home. In many cases, a replacement battery can be picked up at any one of our retail offices and self-installed easily, similar to a laptop battery. This replacement method applies if your phone service is provided via an eMTA and the battery is located inside the housing of your modem.

We will need to schedule a technician to check on the system(s) if an ONT was installed in your home. In this instance, a larger, external UPS would have also been installed to provide backup battery power for your phone services. The technician will replace the battery backup for you, if necessary.

If you're unfamiliar with the type of equipment installed or which option applies, our Customer Service teams can help confirm the applicable battery replacement options available. Please call us at (866) 2GRANDE for further assistance.

### *How much does it cost?*

The replacement battery is offered at no cost as part of your continued phone service. However, our current trip charge fee may apply if a technician is dispatched.

### *What Your Battery Can and Can't Do for You*

Backup batteries for telephone modems allow you to continue to use your home voice services during a power outage. Without a backup battery or an alternate backup source, such as a generator, customers will not be able to make any calls, including emergency calls to 911.

Our backup battery solution does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment that tie into your home phone line will not run off a home phone backup battery. Please contact the providers of those systems to secure alternate solutions for those services in the event of a power outage.

### *Instructions for Proper Care and Use of Your Battery*

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 not rechargeable and are provided for your use without warranty. They will not last forever. Battery backups should be replaced every 1 to 2 years, if a battery-related alarm lights up on your phone modem, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted and must be replaced.

If provided, please read through any manufacturer's instructions included with your battery. Some manufacturers offer a methodology for testing your battery, outside of the actual phone modem alarms. If available, it is a good idea to follow these manufacturer recommendations.

Otherwise, monitoring your eMTA or ONT for visible or audio alarms, as indicated previously in this disclosure notice, is important to verify operation and the battery's condition.

### *Expected Backup Power Duration*

Even with proper handling, in standby 'inactive' mode the battery is expected to only last up to 8 hours. When in use, that functional battery time drops, providing only an approximate 6 hours of talk time.

### *Still Have Questions?*

If you have additional questions or concerns regarding your backup battery, please contact our Customer Service teams at (866) 2GRANDE. We're here for you 24/7.