



Battery Backup Offering and Disclosure for Residential Customers

Backup Power for Home Phone Services during Power Outages

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 a power outage. To minimize a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services -- we at NH BROADBAND, LLC ("NH BROADBAND") offer you the option of purchasing backup power for your home phone line.

What Your Battery Backup Can – and Can't – Do for You

Backup batteries for optical network terminals allow you to continue to use your home voice line during a power outage. Without a backup battery or alternate home backup power source (such as a generator), customers will not be able to make calls during a power outage, including emergency calls to 911. The only way to maintain the ability to use your voice line during a power outage is by using some form of backup power.

A backup battery for the optical network terminal does not provide power to any services other than voice. Internet service, computers, televisions, home security systems, medical monitoring devices and other equipment will not run on a residential optical network terminal's backup battery. Cordless phones and their base stations are not powered or charged by the backup battery.

Purchase Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you. You may purchase the following backup battery solutions directly from NH BROADBAND at the time of initial customer sign-up, or later, by calling 866-431-1928.

Option	Provider	Product	Estimated Initial Standby Time (hrs)	Customer Cost (at install)	Customer Cost (after install)
1	Powertec Solutions	PS36L-U7-2 with 2 stackable batteries (PS36L-EX-2)	24	\$ 220.00	\$ 400.00
2	Powertec Solutions	PS36L-U7-2	8	\$ 100.00	\$ 275.00

Notes: Customer Cost includes backup battery unit w/batteries, associated cabling, installation and configuration

Expected Backup Power Duration

The standby operating times noted above are estimated and will vary as the batteries age. Customers that purchase the solution with 8 hours of standby time may upgrade to 24 hours by purchasing 2 additional batteries (PS36L-EX-2) at a total cost of \$150 (assumes customer self-install of additional batteries).

Instructions for Proper Care and Use of Your Battery

Please follow the detailed instructions included with your battery backup system for proper use, storage, and care to ensure that it will function as specified during a power outage. If you do not store your battery correctly, its useful life may be shortened. Environmental factors such as temperature can shorten your battery’s useful life. We recommend that you store your battery above 14°F and below 120°F. The estimated service life of the battery is 6 to 10 years. Batteries should be stored in a cool, dry place.

These batteries are rechargeable, however they will not last forever and should be replaced as the unit instructions indicate. The battery backup unit will indicate via an active red light when the batteries need to be serviced or are disconnected. You should test your battery periodically, as described in the instructions included with your battery, to verify both the operation of the backup battery and its condition.

Warranty

The backup battery solutions identified above come with a manufacturer’s warranty of 5 years directly from Powertec Solutions. If you experience issues with your backup battery after installation, please email Sales@powertecsolutions.net for a Return Material Authorization (RMA) form and further instructions.

Li-36 Micro UPS

#PS36L-U7-2

Product Overview

Designed as the World's only scalable capacity Vdc UPS, the Li-36 Micro UPS is designed to supply continuous commercial and standby power to 12VDC Customer Premise Equipment (CPE). The Li-36 Micro UPS is rated for use with all CPE devices 12VDC 36 Watts (3 Amps) or less and offers PSI Patent Pending Stackable Battery technology to offer over 24 hours of backup, with up to 3 attachable battery packs. The Li-36 Micro UPS can be partnered throughout the home or small business to support one or multiple optical network terminals (ONT), optical network units (ONU), access points, wireless modems, routers, and embedded multimedia terminal adapters (eMTA). Designed for optimal performance and scalability the Li-36 Micro UPS also offers an optional PoE module for powering 48Vdc PoE enabled CPE Devices (i.e. Cameras, Access Points, etc.) with auto detect 48Vdc Protocol allowing universal PoE powering. Providing hours of scalable battery backup during electrical outages, the Li-36 Micro UPS also offers an integrated Battery Management System (BMS), L-Ion Technology, PoE audible and visual alarming, user replaceable battery pack, remote signal alarming (telemetry), and 5 year warranty.

