



IMPORTANT BACKUP POWER INFORMATION FOR WOW!'S DIGITAL OR "VOIP" PHONE SERVICE

An EMTA or Advanced Modem (collectively referred to below as a "Phone Modem"), or a Fiber Terminal has been installed to provide WOW! digital phone service within your home. The Phone Modem and Fiber Terminal work on household power, so if there is a power outage, your phone service will not work without some sort of external power source. This notice is provided to give you important information and options regarding backup power solutions to ensure a period of continued standby phone service during a power outage.

Capability of the Service to Accept Backup Power and Cost and Availability of Backup Power Solutions

Purchase of a Battery for Your Phone Modem:

There are backup power options for your WOW! provided Phone Modem or Fiber Terminal which can help maintain your service during a power outage for a period of 8 to 24 hours, depending on the model you purchase. You may purchase a backup battery for your Phone Modem. You may purchase a backup battery or an Uninterruptable Power Supply (UPS) for your Fiber Terminal (ADTRAN model only) from WOW!, or from other retailers, as described below. Keep in mind that a backup battery or UPS will help you maintain service during a power outage for a limited period of time, but it will not maintain your phone service in the event of a WOW! network outage. And a backup battery will not power a cordless phone. A UPS will only power a cordless phone if the phone is plugged directly into the UPS.

- ✓ **Purchase a Battery for your Phone Modem from WOW!.** A new Phone Modem battery may be purchased for \$36.99 (for an 8 hour battery) and \$144.99 (for a 24 hour battery) plus taxes and fees. Existing WOW! customers are eligible to purchase a new or replacement battery, which will be sent to your WOW! service address and will arrive in about 7-10 business days (depending upon inventory and availability). If you would like to order a Phone Modem Battery, please call us at: 1-866-496-9669. Note, WOW! does not offer a UPS option for Phone Modems but you may purchase one through a third-party vendor.

Phone Modem Model	Voltage and Type of Battery	Cost
Arris Model	8.4 VDC, 4.4 AH. Model BPB044S / Arris part # 718005	\$36.99
Arris Model	Model TB260-24 / Arris part # 1000932	\$144.99

- ✓ **Purchase a UPS for your Fiber Terminal from WOW!.** In some markets, a new UPS may be purchased for \$270.00 (for up to 24 hour backup) plus taxes and fees. Existing WOW! fiber customers are eligible to purchase a new or replacement UPS, which a technician will deliver to your WOW! service address in about 7-10 business days (depending upon inventory and availability). If you would like to order a UPS, please call us at: 1-866-496-9669.

Fiber Terminal Model	Voltage and Type of UPS	Cost
ADTRAN	12 VDC, 20 AH. Model CSN30U12V-20 / CyberShield FTTX part # 841-0071	\$270.00

THERE MAY BE A DELAY IN FULFILLMENT OF BATTERY OR UPS ORDERS BY WOW!, DEPENDING UPON AVAILABLE INVENTORY AND EQUIPMENT SUPPLY, AND PROCESSING TIME FRAMES.

- ✓ **Purchase a Battery (or Spare or Replacement) for your WOW! Phone Modem from Other Retailers.** The batteries that are available for our Phone Modems may also be purchased from other retailers, such as Amazon.com. For example:

Modem/Fiber Terminal Model	Voltage and Type of Battery	Approximate Cost*	Retailer
Arris Model	8.4 VDC, 4.4 AH. Model BPB044S / Arris part # 718005	\$13.99	www.ebay.com
Adtran Model	Cyberpower CSN27U12V-NA2 CyberShield DC PS 12V, 27W, 7.2A Battery	\$79.99	Amazon.com

All prices are subject to change and exclude applicable taxes and shipping fees. When our technicians install your service, we will, at your request, install the battery that you have purchased from sources other than WOW!. If you elect to have backup power installed by us, there may be additional service charges for the backup power installation, and costs of equipment and labor.

Other Backup Power Solutions:

There are other solutions available to you for purchase from third party retailers, which will provide backup power to your Phone Modem in the event of a power outage.

- ✓ **UPS.** A UPS (uninterruptable power supply) is a power source that will continue to work for a period of time during a power outage. Connecting your Phone Modem or Fiber Terminal and cordless phone to a UPS will help you maintain service for a limited time in the event of a power outage. You can purchase a UPS at many retailers (e.g., Micro Center, Office Depot and Amazon.com). For example, you can purchase a UPS from Office Depot that will provide 260 Watts, for approximately \$53.95.*
- ✓ **Generator.** A generator (typically powered by gasoline) is another power source that will work for a period of time during a power outage. Your Phone Modem can be plugged into the generator's standard outlet. If you rely on a generator by backup power, you should be sure to have access to adequate amounts of fuel to power the generator. You can purchase a generator at many retailers (e.g., Home Depot, Lowes and Amazon.com). For example, you can purchase a generator from Amazon that will provide 2000 Watts, for approximately \$369.99.*

** Approximate costs obtained from retailer website as of January 2023.*

There are other accessories that would be useful to you in the event of a power outage, such as cell phone and a home, car or solar charger (an "External Charger"). These External Chargers can be used to recharge your cell phone.

Service Limitations with and without Backup Power

Our digital phone service requires a power source to function. As a result, voice service (including 911 calls) will be unavailable to you during a power outage without backup power. If your Phone Modem has a backup battery or UPS, you will be able to make and receive calls for a limited period of time, but this backup power will not also power services other than voice. So, if you subscribe to other WOW! services (such as Internet or cable television) or if you use WOW! services in connection with things such as alarm systems or medical monitoring devices, the backup battery may not enable those services to function properly during a power outage.

The backup battery installed in the Phone Modem will not power your cordless phone. Consider having at least one traditional telephone handset in your home (not a cordless phone) that plugs directly into the telephone jack of your phone modem. In addition, you can use other backup power sources (such as a UPS or generator) to provide power to devices like a cordless phone.

Expected Backup Power Duration

Backup Batteries and UPS*

The table below identifies the length of time the WOW! backup battery and UPS are expected to power the voice service in standby mode but the talk time is significantly less than that, so you should minimize talk time during any extended power outage. Keep in mind that proper backup power usage and storage conditions, more fully described below, will help extend the useful life of the Phone Modem battery.

Battery/UPS Model	Expected Standby Duration*
BPB044S / Arris part # 718005	8 hours expected
TB260-24 / Arris part # 1000932	24 hours expected
CSN30U12V-20 / CyberShield FTTX # 841-0071	24 hours expected

** The duration times are based on the rated specifications from the manufacturer.*

Other Backup Power Solutions

The other backup power solutions described above (e.g., a UPS or generator) would have the ability to provide more than 8 hours of standby power and talk time, depending upon the type of unit that you purchase. You should consult the retailer and manufacturer's specifications to determine the expected duration of these backup power sources.

Extended Power Outages

The backup batteries and UPS offered by WOW! will only provide 8 or 24 hours (depending on type of device purchased) of standby power for your Phone Modem. In the event of an extended power outage, we recommend that you:

- ✓ Purchase a UPS or generator (make sure you have an available fuel source for your generator).
- ✓ Keep your cell phone fully charged and have an External Charger (such as a solar powered or car charger) that can be used to power your cell phone.
- ✓ Use your Phone service sparingly to preserve your battery life.

Proper Usage and Storage Conditions, Including the Impact on Duration of Failing to Adhere to These Guidelines

Backup battery or UPS power life will deplete over time. The lithium-ion backup batteries that are compatible with our Phone Modems generally provide 6 to 10 years of service life. You should replace the backup battery if the battery indicator light on the Phone Modem indicates that the battery is low or depleted (see additional information below). The UPS that is compatible with the WOW! Fiber terminal generally provides 5+ years of service life, the battery within the UPS generally lasts 3-5 years but timeframe can vary depending on how much the battery is used. You should replace the UPS if the output lights stop functioning, you should charge or replace the battery if the battery light glows red (see additional information below).

Tips on how to get the most out of your Phone Modem backup battery:

- ✓ Do not expose your battery to extreme temperatures, which can substantially shorten your battery's life. The backup battery can safely be stored within the following temperature range: -4 to 140°F (-20 to 60°C). It is important to note that storage of backup batteries above 77°F (25°C) will significantly reduce life of the battery and is not recommended.
- ✓ During a power outage, we recommend that you keep non-emergency calls to a minimum to prolong the life of the battery.

Tips on how to get the most out of your Fiber Terminal UPS:

- ✓ Do not expose your UPS to extreme temperatures which can substantially shorten your UPS's life. The UPS can safely be stored within the following temperature range: 5 to 113°F (-14 to 45°C). It is important to note that storage of the UPS above 113°F (45°C) may significantly reduce life of the UPS and is not recommended.
- ✓ During a power outage, we recommend that you keep non-emergency calls to a minimum to prolong the life of the UPS.

Subscriber Backup Power Self-testing and Monitoring Instructions

You are responsible for periodically testing and monitoring the functionality of your backup battery or UPS. If your backup battery or UPS is low, exhausted, dislodged or inoperable, you will not have backup power to your WOW! Phone Modem or Fiber Terminal and therefore your WOW! Phone service, including E911 service, will not function in the event of a power outage. Please remember that the backup battery only powers the Phone Modem, not your phone and the UPS only powers whatever is plugged directly into it. To have phone service in the event of a power outage, you must use a phone that is not dependent on a power source to function or have the phone plugged directly into a UPS.

Backup Battery Self Installation

1. Remove the battery compartment door on the bottom panel or side panel depending on the Phone Modem model that you have.
2. Insert the backup battery into the compartment.
3. Close the battery.

Backup Battery Self-Testing

Check your Phone Modem's battery condition at least twice a year. An indicator light on the front of your Phone Modem lets you know that your battery is charged and operating properly. To check its condition:

1. Unplug the Phone Modem power cord from the wall.
2. Verify that you have a dial tone on your phone.
3. If you have a dial tone, your battery is working. If not, the battery should be replaced. If the replaced battery does not work, the Phone Modem may be defective and you should call us immediately so we can replace it.

Backup Battery Monitoring

It is important that you monitor the battery indicator lights on your WOW! Phone Modem. Under normal conditions, when the Phone Modem battery is installed and functioning properly there will be a solid green "Battery" light. Depending on the Phone Modem you have, if the "Battery" light is illuminated on your Phone Modem, the battery is functioning correctly. If the "Battery" light is off, the battery is either incorrectly installed or missing and consequently your phone service will not function in the event of a power outage. If the "Battery" light is flashing, this indicates the battery or Phone Modem is defective, and you should call us immediately.

UPS Installation

Upon request, WOW! will install your UPS or you can self-install in accordance with the manufacturer instructions.

UPS Self-Testing

It is important that you check your UPS condition at least twice a year. A battery indicator light on the front of your UPS lets you know that your UPS is charged and operating properly. To check its condition:

1. Unplug the UPS power cord from the wall.
2. Verify that you have a dial tone on your phone.
3. If you have a dial tone, your UPS is working. If not, the UPS, or the battery within the UPS, may need to be replaced. If replacing the UPS or battery within does not work, the Fiber Terminal may be defective, and you should call us immediately so we can replace it.

UPS Monitoring

It is important that you monitor the Output and Battery indicator lights on the UPS. Under normal conditions, when the UPS is installed and functioning properly the Output light will be solid green. If the Output light blinks or does not turn on there may be a problem with the UPS. If the Battery status light blinks red or does not illuminate, the battery may need to be charged or replaced. If the power indicator on the Fiber Terminal does not light up the Fiber Terminal itself may be defective and you should call us immediately.

Backup Power Warranty Details

If you purchase a backup battery or UPS from WOW!, WOW! provides a six-month repair or replacement warranty.

EFFECTIVE: April 1, 2023