



Backup Battery Offering and Disclosure For Residential Customers

M-Pulse Fiber, LLC is providing this annual customer notification regarding its Backup Battery Offering and Disclosure in accordance with Federal Communications Commission (FCC) requirements.

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 – M-Pulse Fiber, LLC offers you the option to subscribe to a backup power solution for your home phone line.

What Your Back-up Battery Can – and Can Not – 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, 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 solution may be a good option for you. You may subscribe to a backup battery solution directly from M-Pulse Fiber, LLC at the time of initial customer sign-up, or later, by calling 1-662-256-2962. Backup battery solutions that provide 24 hours of standby time are available for subscription.

The backup battery solution will be delivered by our installer.

Expected Backup Power Duration

The standby operating times noted above (24 hours) are estimated and will vary as the batteries age. 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.



Testing and Monitoring

Although the batteries are rechargeable, 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 backup battery solution 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 warranty of 5 years, directly from the manufacturer.