

METRONET Backup Power Disclosure Notice

Backup Power for Home Phone Services during Power Outages

Historically, your landline home telephone allowed 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 during an outage – and to maintain the ability to connect to 911 emergency services -- we at Metronet offer you the option of purchasing backup power for your home phones.

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

Backup batteries for Optical Network Terminals (ONT) providing telecom service allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, you will not be able to make any voice phone calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power.

Our backup batteries do not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery. Additionally, our backup batteries will not power your cordless phone, but will instead only provide power for a limited time to traditional handset telephones plugged directly into the telephone jack.

Purchase and Replacement Options

You may purchase a new backup battery directly from Metronet for \$150.00 (for an 8 hour battery) or \$250.00 (for a 24 hour battery) plus taxes and fees. Either option can be picked up in one of our many retail locations. If you have any questions or simply want to purchase a backup battery through us, please call 1-877-407-3224, contact us via our website at <http://Metronet.com> or go to your local Metronet retail store.

If you do not feel comfortable installing your own battery, please call us to make an appointment and we would be happy to assist you. However, please note that there may be a charge for this service.

Expected Backup Power Duration

Our 8 hour backup battery is expected to last at least 8 hours on standby power. If you feel that is not enough time, you may extend your standby power by purchasing a 24 hour battery or additional 8 hour batteries.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. Environmental factors such as temperature can shorten your battery's useful life, so it's important to store your battery correctly. We recommend that you store your battery above 41°F and below 104°F. These batteries are rechargeable. However, they will not last forever and should be replaced every 1 to 2 years, or when your device indicates the battery should be replaced. Metronet also recommends that you remove and test your battery periodically to verify both the operation of the backup battery and its condition.