



NEXTGEN BROADBAND NOTICE TO CUSTOMERS

Backup Power Solution for Voice Telephone Service over Fiber Optic Cable

Nextgen Broadband is transitioning their telephone voice service from copper wire to fiber optic cable, where it is available.

Fiber optic cable does not have the ability to conduct electricity to the customer's premise equipment to power a landline telephone during a power outage. A backup supply (battery) is required for your digital voice service to function in the event of a power outage. A backup battery will **allow regular corded land line phones** to work during a power outage and to maintain the ability to connect to 911 services. When a power outage occurs, you should ensure that you have 1 corded single line touchtone phone connected directly to the gateway or your in-home wiring (wall jack) and the gateway connected directly to the battery backup power system. If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are equipped.

There is no requirement to have a battery backup power system for your telephone. The choice is entirely up to the customer to purchase a device to avoid disruption of voice telephone service during power outages.

The FCC requires Nextgen Broadband to offer you the option of purchasing a battery backup power system for your landline telephone. If interested, you can purchase this device at Nextgen Broadband or any other vendor of your choice.

Nextgen Broadband offers the following unit for purchase:

Make & Model: PSI PS36L-U7-2

Option & Price: 8 Hour backup - \$125.00

Option & Price 16 Hour backup - \$175.00

Option & Price 24 Hour backup - \$225.00

The battery backup system requires a power outlet to charge and should be located in an environment that is clean, dry and maintains a temperature between 14° and 120° Fahrenheit, near the Optical Network Interface (ONT) that was installed into the premises. The unit should be monitored and tested monthly (see manufacture's instructions included with the unit).

Please Note: If there is a loss of power at your home without a battery backup system in place, you will not have access to voice telephone service and 911 service. This battery backup system is designed for telephone voice service only.