

FCC Phone Services Battery Backup Disclosure

Phone Modem (eMTA) Customers

Your MaxxSouth phone modem (known as an eMTA) is powered by plugging it into an electrical wall outlet. In the event of a power outage, phone service (including access to 911 and any medical or security monitoring service that uses the MaxxSouth phone line) will be unavailable if you do not have battery backup. In the past, MaxxSouth often included a backup battery in many of the eMTAs that it provided to its customers. However, MaxxSouth does not represent that such complimentary batteries were, or in the future will be, included with its eMTAs, that such batteries were, or in the future will be, provisioned new or that such batteries can be expected to supply backup power for continued use of telephone service during a power outage for any length of time. Customers wishing to guarantee that their MaxxSouth eMTA includes a battery rated to last eight hours in a power outage may purchase a new battery from MaxxSouth for an additional one-time charge. You are responsible for providing, maintaining and replacing your own battery backup for your phone services.

- Without backup power source, your phone modem will not allow connection to the MaxxSouth network.
- You may purchase a battery backup and replacement on your own, or you may purchase one through MaxxSouth by calling 1-800-457-5351. The cost for a MaxxSouth battery backup is \$29.95 plus taxes. If you have an ARRIS eMTA, you may be able to obtain a battery directly from ARRIS; please see <http://shop.surfboard.com/arris-telephony-modem-back-up-batteries/> for information. You may also be able to purchase a compatible battery for your MaxxSouth eMTA from a third-party provider. Please research the eMTA manufacturer's product materials for your model of eMTA to assure that a battery is compatible with the device. If you are not certain that a battery is compatible with your MaxxSouth phone modem, such as the correct voltage, we recommend that you instead purchase the battery from us. You are solely responsible for any damage that results from the attempted installation or use of a third party battery. MaxxSouth makes no warranties with regards to any battery that is not purchased from MaxxSouth.
- Pricing and features (including, for example, the amount of active and standby time provided by the battery) will vary depending on the model selected.
- This notice is intended to provide general guidance, but the vendor from whom you purchase a backup battery will provide specific details regarding performance, storage, warranty, testing, recycling, and replacement. Please follow those details.
- Technology changes frequently—confirm that your phone modem is compatible with the backup battery you are purchasing or have on hand.
- Install a working and fully-charged backup battery before you need it. Please note that batteries degrade over time, so it is important that installation be performed correctly and that batteries be stored pursuant to vendor/manufacture instructions.

- Cordless telephones require power and will not operate during a power outage even if you have purchased a back-up battery for your MaxxSouth eMTA. If you purchase a backup battery or other power source, MaxxSouth recommends that you maintain at least one corded telephone to use during power outages.
- To use—connect a corded, single-line phone to the phone modem. A corded single-line phone may be powered by the battery in the phone modem by connecting it directly into the modem. Base stations for cordless phones may lose power too unless you supply a separate backup solution for that. You will need to have a battery backup or other power available for each piece of equipment you intend to power.
- Check your battery backup regularly, and know when to replace the battery. Some batteries will provide either an audible alarm or display a warning light when they need to be replaced. Check your user’s manual or vendor for information specific to your battery.
- When on backup power, use services sparingly, such as for emergency calls. For additional standby service time, some batteries allow you to “stack” – for example, to purchase two 4 hour batteries to get a total of 8 hours or standby time. Please consult your vendor and battery user’s manual for more information.
- Keep essential information like emergency numbers stored in a media that does not require available AC power, such as a notebook or a charged mobile device.

In addition, please note that your phone service uses the MaxxSouth network, which is powered by the electrical grid, and when the power fails MaxxSouth’s network may also fail. To minimize the risk of this, MaxxSouth uses both battery backup and generator support for its network infrastructure, but during an extended power outage MaxxSouth’s broadband and phone network itself may become unavailable. You may also choose to rely on cell phones for a potential backup solution; however, cell service may also not be available.

Fiber-to-the-Home (FTTH) Customers

If you are a Fiber-to-the-Home (FTTH) customer, the following notices are applicable in addition to those set forth above. You are a FTTH customer if you have an optical network terminal (also known as an ONT) installed at your residence. MaxxSouth’s FTTH telephone service requires an ONT that is powered by a power supply plugged into an electrical outlet. **IF THE ONT LOSES POWER, YOUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY AND MEDICAL MONITORING THAT RELIES ON OUR TELEPHONE SERVICE, EVEN IF YOUR EMTA IS BEING POWERED BY A BACKUP POWER SOURCE. IF YOUR EMTA IS NOT POWERED BY A BACKUP POWER SOURCE, YOUR TELEPHONE SERVICES WILL NOT WORK, EVEN IF YOUR ONT IS BEING POWERED BY A BACKUP POWER SOURCE.**

In the past, MaxxSouth often included a backup battery in many of the ONTs that it provided to its customers. However, MaxxSouth does not represent that such complimentary batteries were, or in the future will be, included with its ONTs, that such batteries were, or in the future will be, provisioned new or that such batteries can be expected to supply backup power for continued use of telephone service during a power outage for any length of time. Customers wishing to guarantee that their MaxxSouth ONT includes a battery rated to last eight hours in a power

outage may purchase a new ONT battery from MaxxSouth for an additional one-time charge. You are responsible for providing, maintaining and replacing your own battery backup for your phone services and your ONT.

MaxxSouth offers new ONT batteries for purchase by its telephone customers for \$57.95 plus any applicable taxes. A standard installation fee may apply for the installation of such battery by MaxxSouth (unless the battery is being installed during a service or installation appointment for which you are already being charged an installation fee or that is complimentary due to a promotional offer). Please contact MaxxSouth at 1-800-457-5351 to order an ONT battery.

You may also be able to purchase a compatible battery for your MaxxSouth ONT from a third-party provider. Please search the ONT manufacturer's product materials for your model of ONT to assure that a battery is compatible with the device. If you decide to purchase an internal compatible ONT battery from a third party, we require that you have MaxxSouth install this battery for you. A standard installation fee will apply (unless the battery is being installed during a service or installation appointment for which you are already being charged an installation fee or that is complimentary due to a promotional offer). You are solely responsible for any damage that results from the attempted installation or use of a third party battery. MaxxSouth makes no warranties with regards to any battery that is not purchased from MaxxSouth.

The ONT battery that you may purchase from MaxxSouth is rated by its manufacturer to last for at least 8 hours in idle mode, when the battery is new. For instructions on monitoring your MaxxSouth ONT battery, please review the user guide for your MaxxSouth ONT battery which can be found below.

ONT batteries must be recycled. ONT batteries purchased from MaxxSouth should be returned to MaxxSouth for proper recycling.

Warranty Information: If within the first ninety days after you receive an ONT battery purchased from MaxxSouth, you notify MaxxSouth that the battery is not working properly, MaxxSouth will install a replacement battery at no additional cost to you.

User Guides

[Click here for instructions on installing or replacing your eMTA battery backup.](#)

[Click here for instructions on testing your ONT battery backup.](#)