

Bowling Green Municipal Utilities
BACKUP BATTERY STATEMENT

IMPORTANT INFORMATION REGARDING YOUR
VOICE and INTERNET SERVICES DURING A POWER OUTAGE

Your telephone modem is powered by plugging it into an electrical wall outlet. In the event of an electrical outage, your modem will not receive power, just like any other electrically powered device at your business location. **If this happens, your telephone service, including any medical or security alert services and emergency services such as E911, will not be available to you.** If you have a medical alert system, or security equipment, you are strongly encouraged to utilize and maintain a backup battery.

A backup battery is designed to provide temporary power to your Company-installed Optical Network Terminal (ONT) in the event electrical power in your business is lost. The ONT does NOT come equipped with a battery. The length of time that your phone or internet equipment will be available during a power outage depends on many variables, including, but not limited to (i) whether a backup battery is properly installed; (ii) whether a backup battery is properly charged; (iii) the condition and age of a backup battery; and (iv) the amount of phone usage when the phone modem is utilizing power from a backup battery.

It is your responsibility to provide, install, maintain, monitor, and/or replace a backup battery.

You are responsible for purchasing and/or replacing the battery. We recommend you think about a regular battery check and replacement just like you would the batteries in smoke detectors or emergency security lights.

TAKE FURTHER NOTE: Our telephone service is designed to be used on the premises where the service is installed. By relocating any applicable equipment, emergency services providers will not be able to locate your business for timely delivery of emergency services. You assume the risk of loss, theft, or damage to the equipment at all times prior to the removal of the units by the Company or return of the units by you.

BGMU reserves the right to modify this *Backup Battery Statement* at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.

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