

FCC-Required Battery Backup Disclosure

Maintaining Telephone Capability During Electrical Outages

Silver Star Digital Voice and telephone service provided over fiber through an ONT device each require electrical power from your home to operate. *In the event of a power failure your telephone/internet service will not work, including 911 and any other function such as home security or medical monitoring that relies on your phone service, unless you have a battery backup.* To avoid disruption of your voice service during a power outage, and to maintain ability to connect to 911 emergency services, your Silver Star service includes an 8-hour battery backup provided at the time of installation at no additional cost. It is your sole responsibility for monitoring and contacting Silver Star when necessary if the battery provided at the time of installation requires replacement.

Cordless telephones require power and will not function during a power outage even if you have a backup battery for your Silver Star equipment. Ideally, an alternative means of dialing 911 should be available, such as a mobile phone. If you have a monitored alarm or other device that uses Silver Star service as the communications pathway, your monitored alarm/device will not function during a power outage without battery backup power for your Silver Star service. It is recommended that you subscribe to an alternative communications pathway, such as cellular service, as a backup for your monitored alarm or medical device.

Silver Star is not liable for the failure of your service, including 911 services, to function during a power outage, including failure due to the absence or insufficiency of battery backup power.

Performance and Monitoring of Your Battery

The batteries included in your service are rated to last for at least 8 hours in idle mode, when the battery is new. Additional batteries may be purchased to provide 24 hour, or more, back-up (reference available backup power options below).

The battery provided at installation is intended to enable users to make short, emergency or other urgent telephone calls. During an extended power outage, use your telephone service sparingly to preserve battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to: the amount of phone usage when the service is utilizing power from the backup battery; whether the backup battery is properly installed and charged; whether the backup battery has fully recharged after a prior outage; the condition and age of the backup battery; and the amount of prior usage of the battery.

Batteries lose capacity with age. The estimated life for a new battery is 3-5 years; however, actual results will vary depending on usage patterns, load, frequency of power outages, and environmental conditions, including temperature extremes and fluctuations. Failure to adhere to proper storage and usage conditions will reduce the talk time available to you in an outage and the lifespan of the battery.

To determine if the battery you have needs to be replaced, find the installation type and battery type installed with your equipment below and follow the instructions.

Outdoor ONT

- **CyberPower PSU**

There are status lights on the front right of the CyberPower PSU. The Replace Battery status light on the right will be red if the battery needs to be replaced. An audible alarm also will sound, with two beeps every three minutes when the battery needs to be replaced. While running on battery power, if the battery begins to run low, the alarm will beep four times every two minutes. The alarm can be silenced for 24 hours by pushing and holding the blue button on the front of the power supply for three seconds. This unit also has a Missing Battery status light, which will be red if no battery is connected to the power supply.

Indoor ONT

- **PSI Micro Vision UPS**

There are status lights on the front right of the PSI Micro Vision UPS. In Normal State, the System Status Indication is ON, color green. The On Battery status light on indicates AC line power failure or AC Cord disconnection, this means the ONT is running on Battery. Replace Battery indicator on with ½ second audible alarm every 15 min., this indicates the battery needs to be replaced. The audible alarm can be silenced and the second light from the top on the right will be flashing yellow while silenced. Battery Missing Indicator on, indicates the unit is running on AC power and does not have standby power available.

- **CyberPower PSU**

There are status lights on the front of the CyberPower PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. An audible alarm also will sound once every 15 minutes when the battery needs to be replaced.

Available Backup Power Options

Silver Star has the following new battery options available for customer purchase. If you are interested in purchasing additional backup power for your fiber optic or fixed wireless residential telephone service, please contact us at 877-883-2411 for more information about these options.

PSI Micro Vision UPS, 10 hours emergency backup, retail cost \$91.54

Cyber Power 48V 760 Series Calix ONT, 8 hours emergency backup, retail cost \$164.06

Cyber Power CSN30U12V-20, 8 hours emergency backup, retail cost \$135.96

Cyber Power Outdoor rated 12v, 8 hours emergency backup, retail cost \$94.80

Indoor Wall Mount or desktop UPS 12V, 8 hours emergency backup, retail cost \$62.38

Cyber Power Battery/Surge Protector, 550va/300wa, retail cost \$72.06

48v LI-75, 3 Battery & Power Supply, 24 hours emergency backup, retail cost \$72.06

E5 Power Supply, 8 hours emergency backup, retail cost \$775.85

Up to three (3) batteries may be purchased to provide 24 hour back-up. An additional fee may apply for installation of the additional battery(ies).

Backup batteries may be purchased from third party providers so long as they are compatible with your service equipment.

Warranty Information

Silver Star will replace an improperly working battery purchased from Silver Star at no additional cost to you if, within the first three months after your purchase, you notify Silver Star accordingly. Otherwise, equipment is covered by the manufacturer warranty, if any, and it is your responsibility to ensure the warranty is activated.