

NT Spark, LLC
BACKUP BATTERY POLICY

IMPORTANT INFORMATION REGARDING YOUR
NT SPARK SERVICES DURING A POWER OUTAGE

Your NT Spark, LLC (referred to as the “Company”) provided 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 in your home or business. **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 battery backup.

A backup battery is designed to provide temporary power to your Company-installed Optical Network Terminal (ONT) Battery Backup Unit (BBU) in the event electrical power in your home or business is lost. The length of time that your phone 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.

The BBU provided by NT Spark is not intended to maintain broadband services.

NT Spark, LLC will provide, install, and replace a battery backup unit. It is the subscriber's responsibility to maintain this BBU and ensure its reliability.

With a fully charged battery, the BBU will provide backup power for your basic voice services, including Emergency 911 dialing, for up to twenty-four (24) hours in the event of a commercial power failure.

You are responsible for notifying NT Spark, LLC if your battery needs to be replaced. We recommend you think about this battery check and replacement just like you would the batteries in your smoke detectors or emergency flashlights.

The BBU is installed at your location in an area where it can be easily monitored. The BBU is connected directly to the ONT to provide backup power if it's needed. In addition, the BBU contains a series of indicator lights that tell you whether your service is being powered by your location's electricity or the battery, if one is installed. The BBU with a 12-volt battery properly installed will also indicate when the battery needs to be replaced. Please note that this BBU will only provide you dial tone through your ONT. A traditional corded telephone can be utilized with the BBU. Cordless telephones will require a separate battery backup which the subscriber must provide.

Know your Battery Backup Unit

Buttons:

1. **Alarm Silence** – Press to silence audible alarm.
2. **Battery Emergency Use** – Press once to reboot the ONT and get up to 1 hour of battery life for emergency phone calls. Once pushed, all remaining battery life will be used.



Lights:

3. Auxiliary Power Source
GREEN - Power Available
RED - Power Not Available
4. Replace Battery
RED – battery needs to be replaced
5. Battery Power
RED – ONT is operating off battery power; no AC power available
BLINKING RED – low battery power
6. System Status
GREEN – normal operation
BLINKING GREEN – system fault

BBU Audible Alarms

Should there be a problem with your BBU, an alarm will sound for 2 seconds and be silent for 58 seconds. This will be repeated until you press the Alarm Silence button. Once you do, be sure to check the lights on the BBU to find the issue. Below are the most common reasons for the alarm to sound:

- Low Battery – alarm is silenced after electrical power returns, the battery is fully discharged or removed from the BBU
- Replace Battery – alarm is silenced when the battery is removed

Options to Acquire a Backup Battery from NT Spark, LLC

You may rent a backup battery at the time your service is being requested and we will install it at the same time your voice services are delivered. Please contact Customer Service at 662-456-3037 or visit your local office to learn more about the Backup Battery Policy, including tips on how best to prepare for an electrical outage. The Company does not guarantee the performance of any backup battery.

How Do I Get a Replacement Battery?

The Company provides a free replacement battery as part of our rental service. You will be responsible for letting our Customer Service Department know if your battery needs to be replaced.

TAKE FURTHER NOTE: Our telephone service is designed to be used on the premises where the service is installed. The equipment that we install in your home or business is the property of the Company. In the event you relocate or disconnect service, you must return the unit/equipment to a Company office or arrange to have it picked up. If the unit/equipment is not returned, you will be subject to a one-time equipment charge. 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.

NT Spark, LLC reserves the right to modify this *Backup Battery Policy* 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.

Effective: 07/01/2024

Version 1