

Appendix A

Backup Power for Home Phone Services during Power Outages

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage, and to maintain the ability to connect to 911 emergency services, we at Merr.com offer you the option of purchasing backup power for your home phones.

What Your Battery Can – and Can't – Do for You

Merr.com's backup UPS system allows you to use your home voice services during a power outage including a small phone system, a cable modem, a phone adapter and a customer premise equipment power supply which also uses subscriber home power for the cable's signal.

Our backup UPS system will power any AC device by you may limit your runtime to less than 8 hours if you plug in other devices in addition to the cable modem, phone adapter and CPE device.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup UPS may be a good option for you. The UPS offered by Merr.com is approximately 5.2 lbs and is roughly the size of a PC.

You may purchase the UPS system through Amazon.com. The modem is Cyberpower OR2200LCDRT2U for approximately \$333.00.

Expected Backup Power Duration

The UPS system is expected to last at least 8 hours on standby power and 6 hours of talk time.

Instructions for Proper Care and Use of Your UPS

Please follow the more detailed instructions included with your UPS system for proper use, storage and care of your UPS to ensure that it will function as needed during a power outage. If you do not store your UPS correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your UPS' useful life. We recommend that you store your UPS above 41 degrees F and below 104 degrees F. The UPS is not rechargeable. It will not last forever and should be replaced every 1-2 years or when your device starts to make a loud beeping sound. That sounds means that the UPS is depleted, and must be replaced. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your UPS, remove and test your UPS to verify both the operation of the UPS and its condition.