

LUS Fiber Backup Battery Customer Policy

IMPORTANT INFORMATION REGARDING YOUR LUS FIBER TELEPHONE SERVICE

Your LUS Fiber telephone service is electrically powered and works with your existing telephones, telephone wires, and wall jacks. In the event of an electrical outage, your telephone service, just like any other electrically powered device in your home, including access to Emergency 9-1-1, may not function properly.

LUS Fiber provides a **Backup Battery Unit (BBU)** that is designed to provide temporary power, up to 8 hours or more, for your voice and other services when electrical power in your home or business is lost.

The BBU is connected directly to the ONT and is installed at your location in an area where it can be monitored. The BBU contains a series of indicator lights that tell you whether your service is being powered by your location's electricity or the BBU. The indicator lights also let you know when the 12-volt battery needs to be replaced. (see below illustration)

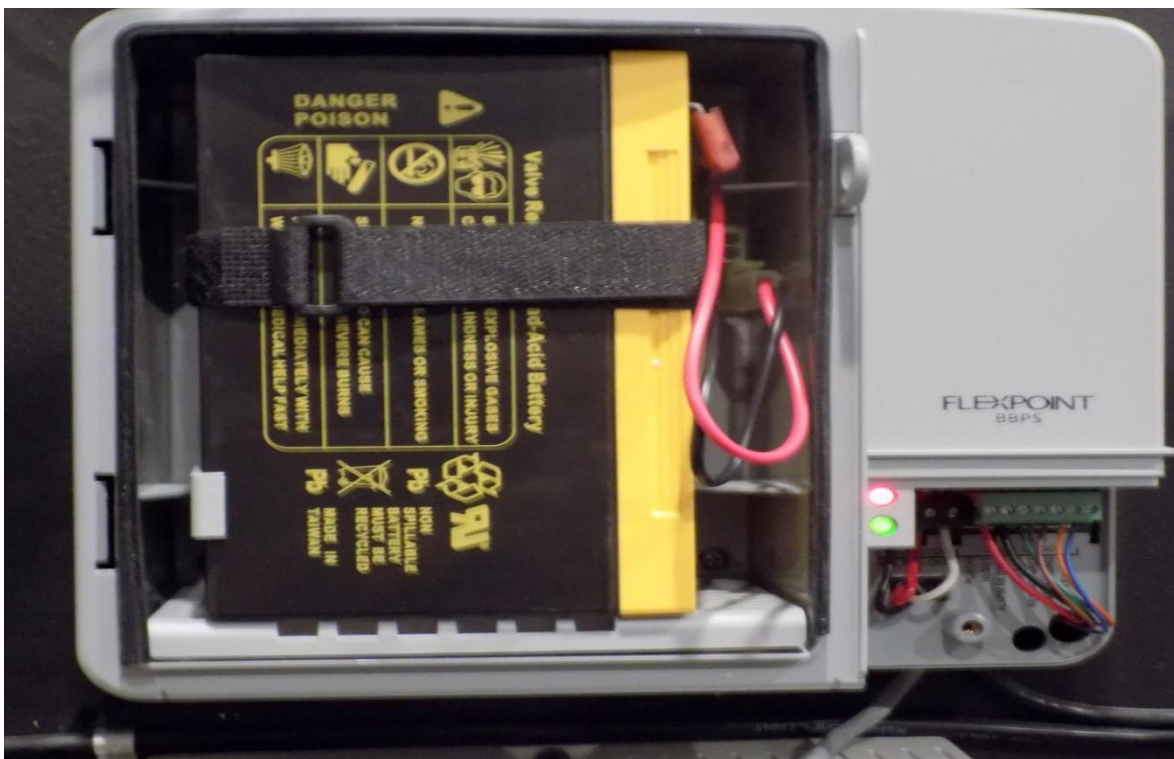
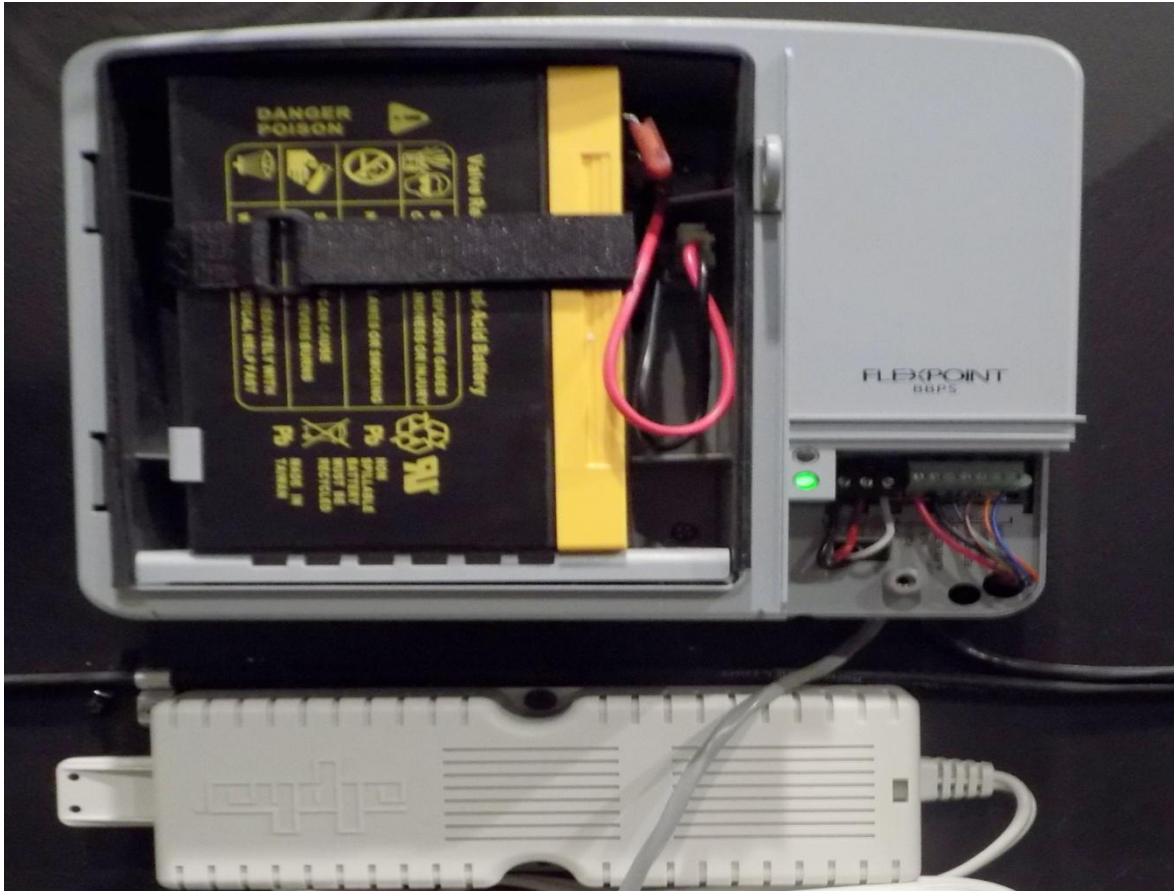
The length of time that your telephone will be available during a power outage depends on many variables, including, but not limited to the following: (i) whether or not the BBU remains properly installed; (ii) whether or not the BBU is properly charged; (iii) the condition and age of the BBU; and (iv) the amount of LUS Fiber telephone, internet and/or television utilization that you place on the BBU during an outage.

It is your responsibility to monitor the BBU. LUS Fiber does not guarantee the performance of the BBU. If you suspect that the BBU needs to be replaced, please contact us by calling 993-4237 (99-Fiber). For instructions on how to monitor the BBU status and to find other information about the BBU, please visit www.lusfiber.com

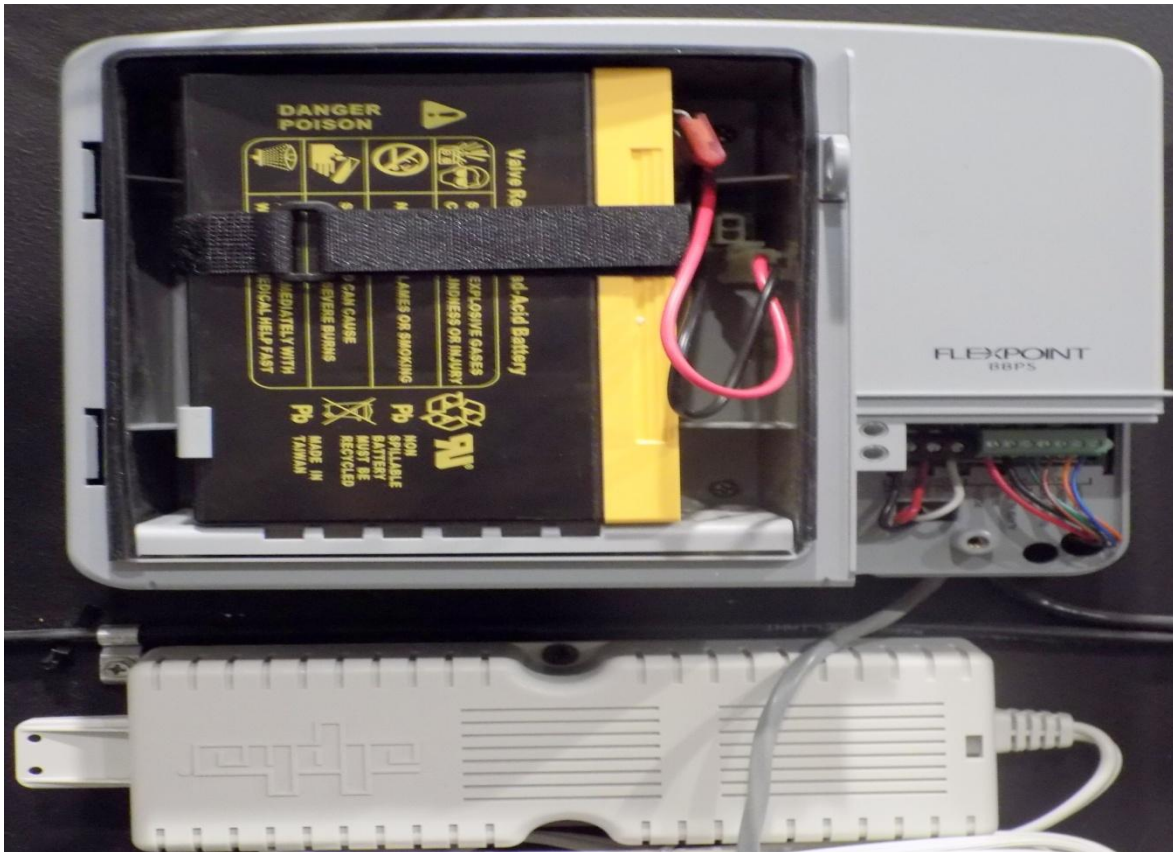
Understanding and Monitoring Your LUS Fiber Backup Battery Unit

Battery Light Indicators:

1. Electricity On:
SOLID GREEN – Battery Valid
SOLID GREEN & RED – Battery Not Valid



2. Electricity Off:
BLINKING GREEN – Battery Valid
NO LIGHTS – Battery Not Valid



Restoring Your LUS Fiber Service Using a Generator

If you lose power but own a portable generator, you may be able to connect it to the LUS Fiber Optical Terminal Network (ONT) to temporarily restore your LUS Fiber services. The ONT is mounted on the outside wall of your home next to the electric meter.

1. If you have an LUS Fiber power adapter, it will be plugged into an indoor wall outlet; locate it. It is wired through the wall directly to the ONT and converts electric current from AC to DC.
2. Unplug the power adapter from the wall and plug it into the outlet or extension cord that will be powered by the generator. Check safety guidelines for using home generators on page of the LUS Hurricane Handbook which can be obtained at either LUS or City Hall.
3. Once your power is fully restored, plug the LUS Fiber power adapter back into the wall.

See below diagram for your home's ONT configuration:

