

**THE CALIFORNIA PUBLIC UTILITIES COMMISSION REQUIRES THAT COMCAST PROVIDE YOU WITH THE IMPORTANT INFORMATION BELOW REGARDING THE AVAILABILITY AND USE OF A BACKUP BATTERY IN CONJUNCTION WITH YOUR XFINITY VOICE SERVICE.**

**IMPORTANT NOTICE:** Due to the continually evolving nature of modem technology, backup battery options may not be available for all models. If your modem is not backup battery capable, the Company will work with you to substitute a suitable backup-battery-capable modem. Please contact Comcast for additional information regarding battery availability for specific modem models and substitution details.

**1. NOTIFICATION OF BATTERY REQUIREMENT FOR BACKUP POWER**

Xfinity Voice service will not operate during a power failure without a backup power source. An Xfinity Voice Backup Battery Case for certain Comcast-provided modems can be purchased from Comcast<sup>1</sup> at any time and is currently priced at \$65, plus tax and shipping. With six eligible 6V lantern batteries purchased separately from retailers and properly installed, the device will provide 24 hours of backup power for Voice service, provided that the Comcast network remains available. The Xfinity Voice Backup Battery Case comes with a one-year warranty and self-monitoring features (indicator light and audible alerts) to determine when you need to replace your batteries. Batteries cannot be installed or replaced during a power failure, and require specific brands of 6V lantern batteries, tested by Comcast, to ensure battery life. Select recommended brands include Rayovac and Energizer.

**2. INABILITY TO USE CORDLESS PHONES DURING A POWER OUTAGE**

If you have a cordless phone, it will not work during a power outage as your cordless phone requires power from an external power source like an outlet in your home (unless you have a backup generator for your home). If you want to use your Xfinity Voice service during power outages, you may want to keep a corded phone on hand. Corded phones, unlike cordless phones, do not need a separate power source to operate and can function with your XFINITY Voice Modem operating with a backup power source during a power outage.

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<sup>1</sup> <https://www.xfinity.com/support/articles/getting-a-new-battery>

**3. LIMITATIONS OF XFINITY VOICE BACKUP BATTERY CASE DURING A POWER OUTAGE; HOW TO CONSERVE BATTERY TIME FOR EMERGENCY USE; AND DEVICES THAT WILL NOT WORK DURING A POWER OUTAGE**

- An Xfinity Voice Backup Battery Case for certain Comcast-provided modems with six properly installed 6V lantern batteries will provide 24 hours of backup power for Voice service, provided that the network remains available.
- If you have an Xfinity Voice Backup Battery Case with six properly installed 6V lantern batteries, keep your XFINITY Voice modem plugged into an outlet or power strip that's never turned off. This ensures your modem will not unnecessarily engage backup battery power.
- Sometimes a storm can knock out our network and completely interrupt all XFINITY services, so we recommend having a working mobile phone in addition to XFINITY Voice service. You should also take the following step:
  - Program emergency contact numbers – including the police department, fire station and hospital as well as family members – into your mobile phone.
  - Forward incoming calls to your mobile phone before a severe storm knocks out power.
- Your Xfinity Voice modem uses power from an electrical outlet. Your Xfinity Voice service – and any other devices that rely on your Xfinity Voice service, including but not limited to a cordless phone, home alarm, security system, a personal emergency alert device or TTY device – may be disrupted if there is an electrical power outage.

**4. BATTERY MONITORING AND REPLACEMENT RESPONSIBILITIES (LIMITATION OF LIABILITY)**

Please review Comcast's Residential Subscriber Agreement<sup>2</sup> contains information regarding customer equipment in Section 6b and limitation of liability in Section 11.

The Xfinity Voice Backup Battery Case comes with self-monitoring features (indicator light and audible alerts) to help you determine when to replace your batteries, which are sold separately. The Xfinity Voice Backup Battery Case requires specific brands of 6V lantern batteries, tested by Comcast to ensure up to 24 hours of battery life. Batteries cannot be installed or replaced during a power failure. Customers will have self-monitoring capabilities with the Xfinity Voice Backup Battery Case, including an indicator

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<sup>2</sup> <https://www.xfinity.com/corporate/customers/policies/subscriberagreement>

## **XFINITY VOICE BACKUP BATTERY CASE INFORMATION – FOR PURCHASES ON OR AFTER JANUARY 25, 2022**

light and audible alerts to determine when they need to replace their batteries. The Xfinity Voice Backup Battery case comes with a 1-year warranty. It is your responsibility to contact Comcast if your Xfinity Voice Backup Battery Case is not functioning properly. To troubleshoot any battery issues, please call us at 1- 888-972-1261.

Visit <https://www.xfinity.com/support/articles/getting-a-new-battery> for more information on purchasing a Xfinity Voice Backup Battery Case, requesting a replacement Xfinity Voice Backup Battery Case and recommended battery brands.

If Xfinity Voice customers purchase their equipment from a third party, it is possible the equipment will support a battery.

### **5. OPTIONS FOR PLACEMENT OF THE MODEM WITHIN YOUR HOME**

Your Xfinity Voice modem should be placed in an area of your home where it is accessible to you and so that you can see the LED indicator lights. This will allow you to determine whether or not your Xfinity Voice Backup Battery Case is functioning properly. If you have a professional installation, you can request that the technician position the equipment so that the Xfinity Voice modem and Xfinity Voice Backup Battery Case are accessible and the LED indicator lights are visible.

**6. IMPACTS OF AGE AND TEMPERATURE ON BATTERIES; HOW TO DETERMINE WHEN REPLACEMENT IS NEEDED; HOW TO OBTAIN REPLACEMENT BATTERIES; AND HOW TO INSTALL THEM**

The Xfinity Voice Backup Battery Case requires specific brands of 6V lantern batteries which are not supplied by Comcast, but can be purchased separately from select retailers such as BatteryJunction.com.<sup>3</sup> Select recommended brands include Rayovac and Energizer which have been tested by Comcast to ensure up to 24 hours of battery life. Battery life can be impacted by temperature. Most manufacturers warn users not to expose batteries to temperatures above 212°F (100°C). It is also important to note that storage above 77°F (25°C) can significantly reduce battery life. The Xfinity Voice Backup Battery Case has self-monitoring capabilities including an indicator light and audible alerts when batteries need to be replaced. The table below shows the visual and audio indicators to help you determine battery replacement needs. See attached instructions to install replacement batteries.

	<b>VISUAL</b>	<b>AUDIO</b>
Activation	<ul style="list-style-type: none"> <li>• Blinking Blue LED indicates “Bootup”</li> <li>• Blinking Green LED indicates “Pairing”</li> <li>• Steady Blue LED indicates “Ready”</li> </ul>	<ul style="list-style-type: none"> <li>• No alert</li> <li>• No alert</li> <li>• One beep</li> </ul>
Normal Operation	<ul style="list-style-type: none"> <li>• Steady Blue LED</li> </ul>	<ul style="list-style-type: none"> <li>• No alert</li> </ul>
AC Power Restored (After Power Failure)	<ul style="list-style-type: none"> <li>• Steady Blue LED</li> </ul>	<ul style="list-style-type: none"> <li>• Two beeps</li> </ul>
AC Power Lost (Due to Power Failure)	<ul style="list-style-type: none"> <li>• No LED</li> </ul>	<ul style="list-style-type: none"> <li>• Three beeps</li> </ul>
Low Voltage Threshold Met	<ul style="list-style-type: none"> <li>• No LED since no power (AC power lost)</li> <li>• Solid Red LED (if AC power is present)</li> </ul>	<ul style="list-style-type: none"> <li>• Four beeps</li> </ul>

<sup>3</sup> <https://www.batteryjunction.com/xfinity-xbbl-battery.html>

## **7. SERVICE IN RENTAL UNITS**

If Xfinity Voice service is provided with your apartment and your modem is preinstalled in your apartment, you can purchase an Xfinity Voice Backup Battery Case from Comcast. Before doing so, ask your landlord or property manager whether a battery backup is already included with your modem. If XFINITY Voice service is included with your apartment, but you are responsible for obtaining the modem, you can contact Comcast for a modem self-install kit or pick-up a modem at an Xfinity retail outlet. You will be offered the option to purchase an Xfinity Voice Backup Battery Case from Comcast. You can also purchase a backup battery for your Comcast modem online.<sup>4</sup>

**IMPORTANT INFORMATION:** In order to provide stand-by power for the Xfinity Voice service, in the event of a power failure, some properties require a battery for the optical network unit (ONU) in addition to battery backup for the modem. These batteries require a professional installation by a Comcast technician and are not available for self-installation. We will provide you with additional information regarding these batteries, including the price and professional installation fee, if one is required.

## **8. OTHER SOURCES OF BACKUP POWER**

Comcast does not offer backup power for Xfinity Voice other than an Xfinity Voice Backup Battery Case. You may, however, purchase an uninterruptible power supply (UPS) from a third-party retail vendor.

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<sup>4</sup> <https://www.xfinity.com/support/articles/getting-a-new-battery>

# Xfinity Voice Battery Casing Battery Installation and Replacement

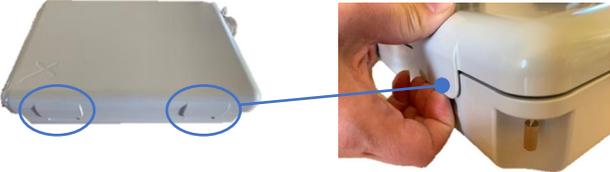
## What You'll Need

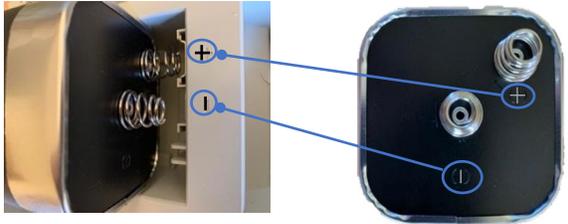
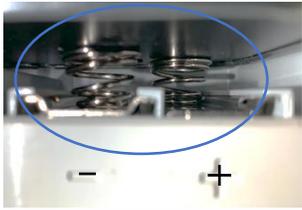
- Xfinity Voice Battery Casing
- 3<sup>rd</sup> Generation Xfinity Wireless Gateway or above
- **Six** Comcast-Approved 6V Spring Terminal Lantern Batteries (See the approved batteries at: <https://www.batteryjunction.com/gateway-battery.html>)

## How to Install the Batteries

Before proceeding:

- Ensure the Xfinity Voice Battery Casing is disconnected from both the Gateway and the Gateway's External Power Supply.
- All batteries must be new and the same type of battery from the same manufacturer. Do NOT mix batteries. Do NOT use old and/or used batteries. Warning: Risk of explosion if incorrect battery type is installed.

<p>Is this your Gateway? Make sure your Gateway looks like the image to the right.</p>	
<p>Is this your Voice Battery Casing? Make sure your Voice Battery Casing looks like the image to the right.</p>	
<p>1. Loosen the screws on both corners of the Voice Battery Casing.</p>	
<p>2. Lift both "tabs" of the Voice Battery Casing lid at the same time.</p>	
<p>3. Open the Voice Battery Casing lid.</p>	

<p>4. Remove the plastic caps from the spring terminals, if applicable.</p>	
<p>5. Align the battery with the corresponding polarity (+/-) as marked on the Voice Battery Casing.</p> <p>To the right, note the proper rotation of the battery by following the insertion illustrations. Ensure the (+) terminal is <b>below</b> the (-) terminal when inserting into the battery slot.</p>	 <p><b>Correct Insertion</b></p>  <p><b>Incorrect Insertion</b></p> 
<p>6. Press down on the terminals side first and then the other side to secure into place. Ensure the springs are making proper contact with both (+/-) terminals.</p>	 
<p>7. Insert all six batteries as indicated above.</p> <p>Close the Voice Battery Casing lid.</p>	 
<p>8. Finger tighten the screws on both corners of the Voice Battery Casing.</p> <p>The Voice Battery Casing is ready to be connected to your Gateway.</p>	
<p>9. Follow the Getting Started Guide for activation instructions of the Xfinity Voice Battery Casing.</p>	

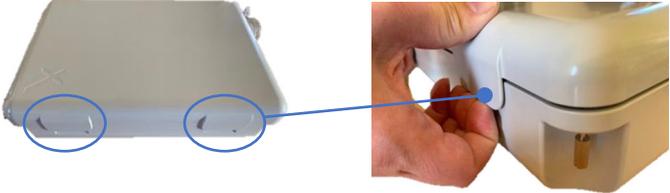
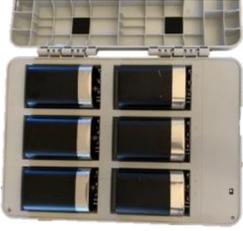
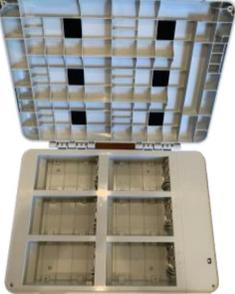
**Important:**

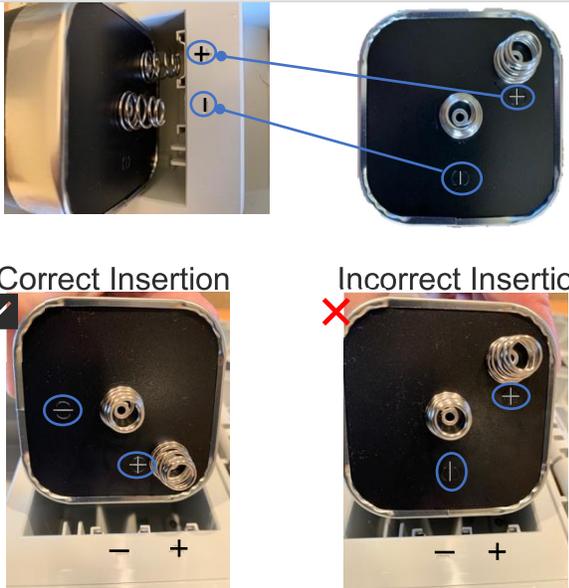
- DO NOT open the Voice Battery Casing lid to replace the batteries while the Voice Battery Casing is in backup power mode. Doing so will cut off power to the Gateway. Please wait until AC power is restored to the Gateway.
- DO NOT reboot or power cycle the Gateway while the Voice Battery Casing is in backup power mode. Doing so will reduce the length of service time of the Voice Battery Casing.
- Place your Voice Battery Casing on a level surface in a dry location. Ensure the Voice Battery Casing and Gateway are not located near any heat sources. DO NOT place the Gateway or the Voice Battery Casing directly on the floor.

## How to Replace the Batteries

Before proceeding:

- To avoid disruption in service and maximize battery life, only replace the batteries when there is no power outage. The Gateway must be running on AC power (not in battery backup mode) during battery replacement.
- Disconnect the Gateway and the Gateway's External Power Supply from the Voice Battery Casing.
- All batteries must be new and the same type of battery from the same manufacturer. Do NOT mix batteries. Do NOT use old and/or used batteries. Warning: Risk of explosion if incorrect battery type is installed.

1. Loosen the screws on both corners of the Voice Battery Casing.	
2. Lift both "tabs" of the Voice Battery Casing lid at the same time.	
3. Open the Voice Battery Casing lid.	
4. Remove all six batteries and dispose of them properly.	
5. Remove the plastic caps (if any) from the spring terminals on the new batteries.	

<p>6. Align the battery with the corresponding polarity (+/-) as marked on the Voice Battery Casing.</p> <p>To the right, note the proper rotation of the battery by following the insertion illustrations. Ensure the (+) terminal is <b>below</b> the (-) terminal when inserting into the battery slot.</p>	
<p>7. Press down on the terminals side first and then the other side to secure into place.</p>	
<p>8. Insert six new batteries as indicated above and close the Voice Battery Casing lid.</p>	
<p>9. Finger tighten the screws on both corners of the Voice Battery Casing.</p>	
<p>10. Reconnect the Gateway and the Gateway's External Power Supply to the Voice Battery Casing.</p>	

Need Help? Find additional information at [xfinity.com/voicebattery](http://xfinity.com/voicebattery) or contact a customer service expert at 1-800-XFINITY.

### Help Protect Our Environment

Please recycle your batteries properly. For your convenience, batteries are accepted at no charge for recycling at various locations. Please check [www.call2recycle.org](http://www.call2recycle.org) or call 1-800-8-Battery (1-800-8-228-8379) for a battery recycling location near you.