

XFINITY VOICE BACKUP BATTERY INFORMATION

The California Public Utilities Commission requires that Comcast provide you with 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. A backup battery for Comcast-provided modems can be purchased from Comcast at any time. Batteries are specific to the Voice modem model; and are currently priced at \$165.00, plus tax. Your purchase includes a one-year warranty, 24 hours of standby time and monitoring to determine when you need to purchase a new battery. If you select this option, battery performance will be diminished if not kept in dry conditions within a temperature range of -40° C to 70° C.

Additional information regarding batteries is available at the links below or by contacting Comcast.

- **Purchase a Battery for Your XFINITY Voice Modem (or eMTA)**
<https://www.xfinity.com/support/articles/getting-a-new-battery>
- **About E911** <https://www.xfinity.com/support/articles/about-e911>
- **Stay Connected Through Storms**
<https://www.xfinity.com/support/articles/stay-connected-through-storms>

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Note: You may choose to purchase a backup battery from someone other than Comcast, such as an online retailer. Comcast does not provide battery monitoring services for batteries purchased from a third party.

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, don't need a separate power source to operate and can function with a backup battery in your XFINITY Voice Modem or eMTA during a power outage.

Please visit <https://www.xfinity.com/support/articles/stay-connected-through-storms> for more information on how to stay connected to XFINITY Voice service during a power outage.

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

If you purchase a backup battery from Comcast, there are precautions you can take during a power outage to optimize your battery life, including the following:

- A fully charged battery offers up to 24 hours of stand-by battery life. Since power outages can last longer, keep non-emergency phone calls that can drain the battery to a minimum.

Note: Your XFINITY Voice modem only needs one battery in order to receive up to 24 hours of stand-by power, even if it has two battery slots.

- If a backup battery is installed, keep your XFINITY Voice modem plugged into an outlet or power strip that's never turned off. This

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ensures the modem's battery will be charged.

- 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 steps:
 - 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. COMCAST AND CUSTOMER BATTERY MONITORING AND REPLACEMENT RESPONSIBILITIES (LIMITATION OF LIABILITY)

Please visit

<http://www.xfinity.com/Corporate/Customers/Policies/SubscriberAgreement.html> to view Comcast's Residential Subscriber Agreement for information regarding customer equipment in Section 6b and limitation of liability in Section 11.

If you purchase a backup battery from Comcast, Comcast will provide battery monitoring and notify you if your battery is missing or depleted via an automated call every 6 months. It is your responsibility to contact Comcast to request a replacement battery if you receive this call or if your battery is not functioning properly and is under the 1 year warranty. Visit <https://www.xfinity.com/support/articles/getting-a-new-battery> for more information on purchasing a backup battery or requesting a replacement backup battery.

Note: If your XFINITY Voice modem has two battery slots, you will only need one battery in order to receive up to 24 hours of stand-by power.

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To troubleshoot any battery issues, please-call 1- 888-972-1261 and we can help you troubleshoot.

For more information about the LED Indicators on Your XFINITY Voice Modem visit

<http://customer.xfinity.com/help-and-support/phone/what-the-lights-mean-on-ema>

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 battery is functioning properly. If you have a professional installation, you can request that the technician position the modem so that the XFINITY Voice modem is accessible and the LED indicator lights are visible.

6. BATTERY MONITORING

If you purchase a backup battery from Comcast, Comcast provides battery monitoring and will notify you if your battery is missing or depleted via an automated call every 6 months. See #4 above and #7 below for additional information regarding Comcast's battery program.

7. PURCHASE OF ADDITIONAL BATTERIES

A backup battery can be purchased and installed in your XFINITY Voice modem to provide up to 24 hours of stand-by power during a power outage.

New XFINITY Voice Customers:

You can purchase a Voice backup battery when you order XFINITY Voice service. If the battery is ordered at the same time XFINITY Voice is purchased, the battery will be provided with the XFINITY Voice installation (professional installation or self-installation is available with XFINITY Voice service).

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If you already have XFINITY Voice service:

If you already have XFINITY Voice service and would like to order a battery, please call us at 1-888-972-1261. The battery will be shipped to your home within 7 – 10 business days. Please note a \$5.95 shipping fee will apply in addition to the battery purchase price.

Visit <https://www.xfinity.com/support/articles/getting-a-new-battery> for more information on purchasing a battery.

If you purchase a backup battery from Comcast, Comcast provides battery monitoring and will notify you if your battery is missing or depleted via an automated call every 6 months. It is your responsibility to contact Comcast to request a replacement battery if you receive this call or if your battery is not functioning properly and is under the 1 year warranty.

Note: If your XFINITY Voice modem has two battery slots, you will only need one battery in order to receive up to 24 hours of stand-by power.

8. OPTIONS FOR PURCHASING BATTERIES AND IMPACTS OF AGE AND TEMPERATURE

Comcast offers batteries with a useful lifespan of approximately 3-5 years. Battery life can be impacted by temperature. Most manufacturers warn users not to expose batteries to temperatures above 212°F (100°C), but it is important to note that storage above 77°F (25°C) can significantly reduce battery life. The operating temperature for most XFINITY Voice modems may range from 32 °F to 104 °F (0°C to 40°C) and the recommended battery storage temperature for these devices may range from approximately -40 °C to 70°C.

9. SERVICE IN RENTAL UNITS

If XFINITY Voice service is provided with your apartment and your modem is preinstalled in your apartment, you can purchase a battery from Comcast. Before doing so, ask your landlord or property manager whether a backup battery is already included with your modem.

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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 a pick-up a modem at a XFINITY retail outlet. You will be offered the option to purchase a battery backup from Comcast. You can also purchase a backup battery for your Comcast modem at any point in the future by visiting <https://www.xfinity.com/support/articles/getting-a-new-battery>.

IMPORTANT INFORMATION: In order to provide stand-by power for the XFINITY Voice service, some properties require a battery for the optical network unit (ONU) in addition to the battery 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.

10.COST OF REPLACEMENT BATTERIES AND HOW TO OBTAIN A REPLACEMENT BATTERY

A new battery may be purchased from Comcast for \$165.00 plus taxes and a \$5.95 shipping fee. Visit <https://www.xfinity.com/support/articles/getting-a-new-battery> for more information on purchasing a backup battery or requesting a replacement backup battery.

11.OTHER SOURCES OF BACKUP POWER

Comcast does not make available backup power for XFINITY Voice from a source other than a backup battery that can be purchased for installation in your Comcast modem. You may, however, purchase an uninterruptible power supply (UPS) from a third-party retail vendor.