

HUB Fiber
BACKUP BATTERY POLICY

**IMPORTANT INFORMATION REGARDING YOUR
VOICE SERVICES DURING POWER OUTAGE**

HUB Fiber, a division of Harriman Utility Board, a board of public utilities of the City of Harriman, Tennessee, provides telephone modems that are powered by plugging them 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 backup battery.

A backup battery is designed to provide temporary power to your HUB Fiber-installed Optical Network Terminal (ONT) Battery Backup Unit (BBU) in the event electrical power in your home or business is lost. The BBU does NOT come equipped with a battery. The length of time that your phone or internet 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.

It is your responsibility to provide, install, maintain, monitor, and/or replace a backup battery.

The HUB Fiber-installed ONT includes a BBU, which you may utilize by maintaining an active 12-volt battery in the BBU. 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 purchasing and/or replacing the battery in the BBU. 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 you must provide.

TAKE FURTHER NOTE: Our telephone service is designed to be used on the premises where the service is installed. By relocating applicable equipment, emergency services providers will not be able to locate your home or business for timely delivery of emergency services. Additionally, the equipment that we install in your home or business is the property of HUB Fiber. In the event you relocate or disconnect service, you must return the unit/equipment to the HUB 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 HUB Fiber or return of the units by you.

Disconnection for Non-Pay Impact on E911 Service

Any disconnection of your broadband service for non-pay or other circumstances will impact/impair your ability to dial 911 and reach emergency services.

We 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: November 24, 2025

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