



HOW TO MAINTAIN INTERNET CONNECTIVITY DURING A COMMERCIAL POWER OUTAGE

Your PonderosaEdge service is dependent on commercial power, as are the internet gateway inside your home, and any other devices that require a cable connection to a power outlet. If you are in an area where commercial power goes out frequently, and you must have internet connectivity, there are actions you can take to keep your internet connection running for up to 8 hours. Most commercial power outages are limited to a few hours and, you, the consumer, have a choice to implement a precautionary back-up strategy, or not.

1. Whole House Power Back-Up Generator

Some are lucky enough to have a back-up generator on their home. This is an ideal solution if you can afford it. If you do and you find your Optical Network Terminal (ONT) commercial power connection is not included with the supported circuits, or your internet gateway goes offline during a power outage, you can hire a qualified electrician to correct the circuit arrangement.

2. This second back-up solution requires two Uninterruptible Power Supply (UPS) locations:

a. UPS Battery Back-Up for Devices inside the Home

If your commercially powered computer devices and internet gateway inside the home go dark during a power outage, plugging them into a portable and rechargeable UPS device can help you gain minutes, or up to 3 hours, of additional connectivity with mass market option—depending on the level of back-up time you are willing to pay for. For uninterrupted internet connectivity, please refer to option “b”. (See UPS example diagram on reverse)

b. UPS Battery Back-Up for your PonderosaEdge ONT

Your ONT came with an integrated UPS & back-up battery to provide connectivity to your PonderosaEdge service during a commercial power outage. While the battery is rechargeable and maintenance-free, it will not last forever, and should be replaced every 1 to 2 years. Environmental factors such as temperature can shorten your battery's useful life.

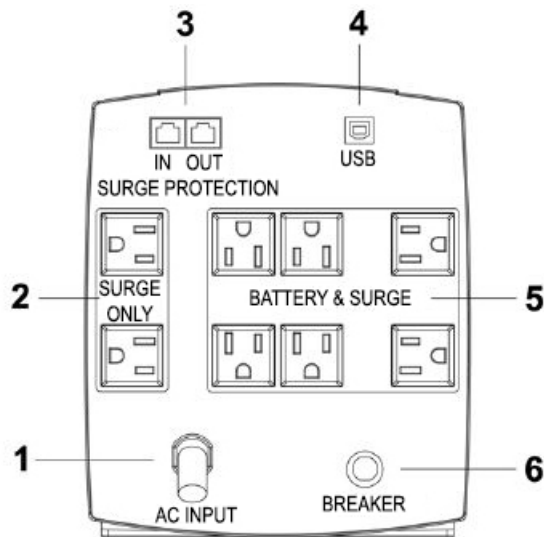
PonderosaEdge ONT Power Back-up Limitations: The ONT battery does not provide power to any other devices. Once activated, the battery is expected to last at least 8 hours on standby power or 6 hours of use time. For personal device power back-up, please refer to option “a”.

ONT Battery Replacement Option: If you are concerned about being able to access your internet service during a power outage, replacing your backup battery periodically is our recommended option for you: PonderosaEdge offers backup battery replacement service for your convenience. Typically, we will receive a notification from your ONT Uninterrupted Power Supply (UPS) that your battery is ready for replacement, and we will contact you for (optional) replacement. The cost for replacement battery service is \$30.00, and does not require an appointment, unless there is an access issue. If you have any questions or want to purchase a replacement backup battery, please call us. A Ponderosa technician will be dispatched to replace your battery.

Warranty: Your ONT replacement battery has a warranty of 1 year from the date of purchase.

Questions? Contact our Customer Care center at 559.822.3343, Monday through Friday, 8:00 AM to 4:30 PM. We are here to assist you, and we are always happy to hear from you.

Uninterruptible Power Supplies (UPS) come in many capacities and configurations. Here is a basic configuration of features. To maintain connectivity during a commercial power outage inside the home: plug your computer equipment and internet gateway power cords into the UPS, then plug the UPS power cord (AC INPUT) into the commercial power outlet on the wall. Ponderosa does not supply UPS devices for inside the home. You can purchase one at an electronics store or online.



1. Input power cord: Connecting USB to commercial utility power.
2. Surge-only Output Receptacles: Non-critical equipment.
3. The RJ11/45: Phone/fax/network.
4. USB Communications Port: UPS monitoring and control.
5. Battery Back-up & Surge output receptacles: Mission critical equipment.
6. Input Circuit Breaker: Protecting against an excessive overload.