

Innovation Means Change

- The transition that is underway will change the services that end-user customers have previously used
- It will also change the way that carriers must act in order to compete
- Carriers who fail to keep up with the changing marketplace will not thrive

But those changes are part of a larger transition that will bring enormous benefits to the American public



Retail POTS Subscriptions Have Declined Dramatically

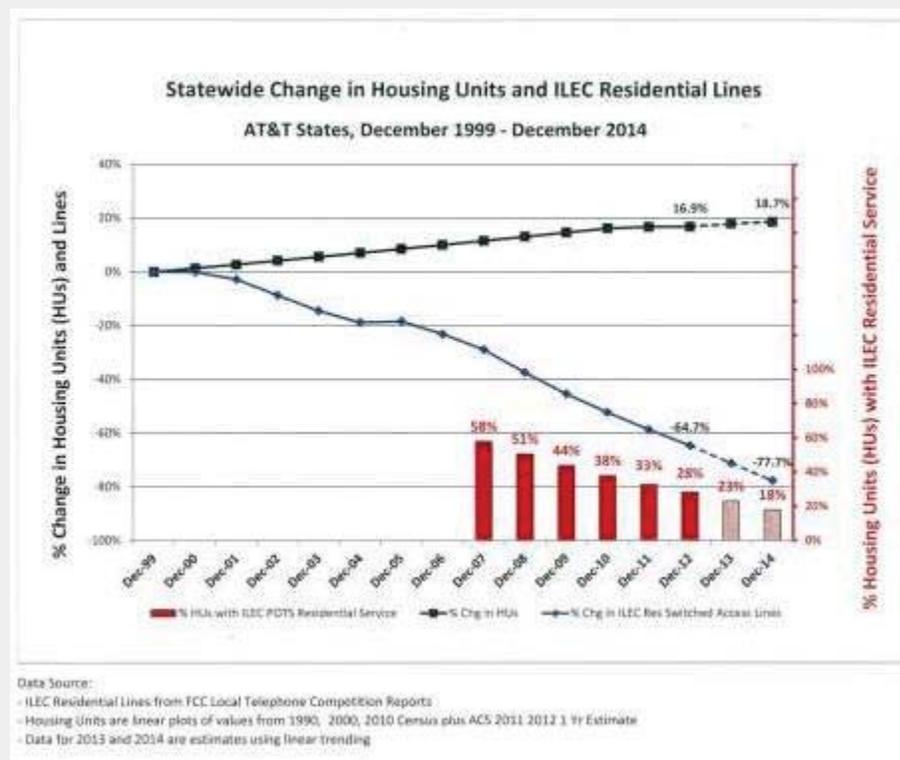
Customers Abandon Legacy Voice Services For Interconnected VoIP And Wireless

Relying on the Local Competition Report, the Commission pointed out that

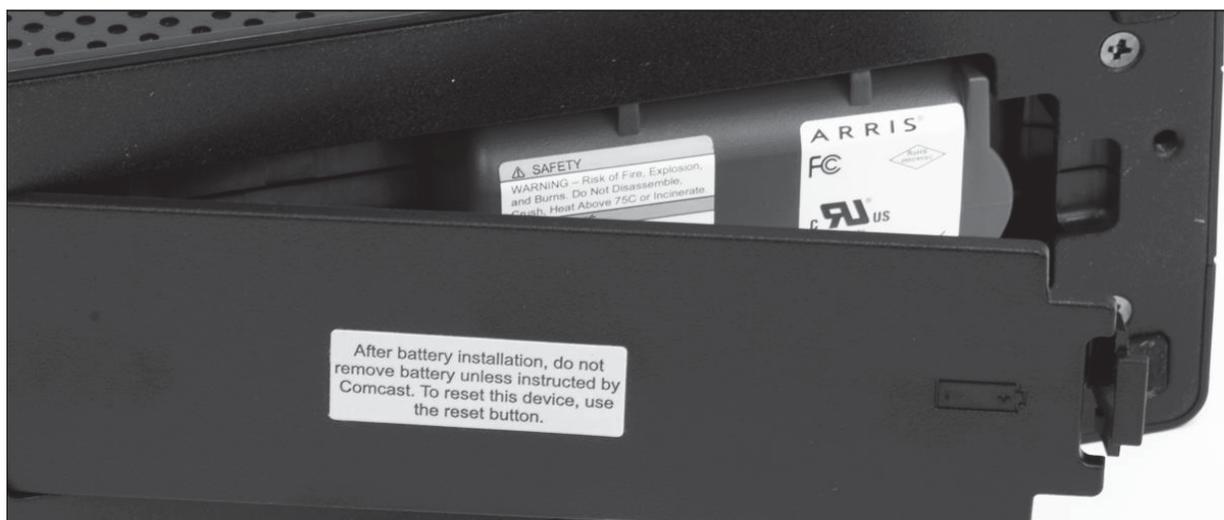
- “as of December 30, 2013, there were approximately 47,953,000 interconnected VoIP retail local telephone service connections”
- “more than 31,000,000 [of which] were receiving service over coaxial cable, which, like fiber, depends on power supplied at the premises.”

FCC 14-185, para. 13.

Approximately 41% of American households have “cut the cord” entirely and now “rely exclusively on wireless service.” **FCC 14-185, para. 9.**



Battery Backup



SAFETY
WARNING - Risk of Fire, Explosion,
and Burns. Do Not Disassemble,
Crush, Heat Above 75C or Incinerate.

ARRIS
FC
UL US

After battery installation, do not
remove battery unless instructed by
Comcast. To reset this device, use
the reset button.

Consumers Have Migrated to Communications Products and Services That Do Not Rely on Line Power

Given the technology and marketplace changes, consumers now are in the best position to monitor and maintain backup power for their CPE.

- Cordless phones
- Wireless phones
- Home alarm systems
- Medical alert systems

Today, IP voice service providers generally do not assume responsibility for monitoring their customer's backup batteries.

Providers rely on their customers to monitor the backup battery by educating customers on the necessity of a backup battery during a power outage and providing important information about the backup battery.



The Commission Should Emphasize Consumer Choice and Education

The FCC should focus its efforts on educating consumers regarding:

- the need for backup power to maintain continuity of service during commercial power outages,
- options for monitoring and maintaining backup power for the services consumers select, and
- how to prolong battery life during power outages.

It should allow consumers to choose the size, cost, and type of backup power that best meets their needs.

