

SURGE PROTECTOR POLICY

Overview of Policy:

Surge protectors with phone ports will no longer be issued or used by Citizens. It has been determined that the phone port surge isolator in the surge protector serves no viable purpose and rather causes frequent issues in the quality and delivery of DSL service. Extensive experience has proven without a doubt that the modems will withstand and absorb the small power surges that routinely knock out the surge isolators. It is also well known that a severe lightning strike in close proximity to the residence will “jump” the surge isolator and blow the modem regardless.

Some customers are under the false perception that these isolators will prevent all damage to our equipment and their equipment. If you encounter a customer that is adamant about keeping a surge with the phone ports, please educate them on this issue and make detailed notes in the ticket capturing your conversation. Please make certain that the customer is made aware of the fact that Citizens provides surge protectors at our convenience for our equipment and they are NOT intended to protect any customer owned equipment. We are not responsible or liable for any type of damage to customer owned electronic equipment.

Suggested Solution:

The **APC PNET1GB ProtectNet Standalone Surge Protector** is a device the customer can use between the Citizens Modem or Citizens STB and their equipment (PC, Router, TV, etc).

Please provide them with the following link:

<http://www.amazon.com/APC-PNET1GB-ProtectNet-Standalone-Protector/dp/B000BKUSS8>

If you are dealing with an insistent customer, please offer this suggested solution. The customer will need to purchase/install these units on their own and Citizens makes no guarantee, express or implied as to the effectiveness or reliability of this device.

