

High-speed Service Interruption Policy

- 1) According to our terms of service, CCCS cannot guarantee that service will be uninterrupted, however we do everything in our power to maintain continuous service.
- 2) Our high-speed network is an inherited design that has some intrinsic flaws that we intend to correct over the next year or so as we have the funds to do so, but in the meantime there will be some unavoidable interruptions of service.
- 3) If these interruptions are of a few hours duration then they will not be compensated for. CCCS will acknowledge these short duration service outages with an apology to the affected members and give a reason for the outage as soon as it is known and service is restored.
- 4) If service interruptions are 3 or more days long, the tech department will inform PR and Bookkeeping of the number of days of service outage for each month.
- 5) If a service interruption is due to back-bone or access point failure, the tech department will determine when the service outage started from their records.
- 6) If an individual member reports a service interruption, then the interruption starts when the member phones the interruption into the CCCS info line. (CCCS has no way to know that a single member is off line without being told.) In such cases if the service interruption is due to CCCS equipment then the service interruption will be counted as defined below. However, if the service interruption is due to the member's actions or equipment, then it will not be counted as a service interruption and the member may be invoiced with a repair charge according to current CCCS policies.
- 7) A day of service interruption will be calculated as follows:
 - a. 'Gold' and 'Other' subscriptions: During business hours if the service interruption is **4 or more consecutive hours** a full day interruption will be counted.
 - b. 'Gold' and 'Other' subscriptions: During non-business hours if the service interruption is **12 or more consecutive hours** a full day interruption will be counted.
 - c. 'Silver' and 'Board' subscriptions: if the service interruption is **12 or more consecutive hours** a full day interruption will be counted.
 - d. Note -
 - i. Business hours will be Monday through Friday 9:00 AM to 5:00 PM exclusive of statutory holidays.
 - ii. Non-business hours will be any time that does not fall into the above time periods including weekends and statutory holidays.
- 8) Total monthly service interruptions of less than **3 full days** will not be credited.
- 9) In any given month, if service interruptions total more than **3 full days** (as counted above) then on the next invoice the members suffering the service interruption will be given a credit calculated as follows:

$$\left(\frac{\text{\# of days of service interruption}}{\text{\# of days in the month}} \right) \times (\text{monthly subscription cost}) = \text{Credit}$$

- 10) The invoice for the month following will show the full charge for that month and will show the credit from the previous month's service outages. This credit will be subtracted from that invoice.
- 11) The maintenance charges are not affected by service outages and will be invoiced for regardless of service outages.
- 12) When a high-speed outage lasts longer than 1 month and the high-speed subscriber is using dial-up services then the member will begin to be billed for dial-up usage at a rate of \$20/month. Overages will be billed as in plan 2 unless the member elects to pay for a plan 3 account during the high-speed interruption.