**Wide Area Network – Best Effort Services**

**Broadband Vendor Support Level Descriptions**

**November 3, 2014**

**Network Services**

**Revision 3**

**Broadband Vendor Support**

**1. Atlantic Telephone Membership Corp (ATMC) – ADSL**

**Service**

As part of ongoing operations, ATMC will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, ATMC will make every effort to correct the problems in a timely manner. ATMC will provide maintenance and support for all ATMC provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available Monday through Friday from 8 a.m. to 6 p.m. Repair is available Monday through Saturday from 8 a.m. to 6 p.m. ATMC does not offer service level commitments regarding responsiveness and outages. Dispatches normally occur within a 24 hour period.

**Repair**

ATMC will repair damage to equipment, modify software, and attempt to correct interruptions of service, at ATMC’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Tuesdays as required from 12 midnight to 3 a.m.

Notification of maintenance is not provided to the individual customer.

**2. AT&T – ADSL**

**Service**

As part of the ongoing operations, AT&T will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, AT&T will make every effort to correct the problems in a timely manner.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. AT&T does not offer service level commitments regarding responsiveness and outages. Dispatches normally occur within a 24 hour period.

**Repair**

One year warranty on modems and routers purchased from AT&T. Please confirm at the time of purchase.

**Maintenance Window**

Daily from 12 midnight to 6 a.m.

Notification of maintenance is not provided to the individual customer.

**3. Blue Ridge Mt. EMC (BRMEMC) – ADSL**

**Service**

As part of the ongoing operations; BRMEMC will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, BRMEMC will make every effort to correct the problems in a timely manner. BRMEMC will provide maintenance and support for all BRMEMC provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available Monday through Saturday from 8 a.m. to 10 p.m. and Sunday from 10 a.m. to 6 p.m. BRMEMC does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

BRMEMC will repair damage to equipment, modify software, and attempt to correct interruptions of service, at BRMEMC’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily from 12 midnight to 2 a.m.

Notification of maintenance is not provided to the individual customer.

**4. Carolina Mountain – Cable**

**Service**

As part of the ongoing operations, Carolina Mountain will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Carolina Mountain will make every effort to correct the problems in a timely manner.

**Responsiveness to Reported Outages and Problem Events**

Customer Service Center is available Monday – Friday 8:30 a.m. to 5 p.m. Carolina Mountain does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Carolina Mountain will repair damage to equipment, modify software, and attempt to correct interruptions of service at Carolina Mountain’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily 11 a.m. to 2 p.m.

Notification of maintenance is not provided to the individual customer.

**5. CenturyLink – ADSL**

**Service**

As part of ongoing operations, CenturyLink will monitor the quality of the services provided to the customer. If situations arise that affect the quality or continuity of service, CenturyLink will make every effort to correct the problems in a timely manner.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. CenturyLink does not offer service level commitments for responsiveness and outages. Dispatches normally occur within a 24 hour period.

**Repair**

One year warranty on modems and routers purchased from CenturyLink.

**Maintenance Window**

Daily from 12 midnight to 1 a.m.

Notification of maintenance is not provided to the individual customer.

**6. Charter Communications – Cable**

**Service**

As part of ongoing operations, Charter Communications will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Charter will make every effort to correct the problems in a timely manner. Charter Communications will provide maintenance and support for all Charter Communications provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. Charter Communications does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Charter Communications will repair damage to equipment, modify software, and attempt to correct interruptions of service, at Charter Communications’ expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Monday through Friday from 12 midnight to 6 a.m.

Notification of maintenance is not provided to the individual customer.

**7. Cherokee Cable – Cable**

**Service**

As part of ongoing operations, Cherokee Cable will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Cherokee Cable will make every effort to correct the problems in a timely manner. Cherokee Cable will provide maintenance and support for all Cherokee Cable provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available Monday through Friday 8 a.m. to 5 p.m. Cherokee Cable does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Cherokee Cable will repair damage to equipment, modify software, and attempt to correct interruptions of service at Cherokee Cable’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

None

**8. COMPORIUM – Cable**

**Service**

As part of the ongoing operations, COMPORIUM will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, COMPORIUM will make every effort to correct the problems in a timely manner. COMPORIUM will provide maintenance and support for all COMPORIUM provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. COMPORIUM does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

COMPORIUM will repair damage to equipment, modify software, and attempt to correct interruptions of service at COMPORIUM’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

None

**9. Country Cable − Cable**

**Service**

As part of ongoing operations, Country Cable will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Country Cable will make every effort to correct the problems in a timely manner. Country Cable will provide maintenance and support for all Country Cable provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. Country Cable does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Country Cable will repair damage to equipment, modify software, and attempt to correct interruptions of service, at Country Cable’s expense, when due to reasonable equipment wear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily from 12 midnight to 6 a.m.

Notification of maintenance is not provided to the individual customer.

**10. Fibrant – Cable**

**Service**

As part of the ongoing operations, Fibrant will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Fibrant will make every effort to correct the problems in a timely manner. Fibrant will provide maintenance and support for all Fibrant provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. Fibrant does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Fibrant will repair damage to equipment, modify software, and attempt to correct interruptions of service at Fibrant’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily 11 a.m. to 2 p.m.

Notification of maintenance is not provided to the individual customer.

**11. Frontier – ADSL**

**Service**

As part of ongoing operations, Frontier will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Frontier will make every effort to correct the problems in a timely manner. Frontier will provide maintenance and support for all Frontier provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. Frontier does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Frontier will repair damage to equipment, modify software, and attempt to correct interruptions of service, at Frontier’s expense, when due to reasonable equipment wear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily from 12 midnight to 6 a.m.

Notification of maintenance is not provided to the individual customer.

**12. Northland – ADSL**

**Service**

As part of the ongoing operations, Northland will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Northland will make every effort to correct the problems in a timely manner. Northland will provide maintenance and support for all Northland provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. Northland does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Northland will repair damage to equipment, modify software, and attempt to correct interruptions of service at Northland’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily 11 a.m. to 2 p.m.

Notification of maintenance is not provided to the individual customer.

**13. North State − ADSL**

**Service**

As part of ongoing operations, North State will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, North State will make every effort to correct the problems in a timely manner. North State will provide maintenance and support for all North State provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. North State does not offer service level commitments regarding outages and responsiveness. Dispatches are normally made within a 24 hour period.

**Repair**

North State will repair damage to equipment, modify software, and attempt to correct interruptions of service, at North State’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

None

**14. Skyline – ADSL**

**Service**

As part of ongoing operations, Skyline will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Skyline will make every effort to correct the problems in a timely manner. Skyline will provide maintenance and support for all Skyline provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. Skyline does not offer service level commitments for responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

One year warranty on modems and routers purchased from Skyline.

**Maintenance Window**

Daily from 12 midnight to 4 a.m.

Notification of maintenance is not provided to the individual customer.

**15. Star Communications – Cable / ADSL**

**Service**

As part of ongoing operations, Star Communications will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Star Communications will make every effort to correct the problems in a timely manner. Star Communications will provide maintenance and support for all Star Communications provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. Star Communications does not have service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Star Communications will repair damage to equipment, modify software, and attempt to correct interruptions of service, at Star Communications expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily from 2 a.m. to 5 a.m.

Notification of maintenance is not provided to the individual customer.

**16. SuddenLink (COX) – Cable**

**Service**

As part of the ongoing operations, SuddenLink will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, SuddenLink will make every effort to correct the problems in a timely manner. SuddenLink will provide maintenance and support for all SuddenLink provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. SuddenLink does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

SuddenLink will repair damage to equipment, modify software, and attempt to correct interruptions of service at SuddenLink’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily 12 a.m. to 5 a.m.

Notification of maintenance is not provided to the individual customer.

**17. Surry Telephone – ADSL**

**Service**

As part of ongoing operations, Surry Telephone will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Surry Telephone will make every effort to correct the problems in a timely manner. Surry Telephone will provide maintenance and support for all Surry Telephone provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7.

**Repair**

Lifetime warranty on modems supplied by Surry Telephone.

**Maintenance Window**

Daily from 12 midnight to 6 a.m.

Notification of maintenance is not provided to the individual customer.

**18. Time Warner Cable – Cable**

**Service**

As part of ongoing operations, Time Warner Cable will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Time Warner Cable will make every effort to correct the problems in a timely manner. Time Warner Cable will provide maintenance and support for all Time Warner Cable provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available Monday through Saturday from 8 a.m. to 10 p.m. and Sunday from 10 a.m. to 9 p.m. Time Warner Cable does not offer service level commitments regarding responsiveness and outages; however, business services do have priority over residential service offerings. Dispatches normally occur within a 24 hour period.

**Repair**

Time Warner Cable will repair damage to equipment, modify software, and attempt to correct interruptions of service, at Time Warner Cable’s expense, when due to reasonable equipment wear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily from 1 a.m. to 5 a.m.

Notification of maintenance is not provided to the individual customer.

**19. Verizon Wireless – LTE**

**Service**

As part of the ongoing operations, Verizon Wireless will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Verizon Wireless will make every effort to correct the problems in a timely manner.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. Verizon Wireless does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Verizon Wireless will repair damage to equipment, modify software, and attempt to correct interruptions of service at Verizon Wireless’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily 11 a.m. to 2 p.m.

Notification of maintenance is not provided to the individual customer.

**20. Wilkes Telecom – ADSL**

**Service**

As part of ongoing operations, Wilkes Telecom will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Wilkes Telecom will make every effort to correct the problems in a timely manner. Wilkes Telecom will provide maintenance and support for all Wilkes Telecom provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available Monday through Saturday from 8 a.m. to 5 p.m.

**Repair**

Wilkes Telecom will repair damage to equipment, modify software, and attempt to correct interruptions of service, at Wilkes Telecom’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Monday through Saturday from 8 a.m. to 5 p.m.

Notification of maintenance is not provided to the individual customer.

**21. Windstream – ADSL**

**Service**

As part of the ongoing operations, Windstream will monitor the quality of the services provided to the customer. If incidents occur that affect the quality or continuity of service, Windstream will make every effort to correct the problems in a timely manner. Windstream will provide maintenance and support for all Windstream provided equipment.

**Responsiveness to Reported Outages and Problem Events**

Customer support is available 24 x 7. Alltel/Windstream does not offer service level commitments regarding responsiveness and outages. Dispatches are normally made within a 24 hour period.

**Repair**

Alltel/Windstream will repair damage to equipment, modify software, and attempt to correct interruptions of service at Windstream’s expense, when due to reasonable equipment wear and tear or technical malfunction. Other repair or replacement will be at the customer’s expense.

**Maintenance Window**

Daily 11 a.m. to 2 p.m.

Notification of maintenance is not provided to the individual customer.