



COASTCONNECT

Powered by Coast Electric

COASTCONNECT, LLC

Policy No. 402

SERVICE CALLS

I. POLICY OBJECTIVE

The purpose of this policy is to provide guidance related to service calls made by CoastConnect, LLC (or its agents) to subscribers' home or business at the request of the subscriber.

II. POLICY STATEMENT

CoastConnect, LLC leases and operates the fiber network and electronic equipment necessary to provide fiber to the home broadband internet service and telephone access to certain areas of Hancock, Harrison, and Pearl River Counties, Mississippi. CoastConnect will maintain this system in good working condition. When service is interrupted through no fault of the subscriber, CoastConnect will make all necessary repairs to restore service at no additional cost to the subscriber.

The following events may result in additional charges to the subscriber.

- Subscriber requests a service technician to come on site to troubleshoot and/or make repairs and the technician determines the issue was caused by the subscriber.
- Subscriber requests a service technician to come on site to move or reconfigure the CoastConnect equipment installed at their location.
- Subscriber causes damage to CoastConnect equipment or fiber facilities requiring a service technician on site to make repairs or replace equipment.

Should one of these events occur, the appropriate Service Call Charge as posted in the "Other Fees and Charges" section of CoastConnect's website (coastconnect.com), plus any material or equipment replacement cost, may be added to the subscribers account.