

**SUBJECT:** Customer Premise Equipment Provision and Replacement

PROCEDURE #1-a

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**DISTRIBUTION:** HCS Employees, City Council, City Hall Admin Staff

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## **Customer Premise Equipment Provision and Replacement**

### **I. OBJECTIVE**

This statement sets forth the Highland Communication Services (HCS) policy with regard to providing and replacing equipment placed inside the customers' home (a.k.a. customer premise equipment or CPE) that provides or supports the quality of the Highland Communication Services experience.

### **II. SCOPE**

This policy covers CPE for all HCS customers who request service or replacement of in-home CPE required to receive voice, video or data services from HCS but that is not necessarily provided by HCS.

This includes but is not limited to: remote controls, batteries for remote controls, set top boxes, wireless routers, cables to and from the television to the set top box (HDMI, coax, etc.), from the HCS router to the ONT.

### **III. POLICY**

#### ***REQUESTS TO REPLACE CUSTOMER PREMISE EQUIPMENT***

HCS will provide the CPE required to install high quality HCS service at the time the new service is requested and installed. The cost for this CPE is included in the installation.

HCS will replace customer premise equipment with equal or current like product unless one or more of the following is not true, in which case the customer will be charged current market value of the item being replaced:

1. has been a customer for at least 24 months;
2. same piece of equipment has not been replaced within the previous 24 months;
3. the replacement of the equipment will result in resolved HCS service

- issue;
4. customer requested service via the standard operating procedure, and or;
  5. faulty equipment has not been damaged or shown misuse.

Current applicable ordinance charges will apply for service associated with customer premise equipment replacement (i.e. trip charge, service call, etc.)

#### **IV. PROCEDURE**

##### ***REQUESTS TO REPLACE CUSTOMER PREMISE EQUIPMENT***

Customer must request equipment replacement via standard HCS process. Replacement will be tracked in standard inventory tracking process.

#### **V. Exceptions**

Exceptions to this policy must be submitted to the billing department for review and approval or denial.

All exception requests must include:

- Customer Account number.
- Length of time they've been an HCS customer.
- Customer's last 3 requests.
- Description of why the customer believes an exception should be considered.
- Customer's current payment status.
  - A customer who is not current with payment will not receive replacement equipment until or unless they are current or they are on an agreed upon payment plan
- Dir. Of Information and Technology and Innovation's (ITI) and or the City Managers' signed approval.

A communication will be sent explaining the status of the exception request to the owner of the account. If the exception is approved, the credit will be applied to the next billing cycle.

#### **VI. ACTIONS**

Failure of a City employee to adhere to the policy or procedures will result in disciplinary action including up to termination;

The City submits past due accounts to a collection agency when the customer no longer has City utilities. Additional collection fees are applied.

All collection balances must be paid before a new request for service or equipment will be accepted.

## **VI. RESPONSIBILITY**

The Director of TI, the City Manager and HCS staff are responsible for maintaining this policy and its directives and for carrying out the duties as required by this policy.

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