

SUBJECT: Unreturned Customer Premise Equipment

PROCEDURE #2-a

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

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Handling of Unreturned Customer Premise Equipment

I. OBJECTIVE

This statement sets forth the Highland Communication Services (HCS) policy with regard to handling unreturned customer premise equipment or CPE that provides or supports the quality of the Highland Communication Services experience at the termination of their service.

II. SCOPE

This policy covers handling of CPE at the termination of services, regardless of the cause (i.e. relocation, non-payment, moving to a different provider, etc.)

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

HCS will not levy charges on the customer at the termination of services unless any of the following is untrue, in which case the customer will be charged current market value of the item that is unreturned:

1. customer returns CPE after 1 week of termination of service;
2. CPE is damaged, cannot be redeployed and/or shows unusual wear and tear.

Current applicable ordinance charges will apply for service associated with obtaining CPE (i.e. trip charge, service call, etc.).

IV. PROCEDURE

At the time the customer requests termination of HCS, she/he must make arrangements to return CPE either by bringing the equipment to City Hall and having it scanned into inventory following standard inventory receiving process or by scheduling HCS staff to be dispatched on site to collect CPE by standard inventory receiving process.

All CPE, including but not limited to: remote controls, batteries for remote controls, set top boxes, wireless routers, power supplies, cables to and from the television to the set top box (HDMI, coax, etc.), from the HCS router to the ONT must be returned in order to avoid charges.

Receiving of CPE will be tracked in standard inventory tracking process.

V. Exceptions

Exceptions to this policy must be submitted to Dir. Of Technology (Dir. TI) and Innovation 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 exception approval until or unless they are current or they are on an agreed upon payment plan
- Dir. Of Information and Technology and Innovation's (TI) signed approval.

A letter will be sent via email 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.

V. 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.
