



Service Guide

Skyrunner aims to provide the best Internet services in Western North Carolina and Upstate South Carolina, and to provide friendly, expert, and responsive customer support. We welcome feedback from our customers to help us achieve this goal.

You can contact Skyrunner anytime at (828) 258-8562 or by emailing helpdesk@skyrunner.net.

Services we provide

- High speed Internet services
- WiFi solutions
- VoIP phone services
- Managed services
- Building-to-building wireless links
- Community fiber and hybrid fiber networks
- Complete networking solutions

Installation of Hardware

Unless negotiated otherwise, the Skyrunner antenna(s), antenna mount hardware, cable, and power adapter(s) that Skyrunner installs on your property remain the property of Skyrunner. We expect to reclaim this equipment if you cancel service and reserve the right to bill you if we cannot recover it. Any hardware inside your building installed by Skyrunner for the purpose of providing services to multiple tenants within the building also remains the property of Skyrunner.

Internal Networking Hardware

Optional networking hardware such as routers, access points, switches, and/or additional cabling can be purchased from Skyrunner. The installation of your first WiFi router or access point is included in a standard installation fee, separate from the cost of the hardware. The installation of any additional networking hardware is \$75/hour plus the cost of the hardware.

New hardware purchased from Skyrunner comes with a 1 year failure warranty. Used hardware purchased from Skyrunner comes with a 30 day failure warranty. Any hardware that fails outside of these

warranties, or any hardware purchased from a third party, can be repaired or replaced by Skyrunner with a minimum charge of \$75/hour plus the cost of replacement hardware if necessary.

Speed

Out advertised speeds refer to the speed provided to your entire property. The result of a speed test depends on multiple factors, many of which can be outside of Skyrunner's control, including the effectiveness of your WiFi hardware and devices. However, if the performance of your Internet service or the results of multiple speed tests is consistently slower than 80% of your plan, please contact us and we will resolve it or create a new service plan with you.

If there is a cause of slowness outside of the Internet connection itself, we're happy to help you resolve it within the boundaries of our expertise but cannot take full responsibility for identifying and resolving problems outside of the speed provided to your property.

Data Use

Skyrunner provides Internet plans that include a data threshold and plans with unlimited data. The data terms of your current plan should be stated on your recurring invoice. If you exceed the data threshold of your plan, you will be billed for any extra data use at the rate stated on your recurring invoice.

You can monitor your data usage at the customer portal: mysky.skyrunner.net.

Skyrunner Maintenance, Upgrades, and Outages

We are always working behind the scenes - day and night - to optimize and improve the reliability of our service. If possible, we do this work at a time when disruption of service will be minimized. However, this is not always possible. We reserve the right to undertake this work at a time that is best suited for the task and resources available to us. When maintenance or upgrade work is planned, or if there is an unplanned network outage, you will be notified by phone.

Support

Skyrunner is available 24/7 on (828) 258-8562 for tech support calls. You can also submit a contact form through the portal at MySky.Skyrunner.net, or by using the contact form at Skyrunner.net/contact. For all general account or billing support, please contact us Monday through Saturday 9AM to 6PM.

Repairs

Customers are never charged for the following repairs:

- Repairs caused by technician error

- Repairs related to loss of line of sight (due to tree growth or new construction off property)
- Age related failure of the Skyrunner radio/antenna, cable, and/or power adapter
- Mechanical failure of the Skyrunner radio/antenna of no known cause

Customers who have not signed up for our Hardware Protection Plan will be charged for the following repairs:

- Damaged caused by lightning storm, human error, domestic or wild animals
- Loss of line of sight caused by customer
- Equipment upgrade needed to restore service lost by loss of line of sight
- Equipment damaged by power/electrical issues
- Water in the cable due to cable damage

The minimum cost of a repair described above is \$75/hour. Antenna replacement is \$100. These expenses can be avoided if you sign up for the Hardware Protection Plan (HPP) for \$5/month. You must sign up for the HPP prior to the repair and it must be kept active throughout the entire year to be valid. Please see our HPP guide at Skyrunner.net/hardwareprotectionguide for more information.

If we schedule a repair thought to be caused by a problem with the Internet service but find that the problem is with some other issue outside of Skyrunner's control, such as human error, a computer virus, internal network problem, insufficient WiFi signal, or computer failure, we will charge a minimum of \$75/hour for that service call.

Service Calls

Skyrunner provides service calls in order to troubleshoot, resolve, and improve WiFi and other internal networking needs or problems. We're also happy to relocate or remount an antenna or rerun a cable at your request. Service calls are \$75/hour plus hardware.

Billing Cycle

Skyrunner's billing system is automated. You will be invoiced on the first day of every billing cycle (which usually aligns with the day you were installed). Each invoice covers the following month of service and is due 20 days from the invoice date (Net 20). An automatic 5% late fee will be applied 5 days after the invoice due date if full balance isn't paid. Your service will be automatically shut off 10 days after invoice due date if full balance isn't paid. Your service will be re-activated once the overdue invoice has been paid in full.

Abusive Internet Use

We reserve the right to terminate the service of any customer we believe is involved in spamming, distributing illegal files, hosting offensive websites, illegally distributing copyrighted material, or using multi-connection file sharing excessively. Service can be enabled again once the situation has been assessed and the abuse has stopped.

Cancelling Service

You may cancel service at any time and we will cease billing and recover our equipment. There is no cancellation fee, but you will need to pay any remaining balance on the account.

Changes to Terms and Conditions

As our business practices evolve, we reserve the right to change the terms and conditions discussed in this service guide. To request an updated version of this service guide, please contact Skyrunner.