



Customer Service Guide

Skyrunner aims to provide the best Internet services in our region, 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

- Fiber Optic Internet services
- Fixed Wireless Internet services
- WiFi solutions
- Voice services
- Managed services
- Building-to-building wireless links
- Complete networking solutions

Installation of Hardware

Unless negotiated otherwise, the Skyrunner antenna(s), antenna mounting hardware, cabling, 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 configuration of your first WiFi router or access point is included in the standard installation fee, separate from the cost of the hardware. The configuration of any additional networking hardware is \$125/hour plus the cost of the hardware.

New hardware purchased from Skyrunner comes with a 1 year limited warranty. Used hardware purchased from Skyrunner comes with a 30 day limited 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 \$125/hour plus the cost of replacement hardware if necessary.

Speed

Our advertised speeds refer to the speed delivered to your 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 and current bandwidth use on your network.

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 delivered to your property.

Data Use

Skyrunner provides both 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 in your customer portal: mysky.skyrunner.net.

Skyrunner Maintenance, Upgrades, and Outages

We are always working behind the scenes 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, text, or email.

Customer Support

Skyrunner is available 24/7 for support. You can reach our team at helpdesk@skyrunner.net, (828) 258-8562, or by submitting a support ticket through our customer portal: mysky.skyrunner.net.

Repairs

Customers are never charged for the following repairs:

- Repairs caused by technician error
- Repairs related to loss of line of sight for Fixed Wireless Internet customers
- Age related failure of the Skyrunner antenna or fiber transceiver, cable, and/or power adapter
- Mechanical failure of the Skyrunner antenna or fiber transceiver due to manufacturer defect

Fixed Wireless Repair Costs

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

- Damaged caused by a lightning storm, human error, domestic or wild animals
- Loss of line of sight caused by customer
- Equipment upgrade needed to restore line of sight
- Equipment damaged by power/electrical issues
- Cable damage

The minimum cost of a Fixed Wireless repair described above is \$90/hour. Antenna replacement is \$125. These expenses can be avoided if you sign up for our Fixed Wireless Hardware Protection Plan for \$5/month. You must sign up for the Hardware Protection Plan prior to the repair need and it must be kept active throughout the entire year to be valid. [You can read more about our Fixed Wireless Hardware Protection Plan here.](#)

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 \$90/hour for that service call.

Fiber Optic Repair Costs

In the event that our Fiber Optic network is damaged outside of Skyrunner's control, we will deploy a Fiber Optic technician for a Basic Splice Repair. A Basic Splice Repair includes one underground fiber enclosure, 2 splices for connecting the damaged portions of cable, and 2 hours of labor. The cost of a Basic Splice Repair is billable at \$200 to the affected customer. For repairs more complex than a Basic Splice Repair, the affected customer will be billed at \$90/hour + market rate materials.

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 \$90/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 \$125/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 the full balance isn't paid. Your service will be automatically shut off 10 days after the invoice due date if the full balance isn't paid. Your service will be reactivated 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.

Canceling 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 us.