

Empire Video Services Corporation

Service Interruption

Credits Policy

This is the Service Interruption Credits Policy for Empire Video Services Cable TV Services (the “Service”).

Service Interruption Credits Policy

Section 890.65 of 16 NYCRR Part 890 is amended to provide credit for service interruptions “[w]hen a service outage affecting 100 or more subscribers exists due to a particular service interruption cause.” Such service credit shall be calculated as follows: “If interruption continues for 24 hours or more, 1/30th of the monthly rate for all services and facilities furnished and billed by the service provider that are rendered useless or substantially impaired for each 24 hours (or fraction thereof)” and “If a service interruption is for less than 24 hours, and if credit is requested by the subscriber on the grounds that service for the day was substantially impaired by such interruption or interruptions, then, CASE 22-M-0180 25 a credit allowance will be issued for that day at 1/30th of the monthly rate.” In addition, Section 890.65 includes provisions related to loss of commercial power and applicability to commercial customers.