

CREDIT PROGRAM- ALWAYS ON REFUND CONDITIONS*

This Credit Program is exclusive to BTC Complete Home Internet Subscribers. It is being offered for a limited time only. BTC reserves the right to discontinue this offer at its sole discretion and at any time by giving appropriate notice.

- (a) BTC will provide any residential subscriber whose subscription entitles them to receive both to home internet access and internet service together as one package (Complete Home Internet) and who is out of service, as defined herein, with a maximum of one (1) out of service credit equivalent to one (1) month total price for Complete Home Internet Service (exclusive of any overages), per calendar month up to a maximum of 1 month credit per calendar month. BTC will consider such a Customer to be out of service in the event that the Customers internet service remains inoperable for not less 24 consecutive hours.
- (b) The period of time that BTC may consider a Customer to be out of service will commence when the outage is logged as reported to BTC by BTC. BTC will consider service interruptions reported close of ordinary Call Centre business hours to have been received at 9:00 a.m. on the following business day. Credits will be applied to the Customer's bill in the month following notification by BTC to the Customer that the Fault qualifies for a Credit under these terms and conditions.
- (c) BTC will take responsibility for an outage if:
 - (i) There is a fault in the exterior wiring up to and including the demarcation point. The "demarcation point" means the point located at the Customer's premises where BTC's exterior wiring terminates (i.e., in BTC's line protection equipment) and where the Customer's interior wiring begins; and
 - (ii) There is a fault in our network delivery systems which is within our control.
- (d) The following fault categories are excluded from the credit program:
 - (i) Faults resulting from acts or omissions of the Customer;
 - (ii) Faults resulting from acts or omissions of third parties;
 - (iii) Faults resulting from Customer-owned or third party equipment, including, but not limited to, interior wiring from the demarcation point, jacks or grounding equipment;
 - (iv) Faults resulting from fraudulent or otherwise unauthorized use of service;
 - (v) Repeat faults due to the failure of the Customer's underground cable where BTC has requested that the Customer open a trench for new conduit and cable to be installed;
 - (vi) Faults where rectification involves the Customer settling a boundary dispute;
 - (vii) ;
 - (viii) Faults caused by events beyond BTC's reasonable control, including, but not limited to, hurricane, storms, flooding, industrial action, strike, power surges or loss of power;
 - (ix) Delays by BTC with respect to installation of service or the transfer of existing service; and
 - (x) Service interruptions where BTC has disconnected the Customer line due to the failure of the Customer to pay BTC's Charges or otherwise pursuant to law.

