

# UNSCHEDULED OUTAGES

## || Policies and procedures for unscheduled Sunesys outages ||

Sunesys networks are as robust and reliable as any in the industry but occasionally an unscheduled outage may occur due to weather phenomenon, traffic accidents, or other emergencies. In the event of an unscheduled outage, restoring your service is of the highest priority. 24 hours a day, 7 days a week, 365 days a year we have certified technicians on call to quickly diagnose and restore any outages. Even so, there are a few things to keep in mind if an outage should occur.

### 24 Hour hotline

Our hotline is answered by a live operator 24 hours per day. Your message will be received and routed to the appropriate technician as soon as the call is received. An escalation procedure is in place if the technician is not available for any reason (such as restoring a prior outage). The hotline can be used to report interrupted service, downed cables, safety concerns, or any other service concerns.

### Utility Priority

While Sunesys will do everything possible to restore service immediately, there are occasions when we are not able to do so because of utility priority or safety concerns. In the case of an emergency involving multiple utilities (such as a damaged utility pole), the power and telephone provider usually have priority to restore utilities first. If possible Sunesys may temporarily restore service through other means until a permanent restoration is possible.

### Safety

Safety for you, our employees, and the public in general always comes first. For this reason, if you see a downed wire do not approach it. If you are unsure what type of wire it is it should be treated as a live electrical wire. Call your local municipal emergency department and report the outage immediately. If you have reason to believe the wire is a Sunesys cable you can also report the outage to Sunesys.

Our workers will never enter an unsafe work environment. While we will do everything in our power to restore your service we can only do so if the workplace is safe. If the work environment poses unsafe conditions, our workers will first take the appropriate actions to create a safe work environment and then begin remediation.

**24 HOUR EMERGENCY HOTLINE**  
**1-800-286-6664**