

Dedicated Internet Access (DIA) Service Level Agreement

DIA Enterprise Support Contact Information:

Phone: 1 855-204-4881

Email: EnterpriseSupport@starry.com

1. End User Customer Support. Starry will provide remote support to end users of the Service 24 hours a day, seven days a week, for general questions and ticket creation. Live customer support via phone will be available seven days a week from 12am to 2am ET and from 6am to 11:59pm ET (i.e., except from 2am to 6am ET). All calls and emails into customer support will generate a ticket and receive a follow-up by a Starry representative.
2. Technical Support. Starry will provide remote technical support for service interruptions, degradations, and outages (each, a "Technical Issue") 24 hours a day, 7 days a week within 2 hours of notification of the Technical Issue. Starry will provide field dispatch support for Technical Issues 7 days a week from 9am to 5pm in Customer's time zone. Field dispatch will be scheduled within 8 hours (not including weekends and holidays) with an attempt to complete the work order within 24 hours (not including weekends and holidays) of the Technical Issue being reported, provided that dispatch will only be made if access to the property has been confirmed.
3. On-Site Procedures. Starry agrees that its technical support staff will follow all policies and procedures as set by the Customer, including with respect to parking spaces, appointment scheduling, key release procedures, etc.
4. Service Credits. If there is a complete Service outage in excess of one (1) hour in any twenty four (24) hour period for reasons within Starry's reasonable control and subject to the limitations set forth below (any such event, a "Service Outage"), Starry will, upon Customer's written request, provide Customer with a prorated credit equal to the value of the monthly fee for the Service, prorated by the number of twenty four (24) hour periods in which there is a Service Outage in excess of one (1) hour, towards the monthly recurring fee for Customer's Service at the applicable property where the Service Interruption occurred. In the case of DIA Temporary Connectivity with NRC only, the monthly fee will be deemed to be the current MRC for the same level of DIA service provided on a non-temporary basis. To receive any applicable credit, Customer must notify Starry in writing (by opening a trouble ticket) within thirty (30) days of the date of the Service Outage. Service credits shall not be provided for any Service Outage: (i) caused by Customer, its employees, agents or subcontractors, including without limitation any end users of the Service; (ii) due to the failure or malfunction of equipment or systems not provided by Starry; (iii) during any period in which Starry is not allowed access to the Property to address the issue; (iv) due to scheduled maintenance and repair; (v) caused by or due to violations of the this Agreement or any other misconduct or misuse of the Services by Customer; (vi) caused by a loss of service or failure of the Customer's internal wiring or other customer equipment; (vii) due to Customer's failure to release the Service for testing and/or repair to Starry; or (viii) due to circumstances or causes beyond the control of Starry (including power outages, inclement weather, or any other force majeure event). For the avoidance of doubt, all amounts due to Customer under this SLA shall be in the form of service credits only. All credits are exclusive of any applicable taxes or fees charged to the Customer or collected by Starry. All claims for service credits are subject to review and verification by Starry.

Last Updated: October 15, 2024