

**Housing Authority of the Seminole Nation of Oklahoma**

**HASNOK COMMUNITY INTERNET  
SERVICES PROVIDER**

**HCISP Program Policy and Procedures**

**These policies and procedures were adopted by the Housing Authority of the Seminole Nation of Oklahoma on December 21, 2023.**

# **HCISP Program Policy and Procedures**

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## **1. Introduction**

### **1.1 Purpose**

The purpose of the HCISP Program Policy and Procedures is to establish guidelines and rules for the provision and use of internet services by the customers of the Housing Authority of the Seminole Nation of Oklahoma's Community Internet Services Provider ("HCISP") Program.

### **1.2 Scope**

This policy applies to all users and customers of the HCISP Program.

## **2. Service Offerings**

### **2.1 Types of Services Provided**

Introducing HCISP's wireless Internet service tailored to meet your connectivity needs! HCISP provides lightning-fast download speeds of up to 75 megabytes per second (MBPS) and upload speeds of up to 25 MBPS, ensuring a seamless online experience for both personal and business use. HCISP's wireless Internet service is designed to offer reliable and consistent connectivity, enabling you to enjoy high-quality streaming, smooth online gaming, efficient file sharing, and fast web browsing.

#### **1. High-Speed Connectivity:**

- Experience download speeds of up to 75 MBPS and upload speeds of up to 25 MBPS, meeting the demands of modern internet usage.

#### **2. Reliable Wireless Network:**

- HCISP's robust wireless network infrastructure ensures a stable and consistent internet connection, minimizing downtime and disruptions.

#### **3. Seamless Streaming and Gaming:**

- Stream high-definition videos, enjoy lag-free online gaming, and engage in video conferencing without interruptions, thanks to our superior speeds.

#### **4. Efficient File Sharing:**

- Share files, documents, and multimedia quickly and effortlessly with our high upload speeds, optimizing productivity for businesses and individuals.

#### **5. Customer Support:**

- HCISP's local customer support team is fast and reliable.

#### **6. Flexible Plans:**

- Choose from a range of flexible plans that suit your data requirements and budget, allowing you to tailor the service to your specific needs. Upgrade your internet

experience with HCISP's high-speed wireless internet service and stay connected like never before. Whether you're a casual internet user or a power user with high data demands, HCISP's service will cater to your online activities with speed and reliability. Join HCISP's network and experience the future of wireless internet connectivity today!

## **2.2 Service Plans and Pricing**

Residential packages start at:

\$45.00 for a download speed of approximately 50 MBPS and an upload speed of approximately 10 MBPS, or

\$55.00 for a download speed of approximately 75 MBPS and an upload speed of approximately 25 MBPS.

Business internet plans start at:

\$65.00 for a download speed of approximately 50 MBPS and an upload speed of approximately 25 MBPS, or

\$75.00 for a download speed of approximately 75 MBPS and an upload speed of approximately 50 MBPS.

## **3. Billing and Fees**

Payment for HCISP's service is due on the 5<sup>th</sup> of every month and must be made via cashier's check, money order, or credit card. No other forms of payment will be accepted.

If service is terminated due to nonpayment as set forth in Section 7.1, the customer will be responsible for paying a twenty-five dollars (\$25.00) reconnect fee before service will be reconnected.

If a home visit is required by HCISP because the customer "hard resets" the router or plugs the cables into the wrong ports, the customer will be charged a fee of twenty-five dollars (\$25.00).

If the router provided by HCISP is damaged due to carelessness, neglect, pet damage, or water damage, the customer will be charged the cost of a new router.

## **4. Customers Rights and Responsibilities**

## 4.1 Prohibited Activities

The following is a list of activities that are strictly prohibited and may result in service termination:

1. **Illegal Activities:** Any activity that is illegal under local, state, federal, or tribal law is prohibited. This includes activities including, but not limited to, hacking, distributing illegal content, and engaging in online fraud or scams.
2. **Copyright Infringement:** Sharing copyrighted material without permission, which includes, but is not limited to, downloading, or distributing movies, music, software, or other intellectual property, is prohibited.
3. **Spamming:** Sending unsolicited bulk emails, often for advertising or phishing purposes, is prohibited.
4. **Malware Distribution:** Distributing or participating in the creation of malware, viruses, worms, or other malicious software is prohibited.
5. **Cyberbullying and Harassment:** Using the internet to harass, threaten, or engage in cyberbullying is prohibited.
6. **Phishing:** Attempting to deceive customers into revealing sensitive information, including, but not limited to, login credentials or financial data through fake websites or emails, is prohibited.
7. **Distributed Denial of Service (DDoS) Attacks:** Participating in or facilitating DDoS attacks that disrupt the normal operation of websites or networks is prohibited.
8. **Network Abuse:** Excessive use of bandwidth or resources that negatively impacts other customers' experiences is prohibited.
9. **Unauthorized Access:** Attempting to gain unauthorized access to computer systems, networks, or accounts is prohibited and illegal.
10. **Child Exploitation:** Any activities related to child exploitation or sharing of explicit content involving minors are prohibited and illegal.
11. **Violation of Privacy:** Unauthorized surveillance, tracking, or hacking into personal accounts, devices, or communication is prohibited.
12. **Torrenting or File Sharing:** Use of torrents is prohibited and will result in the immediate deactivation of a customer's connection.

13. **Use for Commercial or Business Purposes:** Use of services for commercial or business purposes is prohibited unless the customer is on a HCISP business internet plan available.
14. **Port Scanning and Vulnerability Testing:** Scanning or testing the security of other networks or devices without permission is prohibited.
15. **Excessive Server Hosting:** Running servers on a residential connection, such as web servers or game servers, is prohibited.

## **4.2 Customer Responsibilities**

Customers are responsible for their own equipment. If the equipment fails, it is up to the customer to purchase another suitable router or antenna.

The customers are financially responsible for cut wires and will be imposed a fee of \$1.00 per foot of wire that must be run to replace the cut wire.

Additionally, it is the customer's responsibility to notify Tech Support, via Magnet Ticket, if the connection is having issues or is out completely.

## **5. Complaints and Support**

### **5.1 Customer Support**

All customers will be provided with an informational magnet with a QR Code that allows a support ticket to be submitted directly to HASNOK's IT Department. Any issues must be reported through this ticketing system. Issues will usually be addressed within 24 hours or less.

### **5.2 Complaint Handling Procedure**

All complaints must be submitted to HASNOK's IT Department.

## **6. Network Management**

### **6.1 Network and Traffic Management**

All network management will be handled by HASNOK's IT Department. Traffic management will be managed by the HCISP router and DHCP server.

### **6.2 Network Monitoring**

The network will be monitored by HASNOK's IT Department.

## 6.3 Maintenance and Upgrades

HASNOK's IT Department will perform maintenance and upgrades on an as needed basis.

## 7. Termination and Suspension

### 7.1 Termination of Services by HCISP

A customer's service may be terminated for the following reasons:

1. **Non-Payment:** HCISP may terminate service for customers who fail to pay their bills in full and on time. Service will be subject to termination if payment has not been made in full by the 10<sup>th</sup> of each month. Once service has terminated, customers will have to pay the account balance in full AND a \$25.00 reconnect fee before service will be reconnected.
2. **Engaging in Prohibited Activities:** Engaging in the prohibited activities detailed in this policy or activities such as illegal file sharing, hacking, spamming, or other disruptive behavior, will result in termination.
3. **Excessive Bandwidth or Resource Usage:** HCISP can suspend a customer if HCISP believes, in its sole discretion, that the customer is using excessive bandwidth that is outside the scope of a normal home service.
4. **Business Type Services:** If customer is found to be running business type services, including but not limited to operating a hosted email, domain, website, or torrent file sharing service, service will be terminated.
5. **Abuse of Network Resources:** Customer may face suspension or termination if HCISP believes, in their sole discretion, that the customer is abusing network resources. Abuse of network resources includes, but is not limited to, running servers on residential plans, engaging in activities that overload the network, or using resources in a manner that negatively affects other customers.
6. **Non-Compliance with Legal or Regulatory Obligations:** HCISP can terminate services if a customer fails to comply with legal or regulatory requirements, including, but not limited to, refusing to cooperate with law enforcement requests.
7. **Copyright Infringement:** Customers must comply with all federal, state, and tribal copyright laws. Failure to do so will result in termination of services.

8. **Security Concerns:** If HCISP believes, in its sole discretion, that a customer's device or network is compromised and poses a security risk, HCISP may temporarily disconnect the customer's service until the issue is resolved.
9. **Unauthorized Access:** Attempting to gain unauthorized access to the ISP's network or other customers' data will result in service termination.
10. **Emergency Situations:** In rare cases, HCISP may be compelled to suspend or terminate service due to emergencies or natural disasters, including, but not limited to, tornados, wildfires, floods, or other situations where network safety is a concern.
11. **Security and Network Health:** If a customer's device or network poses a security risk or significantly degrades the network's overall performance, service may be terminated.

Customers may appeal the termination of their service to the HASNOK Executive Director when they believe the termination is unjustified.

## **7.2 Suspension of Services**

In cases of natural disasters, emergencies, or network outages beyond HCISP's control, service may be temporarily suspended. HCISP will work to restore service as soon as it is safe and feasible to do so.

## **7.3 Customer Requests to Terminate Services**

Customers may request to terminate their service. Such requests must be submitted to HASNOK's IT Department. Service will not be terminated until the end of the billing cycle. HASNOK's IT Department will convey the termination request to HASNOK's Finance Department, which will ensure that customer is not charged for services beyond the billing cycle during with the termination request was submitted.

## **8. Modification of Policy**

This Policy may be amended or modified, at any time, by the majority vote of HASNOK's Board of Commissioners.

## **9. Limitation of Liability; Indemnification**

Neither HASNOK nor the Nation shall not be liable to customer or any of customer's household members, visitors, or patrons for any damage to personal property caused by any action, omission, or negligence of HASNOK or any other customer of HCISP's services. Further, customer agrees to hold the HASNOK and the Nation harmless from any claim, obligation, liability, loss, damage, or expense, including without limitation



attorney's fees and court costs, arising from customer's participation in the HCISP Program.

#### **10. Governing Law and Consent to Jurisdiction**

This Policy shall be construed in accordance with and governed by the laws of the Seminole Nation of Oklahoma without regard to choice of law rules and consent to the jurisdiction of the District Court of the Seminole Nation of Oklahoma. Customer agrees that all actions and proceedings arising in connection with this Policy shall be tried and litigated exclusively in the District Court of the Seminole Nation of Oklahoma. The aforementioned choice of venue is intended by the parties to be mandatory and not permissive in nature, thereby precluding the possibility of litigation between the parties with respect to or arising out of this Policy in any jurisdiction other than that specified in this section. Customer waives any right to assert the doctrine of *forum non conveniens* or similar doctrine or to object to venue with respect to any proceeding brought in accordance with this section and stipulates that the District Court of the Seminole Nation of Oklahoma shall have *in personam* jurisdiction and venue over customer for the purpose of litigating any dispute, controversy, or proceeding arising out of or related to this Policy.

#### **11. Sovereign Immunity**

HASNOK specifically retains its sovereign immunity, and nothing herein shall be considered a consent to suit or a waiver of HASNOK's sovereign immunity or of the sovereign immunity of the Seminole Nation of Oklahoma.



**HASNOK COMMUNITY**  
**INTERNET SERVICES PROVIDER**



The Housing Authority of the Seminole Nation of Oklahoma is providing internet service through its HASNOK Community Internet Service Provider (HCISP) Program. This program will allow you to utilize HCISP as your internet provider. To initial service with HCISP, simply return the bottom portion of this document to HASNOK.

Mvto,  
Housing Authority of the Seminole Nation of Oklahoma

**Return this portion back to HASNOK for your internet services.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

- Yes, I would like my internet services to be provided by HCISP.
- I would like the residential package that allows download speed of approximately 50 MBPS and an upload speed of approximately 10 MBPS.
  - I understand that I will be responsible for paying a monthly fee of \$45.00 by the 5<sup>th</sup> of each month.
- I would like the residential package that allows download speed of approximately 75 MBPS and an upload speed of approximately 25 MBPS.
  - I understand that I will be responsible for paying a monthly fee of \$55.00 by the 5<sup>th</sup> of each month.
- I understand that my internet service will be subject to termination if payment is not made in full by the 10<sup>th</sup> of each month.
- I understand that if my internet service is terminated, I will have to pay my bill in full and a \$25.00 reconnect fee before my service will be reinstated.
- I understand that there will be a \$25.00 service fee if HCISP has to make a house visit to my residence due to my own error (i.e. hard resetting the router or plugging the cable into the wrong ports).
- I understand that the equipment in my home is my own responsibility.
- I understand that if the equipment is damaged due to neglect, pets, or water damage, I will be charged the cost of new equipment.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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