§ 76.403  
(A) The customer’s next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or  
(B) The return of the equipment supplied by the cable operator if service is terminated.  
(ii) Credits—Credits for service will be issued no later than the customer’s next billing cycle following the determination that a credit is warranted.  
(4) Definitions—  
(i) Normal business hours—The term “normal business hours” means those hours during which most similar businesses in the community are open to serve customers. In all cases, “normal business hours” must include some evening hours at least one night per week and/or some weekend hours.  
(ii) Normal operating conditions—The term “normal operating conditions” means those service conditions which are within the control of the cable operator. Those conditions which are not within the control of the cable operator include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions which are ordinarily within the control of the cable operator include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the cable system.  
(iii) Service interruption—The term “service interruption” means the loss of picture or sound on one or more cable channels.  
NOTE TO §76.309: Section 76.1602 contains notification requirements for cable operators with regard to operator obligations to subscribers and general information to be provided to customers regarding service. Section 76.1603 contains subscriber notification requirements for cable operators with regard to subscriber bill information and operator response procedures pertaining to bill disputes.  