

Voice Maintenance Plan (\$1.99/month)

Benefits include:

- Protects customer from expensive service call repair rates, \$110/hr, due to phone equipment or faulty wiring.
- Covers any in home wiring repairs or fault isolation with your voice service.
- Hourly fault isolation labor rate of \$110/hour is waived.
- Replacement of wiring and telephone jacks is covered.

Service Hours:

Service is provided **M - F, 8:00am - 4:30pm**, excluding RTC observed holidays.

The following are NOT COVERED in the Voice Maintenance Plan.

- Phones, fax, computer modems, satellite receivers, answering machines, cords, adapters, or any other item that is connected to industry standard in home phone wiring.
- Non-industry standard phone wiring or wiring techniques.
- Does not include wiring connected to Off Premise Extensions.
- New wiring installations.
- PABX/Key system business wiring.
- Repair or replacement of wiring and jacks due to malicious activity, vandalism, riot, civil disturbance, fire, flood, or natural disaster.
- Data devices, data wiring, video devices, or video wiring.

YES, I would like the RTC Maintenance Plan

NO, I would not like the RTC Maintenance Plan

Subscriber Signature

RTC Rep. Signature

Date

Date

Revised 1/1/18