

Voice, Video, & Data Maintenance Plan (\$6.99/month)

Benefits include:

- Service Call Charge, during normal operating hours, of \$110 is waived. No more than 3 Service Call Fees waived in any 12 month period.
- Troubleshooting/fault isolation at labor rate of \$110/hr is waived
- Repair or replacement of telephone, video, and data wiring and jacks inside your home at labor rate of \$110/hour is waived
- Replacement of faulty Set Top Boxes (STBs). Without Plan STBs are \$172 each and \$354 each for the DVRSTB.
- Replacement of BEC VDSL Modem. Without Plan BEC VDSL Modem is \$145.
- Replacement of defective remote control units provided by RTC. Without Plan, remotes are \$20.00 each.
- Coverage for Acts of God (lightning damage or power surges causing damage to telephone, video, and data wiring and jacks, Set Top Boxes and DSL modem)

Service Hours:

Service is provided **M - F, 8:00am - 4:30pm**, excluding RTC observed holidays. Service hours are subject to change without notice.

The following are NOT COVERED in the Voice, Video, & Data Plan

- Batteries and battery replacements in remote control units
- Patch cords, mounting cords, cables, connectors, adapters, etc., whether provided by RTC or customer, that are connected into a jack, STB, or DSL modem that provides signaling to televisions, computers, routers, or telephones
- Defective STBs or DSL modem determined by RTC to be caused by customer negligence

The following are NOT COVERED in any of the RTC Maintenance Plans

- Repair or replacement of any Customer Premise Equipment (CPE), such as devices connected into telephone wiring, jacks, STBs, or DSL modem: e.g., telephones, answering machines, satellite receiver, computers, routers, DVDs, VCRs, televisions, surge protectors, or any other electronics
- Inside wiring and jack coverage for marine activity, recreational vehicles (RVs) and construction trailers, or other temporary or movable structures
- Damage due to natural disasters, floods, or acts of God, other than lightning
- Nonstandard wiring that does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals. (RTC's Inside Wire Maintenance Plan will cover repairs to breaks in nonstandard wire, but only to restore the wire to its original condition.)
- Repair or replacement of wiring and jacks due to malicious activity, vandalism, riot, civil disturbance, fire, flood, or natural disaster

- Does not include wiring connecting Off Premise Extensions
- New wiring installations in existing or new home (prewire)
- Multi-line businesses that have Key/PABX systems

YES, I would like the RTC Maintenance Plan

NO, I would not like the RTC Maintenance Plan

Subscriber Signature

RTC Rep. Signature

Date

Date

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