



Why Choose RTC's Home Connect Assurance?

\$8.99
per month

vs.
**\$110/service
call visit**

You insure your home, car, and health— why not your connectivity?

Home Connect Assurance keeps repair costs low when you need help the most. For just \$8.99/month, get expert Wi-Fi, streaming, and wiring support—avoiding costly \$110 service fees.

Assurance is the Best Insurance.

BENEFITS OF ENROLLING IN HOME CONNECT ASSURANCE

Peace of Mind:

Stay connected without worrying about unexpected repair costs.

Convenience:

Access fast technician support when you need it most.

Cost Savings:

Avoid \$110 service charge (with each service call) with a small monthly fee.

WHAT'S COVERED BY HOME CONNECT ASSURANCE?



Streaming Setup:

As streaming becomes an essential part of home entertainment, we make sure you're set up for success. Our team will help you configure up to three (3) TVs for online streaming services and connect devices like Roku, Apple TV, or Firestick. We'll ensure everything is properly installed and running smoothly so you can enjoy your favorite shows and movies without hassle.

- If you need a device, we offer Rokus for purchase. This one-time charge will be added to your first RTC bill.
- Setup does not include: Security, Doorbells, Cameras, etc.



WiFi Troubleshooting:

WiFi issues can be frustrating and difficult to resolve. Our experts specialize in identifying and resolving connectivity problems quickly. But when remote troubleshooting doesn't fix the issues, a technician needs to be deployed. Whether it's weak signals, inconsistent coverage, or devices not staying connected, we'll troubleshoot and optimize your home network so you can enjoy fast, reliable internet throughout your space.



Wiring Repairs:

We ensure your home's internal connectivity infrastructure is in top shape. Whether it's voice, broadband, or internal network wiring, our technicians provide thorough repairs to eliminate disruptions and maintain seamless communication across all your devices.



Jack Replacement:

Over time, phone and internet jacks can wear out or malfunction. Our program covers repair or replacement of these essential connection points, ensuring your devices remain securely linked to the network for uninterrupted service.

Please read the terms and conditions in your RTC Service Agreement for full details. Early termination fees apply.

SIGN UP TODAY!

Scan: **QR Code**

Visit: **qrco.de/RTCHCA**

Call: **812-486-3211**



Home Connect Assurance Program Overview

Program Overview

This agreement outlines the terms and conditions for enrollment in the Home Connect Assurance program, a monthly service plan provided by RTC Communications. This plan covers repair and troubleshooting services for internal wiring, phone and internet jacks, WiFi connectivity, and streaming setup issues at the service address listed above.

Terms of Enrollment

1. Monthly Fee: The customer agrees to pay \$8.99 per month for the Home Connect Assurance program.
2. Enrollment Term: The customer agrees to a 12 month commitment to the program, starting from the agreement date.
3. Early Termination Fee: If the customer cancels the program immediately after the repair or before completing the 12 month term, they will pay the prorated difference up to \$110 to cover the cost of services provided.

Example: If the customer cancels after paying \$35.96 (4 months of payments), they will owe \$110-\$35.96 = \$74.04.

Program Coverage

The program includes the following services:

1. Wiring: Repairs for voice, broadband, and internal network wiring.
2. Jacks: Repair or replacement of phone and internet jacks.
3. WiFi Issues: Troubleshooting connectivity problems and improving performance. If MESH is required customer will pay cost of equipment only.
4. Streaming Setup & Connection: Assistance with installing and connecting customer owned streaming devices.

Usage Limits

1. Customers are limited to two service calls per calendar month under the Home Connect Assurance program.
2. Additional service calls beyond the limit will incur a \$50 fee per visit.
3. Unused service calls do not roll over to the following month.
4. Streaming service set up is limited to 3 tv's

Exclusions

The program does not cover:

1. Wire or jack malfunctions or problems which arise prior to the commencement of the Customer's coverage under the Plan,
2. Wire or jack malfunctions or problems which are caused by misuse, abuse, malicious activity, or vandalism.
3. Wire or jack malfunctions or problems which are caused by fire and acts of nature other than lightning, such as floods, windstorms and earthquakes
4. Inside wiring and jack(s) which are non-standard or do not comply with Part 68 of the Federal Communications Commission, NEC, ANSI/ICEA rules and guidelines, or fail to meet RTC's technical standards.

NOTE: If it is possible to fix the trouble by making temporary repairs to non or sub-standard wiring, Home Connect Assurance will cover the temporary repairs

5. Restoration of your premises if you ask RTC to repair concealed wire. Customer provided equipment (modems, security systems, satellite TV etc.).
6. Repair of jacks not previously connected to the line reported.
7. Inside wiring, jacks or other items used in connection with your line if the line is provided by a Company other than RTC.
8. Extensions located at a different address. (IWMP covers IW that is within the same property lines as the main line).
9. Replacement of ONT Batteries past warranty period
10. Repair or replacement of customer owned equipment, such as modems, routers, or streaming devices (e.g., Roku, Firestick).

Service Call Procedure

1. To request a service call, the customer must contact RTC Communications at (812) 486-3211.
2. Service calls will be scheduled based on technician availability within working hours of 8:00 am to 4:30 pm, Monday thru Friday.
3. The program covers up to two service calls per month for eligible issues. Additional calls will incur a \$50 fee per visit.

Payment Terms

1. The monthly program fee of \$8.99 will be billed to the customer's account and included in their regular billing statement.
2. Payments are due according to the terms of the customer's standard service agreement with RTC Communications.
3. If the customer cancels service, any prorated balance due will be applied to the final bill.

Cancellation Policy

1. The customer may cancel the program at any time by contacting RTC Communications.
2. If the customer cancels the program before completing the 12 month term or they cancel service, they agree to pay a prorated amount up to \$110 to cover the cost of services provided.
3. If the customer completes the 12 month term, they may cancel without penalty or continue the program on a month to month basis.

Acknowledgment and Agreement

By signing below, the customer acknowledges and agrees to the terms and conditions of the Home Connect Assurance program, including the 12 month commitment,, prorated early termination fee, and service call usage limits.

