



Broadband

# Service Assurance Plan

Covered by Service Assurance Plan	
Y	Identification and repair of inside telephone wire, telephone jacks, cable wiring, cable outlets.
Y	Identification and repair of coaxial, Category 5, and two-pair copper telephone wiring from point of demarcation to the customer's television, converter, computer, or telephone jack.
Y	Replacement of fittings, splitters, amplifiers, and outlets installed or existing in accordance with accepted industry standards, as determined by EPlus Broadband, regardless of installer or vendor.
Y	Outlets used to transmit EPlus Broadband services, regardless of installer or vendor.
Y	Telephone outlets, regardless of installer or vendor.
Y	Telephone wiring for EPlus Broadband Telephone customers.
Y	Customer education.
Y	Service trouble diagnosis.
Y	Service affecting issues.
Y	Any non customer-caused service calls.
Y	Wiring that connects the outlet to the customer's devices or to other equipment. Equipment such as: <ul style="list-style-type: none"> <li>• Component RCA cables/S-video/component video cables.</li> <li>• Telephone wiring between the telephone jack and telephone.</li> <li>• VCR Commander/IR Blaster.</li> </ul>

NOT Covered by Plan	
N	Telephone wire, data wire, and cable wire located beyond the connection point outside the customer's home.
N	Complex wiring such as Structured Wiring panels.
N	Rewiring after a home is destroyed or damaged by fire, flood, earthquake, other natural disasters, vandalism, gross negligence, or willful damage.
N	Cable, data, or telephone wiring that runs between or among separate or attached buildings, apartments, or dwelling units in a multi-tenant property that are not related to the customer's inside wiring.
N	Inside cable wire and cable outlets used to receive cable or other video services provided by another company.
N	Competitor's outside drop wiring.
N	Wiring used to transmit Digital Subscriber Lines (DSL) or Voice over DSL services.
N	Any wires, including Category 5, used to network computers.
N	Inside cable outlets and cable wire used to receive unauthorized cable service.
N	Initial installation of service and the installation of new jacks, new wiring, or rewiring.
N	Correction of problems existing prior to establishment of cable television service with EPlus Broadband.
N	Repair or replacement of telephones, fax machines, answering machines, modems, television sets, DVD players, home theater systems, entertainment systems, gaming systems, VCRs, set-top boxes used for channel selection, or equipment leased or provided for receiving video or other services, or any other equipment.
N	Damage or loss of EPlus Broadband issued equipment including, converters and remote controls.
N	Running additional wiring through walls, or "wall-fishing".
N	Wiring inside walls of apartment complexes.

By selecting the **EPlus Broadband Service Assurance Plan**, you agree to be bound by these Terms and Conditions.

Under the EPlus Broadband Service Assurance Plan, EPlus Broadband will identify and repair inside telephone wire, telephone jacks, cable wiring and cable outlets. "Inside telephone wire" is defined as the two-pair copper wires that run from the connection point (usually a small box on the outside of your home) to the telephone jacks or outlets inside your home. "Inside telephone wire" does not include apartment or condominium complex wires that are not related to your inside wiring. "Inside cable wire" is defined as the coaxial wires that run from the connection point to the television set or other equipment such as your computer because it also covers data services. "Inside cable wire" does not include apartment or condominium wiring that are not related to your inside wiring. EPlus Broadband will cover the replacement of fittings, splitters, amplifiers and outlets installed or existing in accordance with accepted industry standards, as determined by EPlus Broadband, regardless of installer or vendor. EPlus Broadband will also cover any additional wirings or connections that connect the outlet to the customer's device supplied by EPlus Broadband during time of installation such as: component RCA cables, S-video cables, component video cables, telephone jumper wiring, USB cabling supplied by EPlus Broadband, VCR Commander/IR Blaster device and Category-5 wiring supplied by EPlus Broadband. The EPlus Broadband Service Assurance Plan will also provide you with coverage for customer education and the diagnosis of customer equipment problems and other issues not related to the EPlus Broadband network.

Under the EPlus Broadband Service Assurance Plan, when notified by you of a service problem, EPlus Broadband will identify whether the problem is with your inside telephone wire, inside cable wire, telephone jacks or cable outlets or if other equipment may be the problem. If the EPlus Broadband Service Assurance Plan covers the problem, EPlus Broadband will repair or correct the trouble in a reasonable manner. If you do not subscribe to the EPlus Broadband Service Assurance Plan, you may be subject to labor charges of up to \$25 per outlet to diagnose or repair the problem.

The following are excluded from the EPlus Broadband Service Assurance Plan - Telephone wire, data wire and cable wire located beyond the connection point outside of your home • Complex wiring such as Structured Wiring Panels • Rewiring after a home is destroyed or damaged by fire, flood, earthquake, other natural disasters, vandalism, gross negligence or willful damage • Cable or data wiring that runs between or among separate buildings, apartments or dwelling units in a multi-tenant property. If you reside in a multi-tenant building, campus or military housing, we suggest that you discuss inside wire repair responsibility with the manager or owner • Inside cable wire and cable outlets used to receive cable or other video services provided by another company • Competitor's outside drop wiring • Wiring used to transmit Digital Subscriber Lines (DSL) or Voice over DSL services • Any wires, including Category-5, used to network computers • Inside cable outlets and cable wire used to receive unauthorized cable service. Initial installation of service and the installation of new jacks, new wiring or rewiring • Trouble or problems existing prior to establishment of cable television service with EPlus Broadband • Repair or replacement of telephones, fax machines, answering machines, modems, television sets, DVD players, home theater systems, entertainment systems, gaming systems, VCRs, set-top boxes used for channel selection or equipment leased or provided for receiving video or other services or any other equipment. • Damage or loss of EPlus Broadband issued equipment including remote control or battery replacement. • EPlus Broadband Field Service Representatives will not run additional wiring through walls, or "wallfish." EPlus Broadband may reroute wire along baseboards and other locations to avoid replacement or repair in drywall, plaster or other materials.

The EPlus Broadband Service Assurance Plan is available for a charge of \$3.95 per month to EPlus Broadband customers only. EPlus Broadband may immediately, and without notice, suspend or discontinue the plan if cable television service is no longer being provided to the residence by EPlus Broadband, if any misuse or abuse of the service occurs or if a hazard or danger to person or property exists which would prevent our technicians from performing the work in a safe manner. Subject to any applicable rules or laws, EPlus Broadband may discontinue the EPlus Broadband Service Assurance Plan or change any of these Terms and Conditions.

EPlus Broadband shall not be liable for any injuries to persons or property arising out of installations, maintenance or repairs performed in connection with the EPlus Broadband Service Assurance Plan nor shall EPlus Broadband be liable for any other damages including, but not limited to, indirect, incidental, special or consequential damages, arising from the customer's use or inability to use such inside telephone wire, cable wire, data wire, telephone jacks or cable outlets.

You may discontinue the EPlus Broadband Service Assurance Plan at any time or report a telephone, internet or cable problem by calling our Customer Service office 422-7500.