

WIRE MAINTENANCE PLAN

When something goes wrong it's nice to know that you are covered. For a low monthly fee of \$3.00 per service or \$6.00 for coverage on all three services, Burlington Telecom's Wire Maintenance Plan provides you with protection from those unforeseeable problems and costs associated with the wire and jacks inside your house.

Telephone Wire Maintenance:

\$3.00 per month

If you experience problems with your telephone service such as static on the line, being cut off, cannot hear etc., you will not be charged for a technician to come to your home and isolate the problem. If the problem is in the jack or inside wire, the technician will repair those items.

What doesn't it cover?

- Repair of a telephone set
- Rewiring after a building is destroyed by fire, flood or natural disaster
- Buried cable between buildings that was not installed by Burlington Telecom
- Wiring and installation of a new location

Internet Wire Maintenance:

\$3.00 per month.....or \$6.00 per month for maintenance on all three services

Cable TV Maintenance:

\$3.00 per month.....or \$5.00 per month for maintenance on two services

If you experience problems with your Cable TV service, a technician will come to your home and if the problem is within the cable TV receiver, cable wiring, connectors or network interface, the technician will repair or replace those items at no charge.

What doesn't it cover?

- Repair of your television, VCR, DVD, remote control, or any other electronics other than our receiver.
- Repair of wiring installed by customer or anyone other than a Burlington Telecom technician
- Wiring and installation of new cable TV locations
- Pre-wiring of Cable TV jacks in a new home
- Programming of television, VCR, DVD, remote control or any other electronics other than the receiver provided by Burlington Telecom

Wire Maintenance Agreement

This wire maintenance agreement provides trouble isolation (including determining if customer owned equipment is causing the problem) and repair of customer's inside telephone wire, jacks, cable TV receiver, cable TV wiring, connectors and network interface unit.

TERMS AND CONDITIONS

- The maintenance plan will become effective on the date the signed agreement is received in the Business office. The service agreement will remain in effect until the customer requests the agreement be terminated.

I UNDERSTAND THE TERMS AND CONDITIONS AS OUTLINED AND REQUEST THE CABLE TV/INTERNET/TELEPHONE WIRE MAINTENANCE PROTECTION BE PLACED ON MY ACCOUNT.

(underneath will be a box that the customer can sign and check off which plan they would like and then mail back to us)