



Wire Maintenance Plan

What is it?

Provides trouble isolation and repair of customer's Inside Wire and Jacks (must be placed in compliance with FCC local building and fire code(s)).

Why do I want it?

Think of it as a Maintenance Plan you might select for your major appliances, electronics, etc. For just \$2.50 per month, you can avoid the \$65.00 trouble trip charge you would incur if you need to call for telephone repair service.

You will receive professional installation and repair service from the trained staff at the Clarence Telephone Company/Cedar Communications, LLC.

What does it cover?

If you experience problems such as...static on the line...cutoffs...cannot hear, etc. your wire maintenance agreement will cover the charge for a professional to come to your home, evaluate and repair the problem (provided the problem is caused by the wiring or jacks). The technician may also be able to suggest an alternative to solve the trouble.

What doesn't it cover?

- Repair of the telephone set
- The Inside Wire and Jacks must have been installed based on FCC codes
- New installation locations
- Rewiring after a building is destroyed by fire flood, or natural disaster.
- Buried cable between buildings not installed by the telephone company.
- The home cannot be an RV.

Why are you waiting?

Call Clarence Telephone Company/Cedar Communications, LLC today at 1-800-695-3896 or return the form on the reverse side and order "Wire Maintenance" protection for your telephone service! Just \$2.50 per month can save you expensive repair charges and insure professional work in your home or business.

This Wire Maintenance Agreement will be effective on the date the signed Service Agreement is received in the business office.

Wire Maintenance Agreement

This "Wire Maintenance" agreement provides trouble isolation (including determining if customer owned equipment is causing the problem) and repair of the customer's inside wire and jacks. Wire and jacks must be in compliance with FCC Rules and Regulations (Part 68), and local building and fire codes.

TERMS AND CONDITIONS:

Wire Maintenance service will be provided to the customer at a cost of \$2.50 per month for each line.

The Wire Maintenance Plan offers coverage per line per premises (as long as dial tone is working to at least one jack). Additional lines into a residence or an off premise extension must be covered by a maintenance plan, if the primary line is covered.

The Wire Maintenance Plan will become effective on the date the signed agreement is received in the business office. The Service Agreement will remain in effect for a minimum of six months. At the end of six months, the Agreement will continue until the customer requests the Service Agreement be terminated.

Exclusions:

- Repair of Telephone Set
- Rewiring after a building is destroyed by fire, flood, or natural disaster.
- New installation locations
- The home cannot be an RV *
- Buried cable between buildings not installed by the telephone company
- The inside wire and jacks must have been originally installed based on FCC local building and fire codes.

I UNDERSTAND THE TERMS AND CONDITIONS AS OUTLINED ABOVE...AND REQUEST THE "WIRE MAINTENANCE" PROTECTION PLAN BE PLACED ON MY TELEPHONE SERVICE.

Name: _____

Telephone No: _____ Date: _____

Note to the customer: Please cut on the line above and return the bottom portion to the business office.