

Guthrie Center Communications Total Line-Care Agreement

Total Line Care is an optional monthly service that covers unexpected expenses that can result from repair calls caused by faulty inside wiring and/or customer premise equipment (CPE). Inside wire is the wiring located on the customer’s premise beginning at a point near the telecommunication company’s outside protector, typically defined as the demarcation point. CPE can include telephones, answering systems, televisions, VCR’s, computers, DSL modems, routers, and firewalls. The Total Line Care Agreement does not apply to key telephone systems, keyless telephone systems, and private branch exchanges (PBX).

Total Line Care will cover costs involved in isolating the trouble to your inside wire or equipment, labor costs to repair the trouble and materials. Typical repair costs include a trip charge (\$10.00), on-site troubleshooting and corrective measures (\$45.00 per hour), and materials. If you choose not to participate in the agreement, your costs will be based on the above figures and will depend on the extent of the trouble. However, if you do participate, wire installed according to industry standards will be repaired or replaced, as necessary. If the trouble is found to be as a result of the CPE, it will be identified to the customer and unplugged to clear the trouble for no additional charge. Trouble resulting from non-standard wiring practices, acts of vandalism, natural disasters, or wiring located in temporary, moveable structures such as recreational vehicles, boats, or construction trailers, will not be covered under the agreement. The Total Line Care agreement is intended to cover failures caused by normal use of the wiring and/or CPE. In the case of telephone service, the agreement only covers one access line. Additional lines are \$1.50.

Total Line Care requires a minimum 12-month agreement and will be ongoing thereafter until the customer cancels the service agreement. If the customer’s service which is covered by Total Line Care is terminated before the end of the 12-month period, the customer may be billed for service that was performed under the Total Line Care plan. If terminated without claims during the period, customer may be charged an early termination fee of \$50.00 or the value of the remainder of the contract, whichever is less. If and when the customer reconnects the service covered by Total Line Care, the agreement will be reactivated and continue at least until the 12-month minimum service agreement is satisfied.

Total Line Care protection can be arranged to cover your voice, video, and high-speed Internet services. To activate the Total Line Care agreement you must determine for which services you would like to activate coverage. By signing this Agreement you give us the right to automatically update your account to extend the agreement coverage to the services you choose.

| Total Line Care Service Coverage | Initials | Services to be Covered | Initials |
|---|----------|---|----------|
| <input type="checkbox"/> \$3.95 per month for 1 service <input type="checkbox"/> \$5.20 per month for 2 services <input type="checkbox"/> \$6.45 per month for 3 services | | <input type="checkbox"/> Telephone – Phone # _____ Additional Lines are \$1.50 ea. Phone # _____ Phone # _____ <input type="checkbox"/> Cable Television <input type="checkbox"/> Internet | |

Other Exclusions:

Telephone:

1. Damage to telephone wiring caused by negligence of a contractor or intentional damage by customer or a third party.
2. Repair of main line extension to unattached structures, including garages and barns.
3. Repair of jacks located outside.
4. Repair of telephones and other CPE devices, such as modems and answering machines.
5. Repair of jacks or wiring not installed to industry standards.
6. Repair of telephone wire and jacks due to damage from natural disasters, floods or acts of God.

Cable Television:

1. Repair of television equipment, such as TV, VCR, DVD-player, DVR (e.g., TiVo) and remote controls.
2. Repair of jacks or wiring not installed to industry standards
3. Damage to cable television wiring caused by negligence of a contractor or intentional damage by customer or a third party.
4. Repair of cable television wire and jacks due to damage from natural disasters, floods or acts of God

Internet

1. Repair or replacement of your computer, or any other CPE.
2. Wire or cable for other electronic systems, including entertainment systems or Internet service from a different Internet service provider (ISP).
3. Repair of jacks or wiring not installed to industry standards
4. Damage to internet wiring caused by negligence of a contractor or intentional damage by customer or a third party.
5. Repair of internet wire and jacks due to damage from natural disasters, floods or acts of God.

LIMITATION OF LIABILITY:

GUTHRIE CENTER COMMUNICATIONS SHALL NOT BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING BUT NOT LIMITED TO ANY LOSS OF USE, LOSS OF BUSINESS, OR LOSS OF PROFIT, ANY COMPANY LIABILITY TO CUSTOMER FOR ANY DAMAGES OF ANY KIND UNDER THIS AGREEMENT SHALL NOT EXCEED, IN AMOUNT, A SUM EQUIVALENT TO THE APPLICABLE OUT-OF-SERVICE CREDIT UNDER THIS AGREEMENT. REMEDIES UNDER THIS AGREEMENT ARE EXCLUSIVE AND LIMITED TO THOSE EXPRESSLY DESCRIBED IN THIS AGREEMENT.

Signature _____ Date _____