



## Mon-Cre Telephone Cooperative, Inc.

### Service Protection Plan

Customer service is our priority and we are always responsible for maintaining and repairing our own network facilities. But occasionally a problem may develop from the telephone, broadband and video wiring *inside* your home, and for those issues, you are usually responsible.

**To protect you, Mon-Cre offers an expanded *Wire Protection Plan* that will cover the repairs of any in-home wiring issues. \* Without this Protection Plan, there is a minimum maintenance fee of \$50.00 charged if a repair is traced to wiring in your home.**

\* In addition to wire, jack and connection repair, maintenance includes determining which customer owned equipment is causing the problem. It does not cover repairing an actual customer owned telephone, television, computer or similar equipment. Additional restrictions may apply.

#### **3 reasons why you should sign up for Wire Protection:**

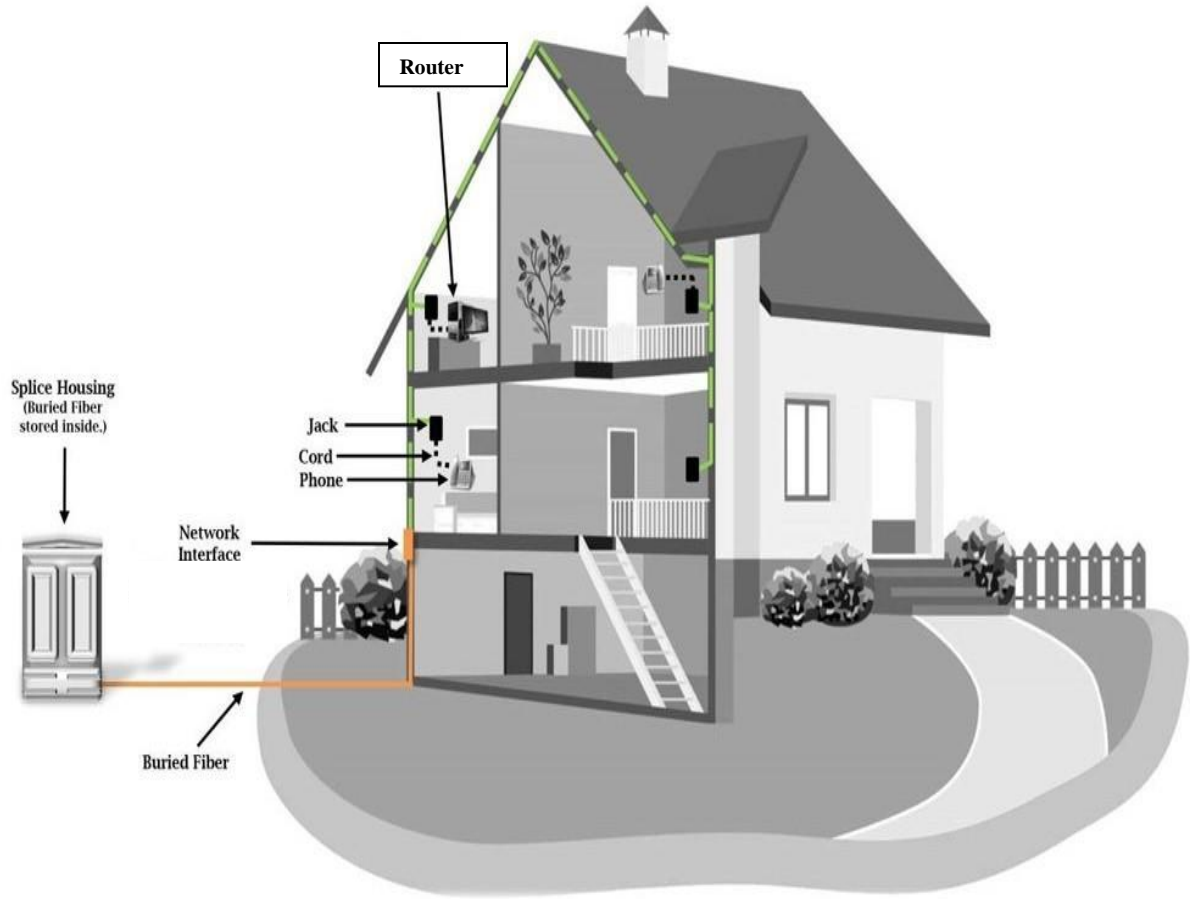
1. Our Wire Protection Plan provides trouble isolation and repair of customer owned or inside wires and jacks.
2. Without Wire Protection, wiring problems can cost a minimum of \$50.00 per trip (plus labor and materials.)
3. Mon-Cre Wire Protection starts at only **\$3.95\* per month for single-line residential service and \$3.95 for single-line business service** – that's pennies a day.  
*(if you have additional lines at your residence or business, add \$1.95 for each line.)*

#### **Repair Service and Wire Maintenance/Protection**

Mon-Cre is always responsible for maintaining and repairing our own network facilities. As the customer, you are responsible for maintaining and repairing anything that runs from the network interface device (usually the grey box located on the outside of your home or the Optical Network Terminal for our customers served by fiber), through your house, up to and including your phone jack and telephone equipment.

## MTC Broadband Network

## Owner's Responsibility



- ..... Owner's Responsibility (Not Covered by Wire Protection Plan)
- - - - - Covered by Wire Protection Plan
- MTC Broadband Network Responsibility

The Mon-Cre Wire Protection Plan is included as a part of all Mon-Cre broadband (internet) and video service ordered after August 1, 2019 but remains optional for telephone only customers. Customers that have established service before this date may obtain the Wire Protection Plan at any time by contacting a customer service representative at Moncre Telephone Cooperative, Inc.

Under the Wire Protection Plan, if you experience a problem any of our services, Mon-Cre will diagnose the trouble. If the problem exists with your inside telephone wire, jacks, set up or connections, Mon-Cre will repair the trouble at no cost to you. The monthly price is subject to change with advance notice to you.

*IMPORTANT LIMITATIONS AND EXCLUSIONS EXIST TO THIS SERVICE. YOU SHOULD READ THE FOLLOWING AND ALL REFERENCED DOCUMENTS.*

### **Terms and Conditions of our Wire Protection Plan**

For a flat monthly fee, the Mon-Cre Wire Protection Plan provides trouble isolation service and repair service on inside telephone wire, jacks and connections. Inside Wire is that wire on the customer's side of the network interface device, (which is usually the grey box, located on the outside of your home, or the Optical Network Terminal or ONT for customers served by fiber). Unless specified otherwise, the term "Inside Wire" or "Inside Wiring", when used in this contract shall include inside telephone wire and jacks. The Mon-Cre Wire Protection Plan is mandatory for all services established after April 1, 2019, other than basic, unbundled telephone service. For existing customers, the Mon-Cre Wire Protection Plan becomes effective ten (10) days after you enroll.

If you have more than one single-line telephone service at one location (e.g., two telephone numbers), you must subscribe to the Mon-Cre Wire Protection Plan for each telephone number or service at the same location in order for each service to receive the plan benefits, however, you will receive a discount on Protection Plan charges for each additional lines. If you live in rented/leased facilities, condominiums, or cooperative dwellings, you should first determine whether you are responsible for repairs to your telephone inside wire prior to subscribing to the service.

### **MON-CRE INSIDE WIRE MAINTENANCE PLAN**

Our Maintenance Plan covers diagnosis and repair of the inside telephone wire, jacks and connections through which Mon-Cre provides telephone, broadband and video service to your home or business. If you experience a problem with your telephone service due to trouble with your inside wire, jacks or connections we will repair the trouble at no cost to you if you need a telephone technician to make repairs covered by the plan.

#### **What Is Covered?**

The Inside Wire Maintenance Plan includes:

- Repair and/or replacement of any connected and previously working inside wire, jacks and other connections that develop service problems.
- Coverage on all newly and properly installed or relocated standard telephone inside wire jacks.
- Diagnostic work, including trips to your premises by our team, to determine where the problem is located.
- Discounted labor rates to add new wiring and jacks.
- Damage to inside wiring, jacks and connections caused by lightning.

## What Is Not Covered?

Inside Wire Protection Plan coverage does NOT cover:

- Repair of telephone instruments and other devices not owned by us, such as computer modems, computers, answering machines, televisions, etc. connected to the inside wiring and jacks.
- Damage to covered wiring, jacks or connections due to natural disasters, *other than lightning*, such as floods, fire (including fire caused by lightning), acts of war or other casualty requiring a substantial reconstruction of the premises.
- Repair of damage due to gross negligence, willful damage, vandalism, riot or civil disturbance.
- Damage caused by domesticated animals, such as cats and dogs.
- Nonstandard telephone wiring that we do not install. This is wiring that does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals.
- Wiring not connected to the Mon-Cre network. Outside wiring to a detached structure on the same premises is not covered; however, wiring inside the detached structure is covered.

By paying for this service, you agree to be bound by all of the provisions of the Plan including any modifications adopted by Mon-Cre in the future, for which you have received notice. The Wire Protection Plan is not required for you to obtain only basic telephone service from us. If you are a telephone only customer, you can cancel the Inside Wire Maintenance Plan at any time without incurring a disconnect charge. Our obligations and liability under this plan are strictly limited and subject to the **MON-CRE TELEPHONE COOPERATIVE, INC. STANDARD TERMS AND CONDITIONS**, as may be modified from time to time, which are incorporated herein by reference and can be found at:

<https://www.mon-cre.net/wp-content/uploads/Mon-Cre-Standard-Terms-and-Conditions-.pdf>