

Service Call Protection Plan (SCPP)

\$4.95 per month

SCPP Plan Benefits include:

- Service Call Charge (\$30) is waived.
- Troubleshooting/fault isolation and repair or replacement of faulty telephone and data wiring and jacks inside your home at labor rate of \$60/hour (waived for up to two (2) hours of labor).
- Replacement of a faulty DSL modem provided and installed for DSL internet service.
- On site replacement of a faulty video set top box.

SCPP Service Hours:

Service is provided M – F, 8:00am – 5:00pm, and Saturdays from 9:00am – 12:00pm, excluding holidays. Service hours are subject to change without notice.

The following are NOT COVERED in the Service Call Protection Plan:

- Repair or replacement of any Customer Premise Equipment (CPE), such as devices connected into telephone wiring, jacks, STBs, or DSL modem: e.g., telephones, answering machines, satellite receiver, computers, routers, DVDs, VCRs, televisions, surge protectors, or any other electronics.
- Inside wiring and jack coverage for marine activity, recreational vehicles (RVs) and construction trailers, or other temporary or movable structures.
- Damage due to natural disasters, floods, or acts of God.
- Nonstandard wiring that does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals. (SCPP will cover repairs to breaks in nonstandard wire, but only to restore the wire to its original condition.)
- Repair or replacement of wiring and jacks due to malicious activity, vandalism, riot, civil disturbance, fire, flood, or natural disaster.
- Does not include wiring connecting Customer Premise Equipment (CPE) outside of the main residence.
- “New” wiring installations in existing or new home (prewire).
- Multi-line businesses that have Key/PABX systems.