

Equipment Protection Plan (EPP)

\$9.95 per month

EPP Plan Benefits include:

- Service Call Charge (\$30) is waived.
- Up to three (3) customer visits in 12 months for troubleshooting/fault isolation and repair or replacement of faulty telephone and data wiring and/or jacks inside your home (maximum of two hours of included labor per visit).
- Replacement of AdamsWells Internet Telecom TV (AWI) owned equipment provided and installed for any service provided by AWI.
- On site replacement of any AWI provided equipment by an AWI technician.

EPP Service Hours:

Service is provided M – F, 8:00am – 5:00pm, and Saturdays from 9:00am – 12:00pm, excluding holidays. A \$50.00 service call fee will be charged for visits outside of listed EPP service hours. Service hours are subject to change without notice.

The following are NOT COVERED in the Equipment Protection Plan:

- Repair or replacement of any Customer Owned Equipment (COE) connected to telephone/data 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 (other than lightning/electric surge).
- Nonstandard wiring that does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals. (EPP will cover repairs to breaks in nonstandard wire, but only to restore the wire to its original condition.)
- Repair or replacement of equipment, 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).
- Businesses that have Key/PABX, multiline systems.