ADAMSWELLS INTERNET TELECOM
Service Call Protection Plan (SCPP)
$4.95 per month

Plan Benefits

- The standard $40.00 truck roll charge is waived for covered service provided during SCPP service hours.
- Up to two (2) customer service visits in any rolling 12-month period for troubleshooting, fault isolation, and repair or replacement of faulty fiber, telephone and data wiring and jacks inside the customer's main residence. Up to two (2) hours of technician labor per visit are included at no additional charge. Labor exceeding two (2) hours per visit will be billed at $75.00 per hour.
- On-site technician labor for replacement of a faulty DSL modem or fiber ONT provided by AW for internet service. The replacement equipment itself is not covered by this plan.
- On-site technician labor for replacement of a faulty AW-provided managed Wi-Fi router. The replacement equipment itself is not covered by this plan.

Service Hours

SCPP service is provided Monday through Friday, 8:00 a.m. to 5:00 p.m., and Saturdays from 9:00 a.m. to 12:00 p.m., excluding holidays. Service requested or provided outside of these SCPP service hours is subject to a $75 after-hours service call trip charge. Service hours are subject to change without notice.

What Is Not Covered

- Repair or replacement of Customer Owned Equipment (COE), including telephones, answering machines, satellite receivers, computers, customer-owned routers, DVD or VCR equipment, televisions, surge protectors, Roku devices, or other customer-owned electronics.
- Inside wiring and jack coverage for marine activity, recreational vehicles (RVs), construction trailers, or other temporary or movable structures.
- Damage resulting from misuse, abuse, malicious activity, vandalism, riot, civil disturbance, fire, flood, natural disaster, or other events beyond normal operation.
- Nonstandard wiring that does not meet applicable telecommunications industry standards or applicable National Electrical Code requirements.
- Wiring or equipment located outside the main residence, including wiring connecting Customer Premise Equipment (CPE) in detached garages, barns, sheds, outbuildings, or other separate structures.
- New wiring installations, including prewiring of an existing or new home.
- Multi-line business systems, including KSU/PBX systems.

General Terms

- 12 month (1 Year) minimum commitment.
- Coverage applies only to the AW customer accounts enrolled in the SCPP and only to covered services and wiring described in this plan.
- A service visit is counted each time an AW technician is dispatched to the customer's premises, regardless of the amount of time spent on site.
- Coverage applies to service issues occurring after the plan becomes effective. Problems known, reported, or existing before enrollment are not covered.
- AW will determine whether wiring, jacks, or AW-provided service equipment is faulty and whether the requested work is covered under the plan.
- The SCPP provides the benefits described in this document and does not provide cash reimbursement for repairs, equipment, or services performed by another provider.
- The plan may be canceled by the customer after 12 months of coverage. Coverage ends when the plan is canceled or when the customer's applicable AW service is terminated.
- Benefits, pricing, service hours, and plan terms are subject to change. AW will provide notice of material changes as required by its customer service policies or applicable law.

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