

AMU

INSIDE WIRE MAINTENANCE PLAN

What is included in the Inside Wire Maintenance Plan Service?

When you report trouble that interferes with the proper functioning of telephone service, we will test the line to determine if the trouble is on the network side of the telephone network interface (demarcation point between our responsibility and the customer's responsibility) or on the customer side. If the trouble is on our side of the telephone network interface, the trouble will be repaired at our expense in accordance with our tariff as part of our local telephone service. If the trouble is on the customer side of the network interface, we will test the line to determine if the trouble is caused by the inside telephone wire or a specific telephone set or equipment. If the trouble is caused by inside telephone wire, we will repair or replace the defective inside telephone wire subject to the limitations and exclusions contained in this Plan. If the trouble is not caused by the inside wiring or jacks, but instead by the customer's telephone equipment, such as a separate ringer, transformer, lights, speaker telephone or answering device, we will not fix or replace anything. Inside Wire Maintenance Plan services provide repair and replacement of Inside Wire rendered defective by reason of ordinary wear and tear and simple negligence.

What is NOT included in the Inside Wire Maintenance Plan Service?

Excluded from coverage is Inside Wire rendered defective by reasons of flood, earthquake, acts of war, fire, lightning, wind, or other casualty requiring a substantial reconstruction of the premises. Also excluded from coverage of Inside Wire Maintenance Plan service is Inside Wire rendered defective by gross negligence, willful damage, or vandalism. Inside wiring that did not work when the service was ordered, that does not meet our installation practices or technical standard, and wiring not connected to the telephone network is not covered by Inside Wire Maintenance Plan services. Outside wiring to a detached structure on the same premises is not covered; however, wiring inside the detached structure is covered. Inside Wiring is not covered when we are prevented from accessing it, for example, by actions taken by the owner of the property, by government or military authorities (i.e., the Customer lives on a military base), or by your landlord.

Customer's Responsibility

If the repair covered by the Inside Wire Maintenance Plan requires conduit, cutting, or patching of finished walls, floors, or ceilings, or structure modifications, the Customer is responsible for arranging to have such work performed by other persons at the Customer's expense. After each repair or installation visit, the customer has the responsibility to reestablish connection or verify proper functioning of any telephone transmitting, dialing, or answering equipment connected to Inside Wire, such as automatic dialers, fire and burglar alarms, meters, sensors, and answering devices. Access to the premise and attendance of an authorized adult is necessary during a premise visit. A "Failure to Cancel Premise Visit" charge may apply if an appointment is not cancelled prior to the scheduled appointment window. It is also the customer's responsibility to reprogram any telephone numbers or codes that have been extinguished as a result of the line or any equipment being disconnected during our test of the functioning of the Inside Wire or the central office network access line.