



BTC Total Care

Monthly Service Add-On

GENERAL INFORMATION:

BTC Total Care provides a cost-effective, comprehensive, simple solution for customers that provides in-home technician services for internal wiring repair. BTC Total Care is a service offered to help customers avoid unexpected costs and have their service repaired in a timely manner, should they experience trouble.

All BTC Broadband customers may subscribe to BTC Total Care. Under BTC Total Care, if a customer experiences a problem with their service, BTC Broadband will diagnose the trouble and if the problem is with the customer's inside wire or jacks, BTC Broadband will repair the trouble at no cost* to the customer as provided in the following inside wire contract.

SERVICE COST:

BTC Total Care is \$10.00 per month and requires a 12-month agreement. Customers may only cancel BTC Total Care once their 12-month obligation has been completed. If customers choose to terminate early, they will be billed for the remaining months (up to 1 year). The monthly price is subject to change. Customers will be notified in advance of any rate change. BTC Total Care is an optional service and is **not** required for the customer to continue their BTC Broadband service.

IMPORTANT LIMITATIONS AND EXCLUSIONS EXIST TO THIS SERVICE. CUSTOMERS SHOULD READ THE FOLLOWING CONTRACT TO UNDERSTAND ALL TERMS AND CONDITIONS.

COVERAGE CATEGORY	COVERAGE DETAILS
Internal Wiring	<ul style="list-style-type: none">• Repair and replacement of inside wire and jacks damaged by normal wear-and-chews. Includes wiring from the internet and telephone modem into the dwelling.• Replacement of installed or existing fittings, splitters, amplifiers, and outlets.
Customer Training	<ul style="list-style-type: none">• Provide technology training and advice such as placement of equipment, using app, and connecting to SSIDs.• Education on BTC Broadband's Internet, phone equipment, and services.
Customer-Owned Equipment	Isolate potential problems originating from customer-owned equipment that may impact their services. <i>(Does not include IT support for customer-owned equipment)</i>

WHAT IS NOT INCLUDED:

- Problems that existed before the customer subscribed to BTC Total Care.
- Damage to Inside Wire caused by faulty equipment (e.g., telephone, fax, modem, switch, computer, etc.).
- Installation of additional Inside Wire, including connecting the wire at the network interface or jacks.
- End-to-end replacement of Inside Wire (e.g., from the network interface to one or more jacks/terminations).
- Repair of main line extension wire to unattached structures (such as a workshop or barn).
- Repair of jacks located outdoors, except for jacks attached to the exterior of your premises.
- Repair of telecommunications or computer equipment.
- Requests to check for wire taps.
- Replacement of GFI Outlet for Optical Network Terminal (ONT).

ADDITIONAL EXCLUSIONS:

- Excluded from coverage is Inside Wire rendered defective by reasons of flood, earthquake, acts of war, fire, lightning, wind, or other casualty requiring substantial reconstruction of the premises.
- Also excluded from the coverage of BTC Total Care 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 BTC installation practices or technical standards, and wiring not connected to the network is not covered by BTC Total Care.
- Inside Wiring is not covered when BTC is prevented from accessing it, for example, by actions taken by the owner of the property, by the government or military authorities, or by the customer's landlord.

CUSTOMER'S RESPONSIBILITY:

- If the repair covered by the BTC Total Care 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 is responsible for reestablishing connection or verifying proper functioning of any equipment connected to Inside Wire.
- Access to the premises and attendance of an authorized adult is necessary during a premise visit.
- It is also the customer's responsibility to reprogram any equipment failures because of the line or any equipment being disconnected during our test of the functioning of the Inside Wire.

CANCELLATION OF SERVICE:

The customer may cancel the service at any time by calling BTC's customer service center. Charges will be applied for any early termination of service plan. BTC may deny BTC Total Care services during a period when the customer's account is in suspension/disconnection for late or nonpayment or in instance where there has been abuse of service. Abuse of service is deemed when a customer repeatedly causes or permits damage to occur to the Inside Wire. BTC Total Care can only be reordered after the contract was previously fulfilled or early termination fees have been paid.

IMPORTANT RULES TO NOTE!

- After 12/31/23 – Customers will be informed that they will be charged if they are at "fault" for the issue
- If BTC determines customers are not at fault, then the customer will not be billed for the trip.
- Customers (*both residential and commercial*) will be advised they can purchase a "protection" plan that covers both the current trip charge and any future charges. If the customer declines the plan, they will be charged the invoiced amount.
- Customers must subscribe to BTC Total Care for all agreements.
- BTC must be provided written permission from Landlord/Management in order to run any wiring in the facility.
- BTC Total Care does not cover repair of end user equipment.
- BTC Total Care does not cover after-hour calls.
- Subscribing customers will pay \$10 per month with a 12-month agreement for BTC Total Care.



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TERMS & CONDITIONS:

BTC Total Care is offered by BTC Broadband to all customers. By paying for this service, the customer agrees to be bound by all the provisions of the terms and conditions including any modifications to the terms and conditions adopted by BTC Broadband in the future.

For a flat monthly fee, BTC Total Care provides trouble isolation service and repair service on inside wire and jacks. Inside Wire is that wire on the customer's side of the network interface device, or ONT (Optical Network Terminal) for customers served by fiber. Unless specified otherwise, the term "Inside Wire" or "Inside Wiring," when used in this Contract, shall include inside wire and jacks.

BTC Total Care is an optional service and is not required for customers to subscribe to or continue BTC Broadband services.

BTC Total Care becomes effective immediately unless the customer still owes early termination fees from the prior contract.

BTC Total Care is not offered for repair of complex Inside Wire associated with multiple lines which use common equipment such as telephone stations that are part of a key or PBX telephone system.

BTC Total Care will not repair wiring that is more than 100' in length.

If customers live in rented/leased facilities, condominiums, or cooperative dwellings, they should first determine whether they are responsible for repairs prior to subscribing to the service. **BTC must be provided written permission from Landlord/Management in order to run any wiring in the facility.**