

## ITC Digital TV Maintenance Plan Continued:

Note: Cable TV is not considered an essential service per the FCC. Repairs will be made during normal ITC business hours (Mon-Fri. 8 AM to 5 PM). ITC after-hours service call charges will be waived Mon - Fri evening (until 9 PM) and Saturday (8 AM to 5 PM) only if the problem is a total video outage to the home caused by ITC component failure, and you are a subscriber to ITC Digital TV and Maintenance Plan.

Note: ITC provided Remote Controls are user-serviceable. Please call 1-800-455-5958 or visit our website at [www.itc-web.com](http://www.itc-web.com) for programming instructions and maintenance information. Replacements are available at the ITC offices.

### ITC Device Care - Coverage for your new devices!

*This service will provide professional connection of up to 3 new customer-owned devices per year to ITC-provided services: Digital TV, DVR, Vroom High-Speed Internet. It will also cover the diagnosing of problems and making routine adjustments to customer-owned equipment.*

-Technicians will be able to address most common wiring and equipment issues, but ITC cannot guarantee all issues will be resolved due to the diverse nature of technology devices.

-ITC Device Care will only cover services that have a maintenance plan associated with them. If you choose to bundle two plans, only those services with maintenance plans will be covered under the ITC Device Care plan.

-ITC Device Care will only be honored during normal business hour (M-F, 8am-5pm).

-ITC Device Care is available to residential customers only.

-Wiring of devices will be a separate fee.

-Technicians will not mount Flat Screen TVs.

ITC Device Care is an add-on service available to the current triple maintenance bundle, or in combination with any two maintenance plans as detailed on the front of this brochure.

This Maintenance Agreement will become effective on the date signed and remain in effect for a minimum of 12 months, and is subject to an early termination fee consisting of the unpaid months. After 12 months, the agreement will renew monthly and remain in effect until the customer requests the agreement be terminated.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Plan runs 12 months from the following date: \_\_\_\_\_

Signature: \_\_\_\_\_

*Note: These Maintenance Plans do not cover business telephone systems, server-based data networks or multiple dwelling unit video systems.*

# Maintenance Plans

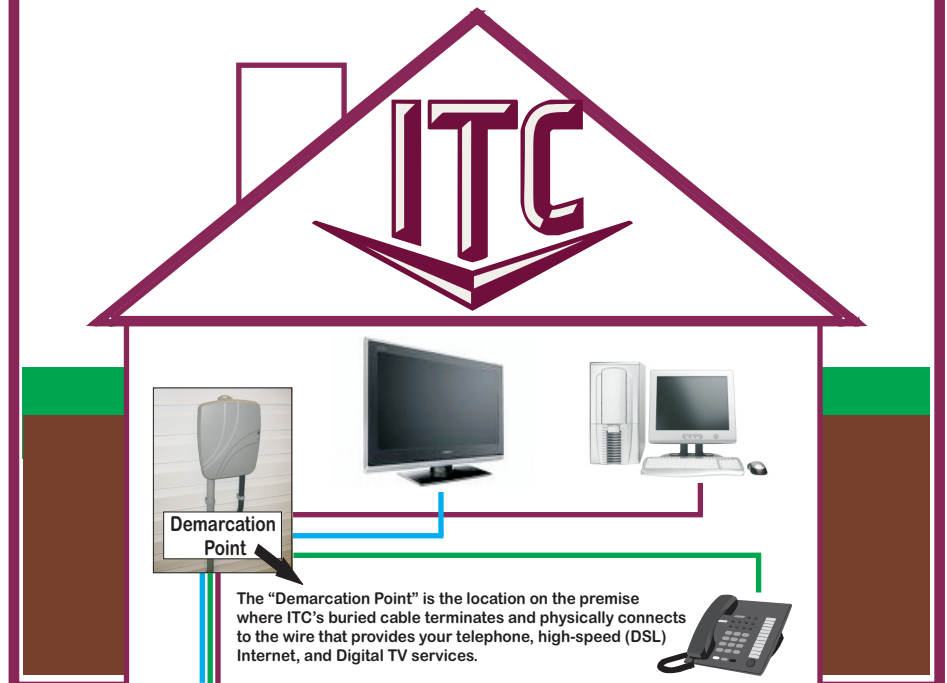
## Maintenance Bundles

- All 3 Maintenance Plans (Triple Maintenance Bundle)  
+ ITC Device Care \$4.95/month
- Any 2 Maintenance Plans (Double Maintenance Bundle)  
+ ITC Device Care \$3.95/month

## Single Maintenance Plans

- Inside Wire Maintenance (Telephone) - \$1.50/month
- DSL Cable Maintenance (Internet) - \$1.50/month
- Cable TV Maintenance (Digital TV) - \$3.00/month

For more information or to sign up for a maintenance plan. Call ITC at 1-800-417-8667.



## ITC Telephone Wire Maintenance Plan:

**\$1.50/month**

If you experience a problem with your telephone service, the first step is to call 1-800-417-8667. Our staff will determine whether it is necessary to dispatch a technician. If the technician comes out and determines that ITC services are trouble-free as delivered to the ITC demarcation point (see diagram on front), the problem is probably inside your home or business. If the technician must continue to troubleshoot and/or repair the problem inside your home or business, charges could range from \$40 to more than \$80. A maintenance plan could help you avoid this.

Your ITC Telephone Wire Maintenance Plan will cover the following:

- The service order, premise visit, and normal labor charges indicated above.
- Diagnosis of the problem.
- Repair/replacement of professionally installed inside wire runs and jacks.

These services are not covered under this plan:

- Repair of a telephone set (although if you are leasing the telephone from ITC, it will be repaired as a piece of ITC equipment).
- Repair of any other equipment attached to the telephone wiring, such as a satellite TV receiver, fax machine, modem, etc.
- Wire runs installed by the customer.
- Re-wiring after fire, flood, or natural disaster.
- Cable runs between buildings when those cable runs are not billed monthly by ITC.
- Wiring and installation to a new location.

Note: Normal business hours are Mon - Fri, 8 AM to 5 PM. ITC after-hours charges will be waived Mon - Fri evening (until 9 PM) and Saturday (8 AM to 5 PM) for service calls only if the problem is a total phone outage to the home and is caused by the failure of ITC components.

## ITC High Speed (DSL) Internet Wire Maintenance Plan:

**\$1.50/month**

If you experience a problem with your ITC High Speed (DSL) Internet, the first step is to call the Help Desk at 1-888-217-5718. The Help Desk will determine whether it is necessary to dispatch a technician. If a technician comes out and determines that ITC services are trouble-free as delivered to the ITC demarcation point (see diagram on front), the problem is probably inside the home or business. If the technician must continue to troubleshoot and/or repair the problem inside your home or business charges could range from \$40 to more than \$90. A maintenance plan could help you avoid this.

Your ITC High Speed (DSL) Internet Wire Maintenance Plan will cover the following:

- The service order, premise visit, and normal labor charges indicated above.
- Diagnosis of the problem.
- Repair/replacement of professionally installed inside wire runs and jacks.

These services are not covered under this plan: (See ITC Device Care for more options)

- Repair of a computer, router, or other customer owned equipment (although if you are leasing a modem or router from ITC, it will be repaired as a piece of ITC equipment).
- Repair of any other customer owned equipment attached to the network.
- Re-wiring after fire, flood, or natural disaster.

## ITC High Speed (DSL) Internet Wire Maintenance Plan: (Continued)

These services are not covered under this plan:

- Cable runs between buildings when those cable runs are not billed monthly by ITC.
- Wiring and installation to a new location.
- Wire runs installed by the customer.
- Service calls made outside of normal business hours.

Note: High Speed (DSL) Internet is not considered an essential service per the FCC. Repairs will be made during normal ITC business hours (Mon-Fri. 8 AM to 5 PM). ITC after-hours service call charges will be waived Mon - Fri evening (until 9 PM) and Saturday (8 AM to 5 PM) only if the problem is a total Internet outage to the home caused by ITC component failure, and you are a subscriber to High-speed (DSL) Internet and Maintenance Plan.

## ITC Digital TV Maintenance Plan:

**\$3.00/month**

If you experience a problem with your ITC Digital TV, the first step is to call the Help Desk at 1-800-455-5958. The Help Desk will determine whether it is necessary to dispatch a technician. If the technician comes out and determines that ITC services are trouble-free as delivered to the ITC demarcation point (see diagram on front), the problem is probably inside your home or business. If the technician must continue to troubleshoot and/or repair the problem inside your home or business, charges could range from \$40 to more than \$90. A maintenance plan could help avoid this.

Your ITC Digital Television Maintenance Plan will cover the following:

- The service order, premise visit, and normal labor charges indicated above.
- Diagnosis of the problem to identify the faulty component, whether it is ITC owned or customer owned.
- Repair/replacement of professionally installed inside wire runs and jacks including coaxial cable.
- Delivery and programming of ITC provided remote controls when initial attempts (by telephone, with customer assistance) are not able to successfully program the remote.

These services are not covered under this plan: (See ITC Device Care for more options)

- Repair of your television, VCR, DVD, or any electronics other than the ITC receiver and remote controls.
- Wiring and installation of new cable TV locations.
- Wiring and installation of new set top box locations.
- Re-wiring after fire, flood, or natural disaster.
- Cable runs between buildings when those cable runs are not billed monthly by ITC.
- Wiring and installation to a new location.
- Programming of remote controls or electronics other than those supplied by ITC.
- Blatant damage that renders ITC equipment unusable. Damage of this type, or failure to return the equipment when it is no longer in use, will result in charges for repair or replacement of the equipment—up to a limit of \$500.