

Service Protection Plan (SPP)

What is the Service Protection Plan (SPP)?

For a separate monthly charge, Broadstripe offers a Service Protection Plan for most residential customers who subscribe to BROADSTRIPE services. The Plan is a maintenance program that maintains and repairs the inside cable, data and telephone wiring in a customer's home that is used to provide the BROADSTRIPE services. The Plan is not available to commercial services customers.

What is the monthly charge for SPP?

Currently, the monthly fee for SPP is an additional \$5.00 to your monthly bill.

What does SPP cover/not cover?

The Plan is optional and covers certain inside wiring** (as defined below) related service calls, pursuant to the Plan's terms, for as long as a customer subscribes to the Plan. Please note that: (i) the Plan does not cover certain services related to inside wiring and other items not owned by you (e.g., if you rent your home or apartment); and (ii) without the Plan, customers will be charged applicable service call fees for each Technician Visit.

**Inside wiring includes the cable, data and telephone lines used to provide the BROADSTRIPE services that run through the walls, conduits, crawl spaces, basement and attic of the customer's home starting from the outside line entry point and extending to the individual phone jacks and cable outlets. For customers not subscribing to the Service Protection Plan, BROADSTRIPE will repair only inside wiring related to services it provides, and will charge a service fee for the Technician visit.

Service Protection Plan Covers

- Replacement or repair of inside wiring and fittings, jumpers, splitters and amplifiers, including signal leakage issues.*
- Repair of pre-existing service or wiring problems with existing coaxial cable or phone outlets.*
- Replacement or repair of existing coaxial cable or phone outlets.*
- Maintenance and replacement of BROADSTRIPE equipment due to an unintentional customer caused malfunction.
- Maintenance of BROADSTRIPE equipment and network due to interference from hardware or software added by the customer.
- Technician Visit fee when an issue is found to be customer owned equipment, nonstandard outlets, nonstandard wiring or other nonstandard materials.
- Technician Visit fee for remote replacement (charge for replacement equipment may apply).
- Upgrade installation fee for customers adding a new line of business (Cable, Internet or Phone).
- No charge for no truck downgrade.
- No charge for truck roll downgrade.
- Verification of connectivity to BROADSTRIPE wireless network – excluding customer device issues (not responsible if wireless capability on their device is malfunctioning).

Service Protection Plan Does NOT Cover

- Installation of new outlets or relocation of existing outlets.*
- Voluntary equipment swaps.
- Technician Visit fee for battery related issues, including technician visits for remote control.
- Repair or connection of customer owned equipment including TVs, DVD players, etc. and other issues not related to the BROADSTRIPE network.
- Customer education (e.g. assistance with programming remote controls or using the DVR).
- Deliberate or negligent damage to wiring or equipment.
- Rewiring or damage to BROADSTRIPE equipment if destroyed by fire, flood, act of god, vandalism, negligence or willful damage.

- Customer installed Ethernet (Cat5e) wiring used for a home network.
- Other service issues not currently supported by BROADSTRIPE policies (such as wireless home networking issues on devices outside of operating range).
- Additional remote controls or replacement remote controls.
- Truck roll for equipment pick up if account is disconnected and in charged off status.
- Missed appointment charges.

*Not applicable for accounts where covered items are not owned by BROADSTRIPE account holder, such as bulk-billed accounts, rental properties, etc.

How much is the Field Service Charge if I don't have SPP?

The Field Service Charge for anything not covered under SPP is \$50.00.

If I subscribe to SPP today, when does it go into effect?

The Plan is effective the day you order the Plan. Charges for the Service Protection Plan and any other terms or conditions applicable to the Plan may change at any time with at least 30-days prior notice. The monthly charge does not include franchise fees, taxes and other applicable fees.