



**GVTC Coax Wire Maintenance Plan
Terms & Conditions**
Effective: 2/1/10

Product Overview:

Coax Wire Maintenance is an optional monthly service for residential customers that provide repair protection for coax jacks and wiring inside the customer's home, which provide GVTC service. The plan is designed to protect GVTC customers against unexpected repair charges in the event that a problem is found within the coax wire and/or jacks.

Availability:

The Coax Wire Maintenance plan is available to any customer who subscribes to video service. Only GVTC coax lines are covered under this plan, and pricing is per home. However, the Coax Wire Maintenance plan is not a requirement for GVTC Service.

Plan Provisions:

The Coax Wire Maintenance plan becomes effective thirty (30) days after enrollment.

The plan covers repair and/or replacement of any connected and previously working inside wire and jacks that develop service problems. Coaxial jacks and wiring must be in working condition at time of customer subscribing to the Coax Wire Maintenance plan. The plan provides service repair and replacement of Coax Wire rendered defective by reason of ordinary wear and tear and simple negligence.

The plan will not cover repair or replacement of customer premise equipment and other devices, such as televisions, VCRs, DVD Players, modems, telephones, audio receivers, etc. connected to the coaxial wire and jacks.

The plan does cover accidental damage to GVTC issued set top boxes.

The plan will not cover repair or replacement of coax wiring or jacks for marine activity, recreational vehicles (RVs), construction trailers, or other temporary or moveable structures.

The plan does not cover the installation of new jacks or jack-reconfiguration.

The plan does not cover the replacement of non-standard wire and jacks, which do not meet cable television industry standards.

The plan does not cover repair or replacement of wire on the customer side of home theater systems.

The plan does not cover damage due to natural disasters or flood, earthquake, acts of war, fire, lightning, wind, or other casualty requiring a substantial reconstruction of the premise. Also excluded from coverage is inside wire rendered defective by gross negligence, willful damage and vandalism.

The Inside Wire Maintenance plan does not provide for any direct repair work on any equipment other than the customer's coax wire and jacks on their premises.

Price:

The monthly recurring price for Inside Wire Maintenance is:

Residential = \$2.95 / per line

Each residential unit must subscribe to the Coax Wire Maintenance to be covered by the plan in the situation of multi-dwelling units. By subscribing to the plan, customer agrees to pay the current charges for such services which may change from time to time, as well as any taxes and fees assessed.

Customer may cancel service at any time. If the Coax Wire Maintenance Plan is removed or cancelled for any reason and later reordered, there will be a 30-day waiting period before the service becomes effective on the account again.

Additional Information:

GVTC is responsible for the coax line up to the house or residential unit. Repair of the outside wiring, up to and including the interface device, is GVTC's responsibility to maintain. From the demarcation point in most circumstances, the ground block, this plan covers damages to lines from the ground block to the first device owned by the customer.

When trouble is reported that interferes with the proper functioning of television service, GVTC will test the line to determine if the trouble is on the network side of the demarcation point (demarcation point between our responsibility and the customer's responsibility) or on the customer side.

If the trouble is on the network side of the demarcation point, the trouble will be repaired at GVTC's expense in accordance with applicable GVTC policies. If the trouble is on the customer side of the demarcation point, the customer is responsible for repairing the jacks, coax wire and customer premise equipment (such as telephone, answering machine, fax, etc.). The customer is also responsible to GVTC for the replacement cost of any GVTC issued set top boxes.

If the trouble is caused by the coax wiring and/or jack and the customer subscribes to the Coax Wire Maintenance plan, GVTC will repair or replace the defective wire and/or jack at no charge, subject to the limitations and exclusions contained in this Plan. Customer will be informed by the technician if the problem is caused by the customer's equipment.

If the trouble is caused by the wiring and/or jacks and the customer does not subscribe to the Coax Wire Maintenance plan, customer has the option of having the technician perform the repair or customer can decide to repair on their own. If customer requests the GVTC technician repair the coax wire and/or jack, all applicable charges will be billed to customer.

GVTC will determine the manner by which repairs will be made. Surface mounting is the standard for replaced wiring and jacks. Customer requests for replacement with concealed wiring will be subject to an additional charge. The Coax Maintenance plan does not cover restoration of premises if asked to repair concealed wire.

Limitation of Liability

In no event shall GVTC be liable for incidental, consequential or special damages, including but not limited to lost profits or damages directly or indirectly arising from the performance or nonperformance of Coax Wire Maintenance services.

GVTC shall not be responsible or liable for defacement or damage to customer premises caused by drilling of holes, or in the attachment and removal of wiring and equipment with standard screws, staples, hooks, fasteners, and adhesives when performed in a workmanlike manner.

Customer's Responsibility

GVTC must have safe and reasonable access to the premise, and attendance of an authorized adult, 18 years of age or over, is necessary during a premise visit.

If the repair covered by the Coax 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 television, home theater, DVD, modems, or other video equipment connected to the coax wire, such as any television, home theater, DVD, modems, or other video equipment.

It is also the customer's responsibility to reprogram any channel selections or codes that have been changed or deleted as a result of the line or any equipment being disconnected during the testing of the coax Wire and/or repair.

Amendments to Product

By paying for the Coax Wire Maintenance plan, customer agrees to be bound by all product provisions including any modifications to these terms and conditions adopted by GVTC in the future. GVTC reserves the right to discontinue offering the plan, or to amend these terms and conditions, including price changes, by giving Coax Wire Maintenance customers notice of such change. Notice of change may be provided by a variety of methods, including the GVTC website, GVTC bill message, or by any other reasonable method at GVTC's discretion.

Disclaimer:

If customer resides in rented/leased facilities, condominiums or other group living facility, customer should first determine whether they are responsible for repairs to inside wiring prior to subscribing to this service, as the property owner/landlord may own this responsibility.

GVTC may deny Coax Wire Maintenance services during any period when the Customer's account is in suspension/disconnection for late or nonpayment or in instances where there has been abuse of service. Abuse of service is deemed when a customer repeatedly causes or permits damage to occur to the coax wire and/or jacks.

Other exclusions and restrictions may apply.