



**GVTC Inside Wire Maintenance Plan**  
**Terms & Conditions**  
Effective: 12/1/2010

**Product Overview:**

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

**Availability:**

The Inside Wire Maintenance plan is available to any customer who subscribes to voice service. Only GVTC access lines are covered under this plan, and pricing is on a per line basis. However, the Inside Wire Maintenance plan is not a requirement for Local Service.

**Plan Provisions:**

The Inside 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. Telephone jacks and wiring must be in working condition at time of customer subscribing to the Inside Wire Maintenance plan. The plan provides service repair and replacement of Inside 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 telephone, fax machine, answering machine, etc. connected to the inside wire and jacks.

The plan will not cover repair or replacement of inside 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 telephone industry standards.

The plan does not cover repair or replacement of wire on the customer side of Key/PBX Telephone 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 inside telephone wire and jacks on their premises.

**Price:**

The monthly recurring price for Inside Wire Maintenance is:

Residential = \$3.95 / per line

Business = \$4.95 / per line

Each phone line must be individually subscribed to Inside Wire Maintenance to be covered by the plan. All lines extending to the single location of service, including Detached Extensions, must subscribe to Inside Wire Maintenance to be covered by the plan. 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 Inside 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:**

Telephone lines connect to a Network Interface Device (NID), which is often located on the outside wall of the home or office. Repair of the outside wiring, up to and including the interface device, is GVTC's responsibility to maintain. From the interface connection point, telephone lines extend into the building, through the jacks where the phone is connected. This wiring, from the NID to the jacks, is called "inside wire" and is the responsibility of the customer to maintain. The Inside Wire Maintenance plan covers repairs to this inside wire, as well as the jacks.

When trouble is reported that interferes with the proper functioning of telephone service, GVTC will test the line to determine if the trouble is on the network side of the NID (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 NID, the trouble will be repaired at GVTC's expense in accordance with applicable GVTC tariffs. If the trouble is on the customer side of the network interface, the customer is responsible for repairing the jacks, inside wire and customer premise equipment (such as telephone, answering machine, fax, etc.).

If the trouble is caused by the inside wiring and/or jack and the customer subscribes to the Inside Wire Maintenance plan, GVTC will repair or replace the defective inside 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 telephone set or other type of equipment.

If the trouble is caused by the inside wiring and/or jacks and the customer does not subscribe to the Inside 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 inside 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 Wire 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 Inside 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 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.

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

**Amendments to Product**

By paying for the Inside 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 Inside 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 Inside 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 inside wire and/or jacks.

Other exclusions and restrictions may apply.