

# Vyve Broadband Service Protection Plan

## Protection against unexpected wire maintenance expenses.

At Vyve Broadband, we take pride in providing the communities we serve with advanced technology and exceptional customer service. We continually monitor the quality of the communications services we deliver and maintain, repair and replace the components outside your home. As a homeowner, you are responsible for the wire maintenance within your home. Vyve Broadband offers a Service Protection Plan that, for a monthly fee, will cover (i) standard maintenance of “inside” wiring for Vyve Broadband Internet, Video and Voice services and (ii) service calls for your Vyve Broadband equipment relating to your Vyve Broadband Internet, Video and Voice services.

For the low fee of \$4.95 per month, we will troubleshoot and repair inside wiring, subject to the terms and conditions listed below. As a participant in our Service Protection Plan, if you experience an in-home wiring or Vyve equipment problem, just call 1-855-FOR-VYVE and a local service representative will troubleshoot your problem or send out a skilled technician to quickly identify and, if covered, fix the problem. Subject to the exceptions listed below, our Service Protection Plan will provide service resolution to help alleviate certain unexpected maintenance costs pertaining specifically to the “inside” wiring of your home so that you can continue enjoying your Vyve Broadband services. The monthly fee will appear as a separate charge on your monthly Vyve Broadband billing statement. When you subscribe to the plan, you won’t have to pay any hourly or incremental service charges for repairs or services covered under the plan. If you have Internet, Video, and/or Voice Services with us, you only need to purchase the plan once to cover all of your services. The plan is an optional service and may be cancelled at any time without penalty.

**To order the Vyve Broadband Service Protection Plan, or learn more, please contact us at 1-855-FOR-VYVE. Certain terms, conditions, limitations and exclusions apply.** Note that inside wire maintenance may not be your responsibility if you live in an apartment, dorm, condo, co-op, nursing home or other group living facility. Contact your landlord or manager to determine responsibility.

**Plan Cost: \$4.95/month**

## Plan Features & Coverage:

### • Wire Maintenance:

○ **Repair of Inside Wiring:** “Inside” wiring includes: wires for internet, video and telephone services and any other communications wires professionally installed within the home, as long as the wires are providing Vyve Broadband services, meet Vyve specifications and extend from the ground block or house box (or if neither exists, the demarcation would be 12 to 18 inches from the cable entry hole into the home) to the input on the connected devices inside the home (phone, modem, alarm system, DVR or any other device deemed “customer-owned”). Coverage includes surface mounts or wall plate jacks, plus the pre-cut jumper from the wall to the equipment. For the avoidance of doubt, “inside” wiring does not include concealed wiring or wiring inside the walls of your home.

○ **Coverage Includes:** Repairs of inside wiring (see definition above) for up to 6 visits to a home per calendar year.

○ **Coverage does NOT include:** ■ Initial installations, reconfiguration or moves of primary or additional internet/cable outlets or telephone jacks.

■ Alarm, electrical or customer-installed wiring, any rewiring following home renovation, any wiring provided by a landlord in a multiple dwelling unit.

■ Installation of new wall fishes or outlets.

■ Repair of concealed wiring. If a wiring problem is concealed behind a wall, siding or the like, we will isolate the problem and attempt to work out a solution with you as to the best action for repair. Repair of walls, floors, ceilings or structures damaged or removed to gain access to wiring is your responsibility.

■ Repairs of damage due to customer negligence, willful acts, vandalism, natural disaster of any kind, including, without limitation, fire, flood, lightning, windstorms, hurricane, tornado, earthquake, natural disaster, Acts of God or similar events.

- Wiring used for services not provided by Vyve Broadband.
- Repair to personal customer equipment (i.e., TV, VCR, DVD player, surround sound, faxes, scanners, printers, external devices, telephones, etc.) or alterations to Vyve Broadband equipment.

• **Disclaimer:** Customer acknowledges and agrees that services provided under the Vyve Broadband Service Protection Plan are provided without warranties of any kind, whether express or implied. Except for those liabilities that may not be disclaimed under applicable law, Vyve Broadband disclaims all liability for any losses, damages, costs or expenses suffered or incurred by any person in connection with services provided pursuant to this plan. Vyve Broadband does not warrant that enrollment in the plan will prevent, correct or protect against any loss of data, device failure, theft, or any loss, damage or injury to any person or property under any circumstances whatsoever