

Inside Wire Maintenance Plan

For Residential And Business Subscribers

Why you need Inside Wire Maintenance – When you have a problem with your telephone wiring or jacks, you'll want the repairs to be handled quickly and economically. But when a technician needs to visit your home for repairs, costs can add up.

Without the Inside Wire Maintenance – Repair visits to your home or business could be billed an on-site service charge and possible standard wiring and jack replacement fee's billed at standard service charge or hourly rate for any repairs performed by a BIT Technician.

What is covered

- Wiring from the grey box (Network Interface Device "NID") attached to the outside wall of your home or business.
- Wiring throughout the inside of your home or business.
- Diagnosis work will be performed to determine if and where there is a problem with customer equipment.
- Coverage of all newly installed or relocated standard telephone inside wire and jacks.

As an Inside Wire Maintenance customer, you will not be held responsible for any on-site visits and/or work performed on the wiring or jack(s) or existing service based on industry standards, should damage occur as a result of normal wear and tear.

What is not covered

The following are not covered under the Inside Wire Maintenance Plan

- Non-standard wiring
- Non-standard wiring on two or more lines may create cross-talk. This may also occur in Multi-Dwelling units with more than one line.
- Repair of customer-owned telephones or other equipment such as computer modems, answering machines, fax machines, cordless phones.
- Temporary or movable structures such as RVs and construction trailers.
- Damage due to natural disasters, floods or acts of God, other than lightning.
- Damage due to malicious activity, vandalism, riot or civil disturbance.
- Damage caused by negligence.



Low Monthly Rates

Residential \$3.99

Business \$4.99

• Based on industry standards, a BIT technician will make the final determination as to whether or not the damaged wiring and/or jack(s) are covered under the Inside Wire Maintenance Plan.

• If the problem is determined to be caused by your equipment, you are to be assessed a service charge.