



WIREGUARD TERMS OF SERVICE

Wireguard is an affordable way to keep your phone, Internet or cable TV service working by having Rainier Connect take care of all your wiring and jack repairs

Monthly Fees

Residential & Business – Copper Wireguard \$4.00 per phone line

Term

Wireguard service is subject to a minimum term of 12 months.

Benefits

- Highly-skilled technicians handle your repairs
- Never worry about costly repair or trouble isolation charges
- All repair work is guaranteed

Terms and Conditions & Service Agreement

Wireguard, our inside repair plan, is governed by these terms and conditions, so we suggest that you keep this Agreement for future reference.

Service

The Wireguard Plan includes: trouble location and repair of your inside wire and jacks. Inside wire is defined as the wire that runs from our connection point (also known as a demarcation point)– the protector box – (which is usually mounted on the outside of your home or office building) to the jacks or outlets inside your home or office that you plug your telephone, modem or TV into. Inside wire does not include complex wire or cable that is connected to electronic systems such as wiring for “smart-homes”, HVAC systems, etc. “Trouble location” means that we will identify whether the problem is in your inside wire and jacks or your telephone, Internet or Cable TV equipment or service. If the trouble is with the inside wiring or jacks, we will repair or correct the trouble in a reasonable manner. We may reroute wire along baseboards or some other location to avoid replacement or repair of drywall, plaster or other materials and to avoid unnecessary work. The Wireguard Plan covers repairs to existing, working jacks and wiring, but not initial installation. At least one jack in your house must be working before the Plan is effective. The Wireguard Plan does not cover trouble, which exists prior to establishing service with Rainier Connect or prior to establishing the Wireguard Plan. You must subscribe to The Wireguard Plan for a minimum of 30 days prior to the service taking effect. You must subscribe to the Wireguard Plan on all active lines of a particular category (ie: all phone lines, Internet lines or all cable TV lines) to your home or office location.

Exclusions – The Plan Does Not Cover:

- Repair or replacement of telephones, televisions, computers or any other equipment or the cord connecting the device to the jack.
- Drilling or cutting into metal walls in order to facilitate the repair. Our technicians will work with the customer to complete the repair in a safe manner.
- Installation of new jacks and wiring or re-wiring (Covers only replacement of existing jacks).
- Wiring that runs between or among separate buildings, apartments, offices or dwelling units in a multi-tenant property. If you are located in a multi-tenant building, campus or

military housing, we suggest you discuss inside wire repair responsibility with the manager or owner. In some cases, they have arranged to handle wiring repair.

- Wiring that is connected to or inside a recreational vehicle: travel trailer, 5th wheel trailer, camper trailer, etc.
- Complete re-wiring for jacks and wiring not installed or existing in accordance with accepted industry standards for telephone wiring. We will repair and re-wire if necessary the jack or outlet that is not working and offer to complete other re-wiring if requested, at our regular installation charges.
- Any wiring destroyed due to negligence on the part of the owner/occupant of the residence. (i.e., wires worked on by owner, pets destroying, etc.)
- Wiring damage caused by vandalism, fire, flood, earthquake, remodeling or Acts of God.
- Repair or replacement of receivers, remote control units or battery replacement.
- Repair or replacement of Customer-owned equipment or wire that connects such equipment.
- Installation of home theater, home entertainment or related equipment.
- Wiring that supports the service of another provider.

Billing:

Cancellation: Subject to any initial billing, you may cancel your service without further charge, as of the date you call us. We will continue to provide the service and expect you to pay for it until you do cancel either the plan or your telephone service. By paying for or using the service, you agree to these Terms and Conditions.

Suspension: We may suspend or discontinue this service without notice if no telephone service is being provided to the residence or business or if any misuse of the service occurs, or if a hazard or danger to person or property exists which could prevent our technicians from performing the work in a safe manner. We may also suspend or discontinue the service with written notification, if we do not receive payment for the service on time.

Deposit: If we hold a deposit for your account, we may apply it to any unpaid balance that you owe to us when services are terminated for any reason.

Changes: We may, at our discretion, stop offering the service, change any of these Terms and Conditions or increase the monthly charge for the service. When significant changes in the Terms and Conditions or increases to the monthly charge occur, we will notify you 30 days prior to the effective date of the change or increase and if applicable, new Terms and Conditions will be sent to you. The notice may be included with your monthly bill and your continued use or payment for the service after such a change means you agree to it.

Taxes: We will add any applicable sales, use and other taxes or assessments and charges to your bill.