

N.E.T. Broadband Protection Plan & Service Calls

- Service Calls: Every N.E.T. Broadband customer regardless of Service will be subject to service calls unless they have the N.E.T. Broadband Protection Plan. The service call rate is **\$99.95**.
 - ❖ Service call charges
 - ✓ A flat rate of \$99.95 for service call plus any materials used. A payment must be made to the technician prior to any work started. Any materials used will be billed to your account.
- The N.E.T. Broadband Protection Plan: This plan will be offered to new and existing customers for **\$5.99 monthly for service calls**. A new installation has a 60 day guarantee from date of install. The protection plan becomes effective following a 30 day waiting period.
 - ❖ The customer will have access to:
 - ✓ Technical Support available 24/7 including holidays
 - ✓ Service calls from a trained and staffed technician.
 - ✓ Inside cable, connectors and splitters at no charge.
 - ✓ Repairs or replacement of Evertek owned equipment.
 - ✓ Alignments of exterior antennas.
 - ❖ What the Plan Does Not Cover:
 - ✓ Customer owned equipment or equipment installed by someone other than N.E.T. Broadband.
 - ✓ Damage due to malice.
 - ✓ Anything beyond a standard installation such as Buried or Ariel coax.
 - ✓ Customer caused problem: Moved equipment, installed hardware or software or equipment unplugged or without power.
 - ❖ Customer charges:
 - ✓ \$5.99 per month and requires a two year commitment.
 - ✓ N.E.T. Broadband reserves the right to change this price or policy at any time and will post changes to our web site at www.evertek.net
 - ✓ **Service call applies and materials will be charged if it is found to be something that is described under what the plan does not cover or if the customer does not show for a scheduled time regardless if the work could be performed or not.**

Customer's Promise and Assurances: In order to keep this Plan in force, the customer promises: Full Cooperation with N.E.T. Broadband's Customer Service and Technical Support agents. No service call can be scheduled until the customer has first spoken to Technical Support at **877-383-7835**. You must be current and in good standing. You must provide adequate access to the premises during normal business hours. You promise to fully disclose all relevant information & fully cooperate with N.E.T. Broadband to troubleshoot the service. You must not mislead, defraud, or make any misrepresentation to N.E.T. Broadband technicians, Support or CSR's.

Customer Signature _____ Date _____