

Residential and Small Business Equipment Service Plan

Barry County Telephone Company and MEI Telecom Services (COMPANY) offers extended maintenance coverage for their High-Speed Internet Ethernet Gateway Equipment (EQUIPMENT). The EQUIPMENT SERVICE PLAN offers a complete EQUIPMENT coverage solution for a monthly charge of \$8.95. This monthly service plan includes on-site trouble shooting or replacement of EQUIPMENT if needed.

What's covered

- Monthly service plan *includes* on-site trouble shooting or replacement of EQUIPMENT after sufficient troubleshooting over the phone.
- Replacing defective EQUIPMENT provided by the COMPANY.
- Labor of COMPANY and its authorized contractors and agents in relation to the installed EQUIPMENT.
- EQUIPMENT SERVICE PLAN may be canceled at any time. All EQUIPMENT must be returned in working condition. Benefits of the service plan will terminate at time of cancellation. No credits will be issued for service plan payments made prior to cancellation date.
- Upon the end of service, EQUIPMENT must be returned within 30 days of cancellation or a \$200 equipment fee will be added to final bill.

What's not covered

- EQUIPMENT damaged or destroyed through customer's, or any agent of customer's, negligent or intentional acts.
- Customer modifications to the covered EQUIPMENT.
- EQUIPMENT destroyed due to fire or natural disasters, such as flood damage, lightning damage or other causes outside of COMPANY control, commonly known as Force Major.
- EQUIPMENT or labor ordered or obtained by customer from any person or entity other than COMPANY.

- Yes, sign me up for the EQUIPMENT SERVICE PLAN for \$8.95/month!

ALTERNATE OPTIONS:

- I choose to purchase the equipment outright for a one-time fee of \$150. I understand that there are fees if/when a technician is dispatched to my location.
- I will use my existing equipment. I understand that my equipment may not be fully supported, and that there are fees if/when a technician is dispatched to my location.

Customer Signature

Account Phone Number

Print Customer Name

Date