



What can go wrong with my inside wiring?

Actually, quite a few things. Although telephone wire and jacks have a long life, damage can occur inside your home from human and animal activities. Mice can chew through your wiring. You might accidentally cut a wire when you drive a nail to hang a picture. You could hit a line during a home improvement project or knock out a jack moving a piece of furniture. Damage from burst pipes could cause damage. Over time, all wiring deteriorates and becomes brittle. Your telephone, cable TV and Internet billing does not cover these types of repairs.

What if I don't have the Inside Wire Protection Plan?

If there is a problem, any problem, with your inside wiring, you have four choices:

- Try to find the problem and fix it yourself
- Hire someone to come to your home and fix it for you
- Call the EPB and pay at least \$50 (and up) for repairs
- Do nothing. Move your TV, telephone or computer to another location, if possible. This is assuming that the other jacks or outlets, if any, are still working.

What happens when I sign up for Inside Wire Protection? What does it cost?

Inside Wire protection is \$3 per month. The EPB's Inside Wire Protection is a warranty that covers the cost of materials and labor for repairs to your interior wiring covered by the plan. The plan includes:

- a reasonable number of service calls
- diagnosis of the problem
- repair of wiring and jacks inside your home (wiring for cable TV, telephones and Ethernet wiring)
- troubleshooting to ensure that you have the best possible signal

All this is at no additional charge (over and above the small monthly fee). Enjoy the peace of mind provided by the security and convenience of guaranteed service. The plan does not cover your electrical wiring. Since this is a maintenance plan for the *wiring*, it does not cover equipment (telephones, TV's, computers or any other electronics).

EPB personnel will troubleshoot your problem and repair your inside cable, telephone and Ethernet wiring and other passive components of the system that delivers signal to your devices (such as splitters and connectors). If you have a problem, a First Responder will be sent to diagnose the situation and make repairs. With this plan, you, the customer, will not be billed the normal minimum trip charge of \$50 during regular hours or \$100 on overtime. Technicians will be sent during regular business hours only (not on overtime).

Because this comprehensive plan is optional, non-payment of charges for the plan will not cause your services to be disconnected. Non-payment would cause the coverage the plan provides to be terminated. The plan is provided on a month-to-month basis and may be cancelled by either party giving oral or written notice to the other.

The plan does not cover:

- pre-existing conditions at the time of your subscription to the plan
- consumable items, such as batteries
- any customer-owned equipment, such as telephones, answering machines, TV's, VCR's or computers
- damage due to fire, flood, earthquake, lightning or other natural disasters
- initial installation of service, new outlets or rewiring

What if I move?

If you transfer your service to another location, there will be no lapse in coverage (with the exclusions listed above)

What if there are changes to the plan?

The monthly charge for the plan or other specifics may change from time to time. If any changes are made, the EPB will notify you in at least several ways. These means might include a billing insert, a message on your bill, a notice on the Glasgow EPB Website (www.glasgowepb.net/), the EPB blog (<http://rbg.glasgow-ky.com/>) or a separate mailing.

This plan is for the subscriber's use only and may not be transferred to another party without the consent of the EPB.

Under the EPB Inside Wire Protection Plan, the EPB will identify and repair interior telephone wire, telephone jacks, cable wiring and cable outlets, interior Ethernet wiring and Ethernet connections. "Inside telephone wire" consists of the two-pair copper wires that run from the connection point (usually a box on the outside of your home) to the telephone jacks or outlets inside your home. "Inside telephone wire" does not include apartment or condominium complex wires that are common to several units and not specifically associated with the customer's individual unit. "Inside cable wire" is defined as the coaxial wires that run from the connection point at the outside of the home to the television set or other equipment such as your computer (because it also covers EPB Internet service, HomeLAN). "Inside cable wire" does not include apartment or condominium complex wires, which are common to several units and not specifically associated with the customer's individual unit. "Inside Ethernet wire" is defined as the Cat 5 wires running from a cable modem or router, or in the case of homes served by FTTH, from the ONT box on the outside of the home to individual computers in the customer's premises. "Inside Ethernet wire" does not include apartment or condominium complex wires, which are common to several units and not specifically associated with the customer's individual unit.

The EPB will cover the replacement of fittings, splitters, outlets and other passive equipment installed or existing in accordance with accepted industry standards, as determined by the EPB. The EPB will also cover additional wiring or connections that connect the outlet to the customer's device supplied by the EPB during time of installation such as component RCA cables, S-video cables or telephone or Ethernet jumper wiring.

Under the EPB Inside Wire Protection Plan, when notified of a service problem, the EPB will identify the cause of the problem, during normal business hours (Monday-Friday, 8:00am-4:30pm, excepting holidays). If the Wire Protection Plan covers the problem, the EPB will repair or correct the trouble in a reasonable manner. If you do not subscribe to the EPB Inside Wire Protection Plan, you will be subject to current labor charges for customer problems.

The EPB Inside Wire Protection Plan does NOT COVER the following:

- Complex wiring such as Structured Wiring Panels
- Rewiring after a home is damaged or destroyed by fire, flood, earthquake, lightning, other natural disasters, vandalism, gross negligence or willful damage
- Cable, Ethernet, or telephone wiring that runs between or among separate buildings, apartments or dwelling units in a multi-tenant property
- Inside cable wire and cable outlets used to receive cable or other video services provided by another company
- Any competitor's outside drop wiring
- Wiring used to transmit Digital Subscriber Lines (DSL) or Voice over DSL services
- Inside cable outlets and cable wire used to receive any unauthorized service
- Initial installation of service and the installation of new jacks, new wiring or rewiring
- Trouble or problems existing prior to establishment of service with the EPB
- Repair or replacement of customer-owned equipment (telephones, fax machines, answering machines, TV's, DVD players, home theater systems, entertainment systems, gaming systems, VCRs, set-top boxes used for channel selection or equipment leased or provided for receiving video or other services or any other equipment
- Damage or loss of Glasgow EPB-issued equipment including loss of remote controls, set-top boxes or replacement of any batteries

Glasgow EPB will not run additional wiring through walls ("wallfish"). EPB may reroute wire along baseboards and other locations to avoid replacement or repair in drywall, plaster or other materials.

The EPB Inside Wire Protection Plan is available for a monthly charge to EPB customers only. The Glasgow EPB may immediately, and without notice, suspend or discontinue the plan if any misuse or abuse of the service occurs or if a hazard or danger to person or property exists which would prevent our technicians from performing their work in a safe manner.

In the event you transfer your service(s) to another location within the EPB service area, there will be no lapse in coverage. All limitations of the plan (as outlined) will remain in effect.

Subject to any applicable rules or laws, the EPB may discontinue the plan or change any of these Terms and Conditions. In case of any changes, the EPB will provide notice to its customers. This notice might take the form of a bill insert, a notice on EPB cable TV, a notice on the EPB Website (www.glasgowepb.net) or blog (<http://rbg.glasgow-ky.com/>) or another relevant method.

The Glasgow EPB shall not be liable for any injuries to persons or property arising out of installation, maintenance or repairs performed in connection with the EPB Inside Wiring Protection Plan nor shall the EPB be liable for any other damages including indirect, incidental or consequential damages, arising from the customer's use or inability to use any inside wiring.

You may discontinue the EPB Inside Wire Protection Plan at any time or report a service problem by calling the EPB office at (270) 651-8341.