

## CHOICE PROTECTION PLAN (CPP) \$4.95/month - 12 month contract

319-626-2211  
WWW.SOUTHSLOPE.COM

### Local Telephone, Television, and Internet

South Slope customers are responsible for maintaining the communications wiring and all devices inside the home connected to the Network Interface Device (NID). The facilities used to deliver service from the central telephone office to the home are maintained by South Slope. CPP covers the wiring running from the NID to the telephone or broadband devices in the home. No customer owned equipment is covered by CPP; including, but not limited to: cordless and hardwired telephones, line splitters, FAX machines, modems, satellite receivers, or answering machines that may be connected to a telephone jack, or electronic systems such as televisions, hubs, switches, routers, VCR/DVD players, satellite receivers.

### Pricing and Changes

The monthly charge for CPP is \$4.95 plus applicable taxes. South Slope may change, at any time, any of the terms and/or conditions and/or the monthly charge for the Plan. Customers will be notified 30 days prior to the effective date of significant changes to the terms and conditions or increases to the monthly charge. Customers will receive a copy of the new Terms and Conditions when applicable. Notice may be included with the monthly bill, and continued use or payment for the plan after such a change will be acknowledgement of acceptance of listed changes.

### Terms and Conditions

1. Under CPP, South Slope will repair service problems to wiring and jacks used to provide South Slope products to residential customers and single-line businesses in a residential setting. If the problem is in the wiring between the NID and the jack, South Slope will repair or replace the wire and/or modular jack. If the problem is caused by defective or faulty customer owned telephone equipment, South Slope will attempt to diagnose the problem and give an estimate of repair costs - CPP includes one-half hour diagnosis and troubleshooting of customer owned equipment.

2. Under CPP, in addition to the terms and conditions listed in Item One (1), South Slope will repair broadband issues related to cable/Ethernet wiring, outlets, and South Slope provided equipment inside the home. If the problem is in the wiring between the NID and the outlet, or the outlet and the South Slope provided broadband device, South Slope will repair or replace the defective cable and/or outlet. If the problem is caused by defective or faulty customer owned equipment, South Slope will attempt to diagnose the problem and give an estimate of repair costs - CPP includes one-half hour diagnosis and troubleshooting of customer owned equipment.

3. The customer agrees to pay a monthly charge for CPP, with coverage beginning immediately (for current customers), or at the time of installation. CPP requires a twelve (12) month contract, after which it is provided on a month-to-month basis, without refund, and may be canceled by customer or South Slope at any time for any reason, by verbal or written notice. Service will not be prorated.

4. CPP does not cover (1) problems caused by willful damage to the facilities used in the transmission of telecommunications services or inside wiring, jacks, and outlets; (2) the activation and re-activation of jacks or outlets, relocation of jacks or outlets, replacement or installation of new inside wire, jacks or outlets; (3) damage which results from vandalism or intentional abuse; (4) lines with a telephone key system such as a PBX or other non-basic telephone system, distribution panels or other non-wire parts of so-called structured wire systems; (5) customer owned equipment; (6) buried or underground cable or wiring that runs between or among separate buildings, apartments, or dwelling units in a multi-tenant property; (7) inside wire, jacks or outlets that do not meet industry standard for telecommunications; (8) home networking problems or equipment; (9) Failure due to the occurrence of a Force Majeure, including, but not limited to: acts of God, fires, floods, explosions, riots, wars, hurricane, sabotage, terrorism, vandalism, or other casualty requiring a substantial reconstruction of the premises; (10) Damage caused by construction and/or remodeling, or any other disturbance not defined as normal wear and tear; and (11) any repair or replacement that would endanger the safety of a South Slope employee. "PREMISE INELIGIBLE" shall be used to define those residential and single line business properties in a residential setting determined by a South Slope technician, at his or her discretion, to contain non-standard, ineffectual or faulty inside wiring. If a premise is identified as such, CPP shall be discontinued immediately, and no repair shall be conducted on these premises under this contract. Participation in CPP subject to South Slope on-site inspection.

**YES**, I have read and understand the terms listed for CPP and understand that there is a recurring monthly cost of \$4.95 plus applicable tax. CPP begins on the date noted below and I agree to keep CPP for a term of twelve (12) months, after which time CPP will become a month-to-month service. I may cancel CPP by phone or written notice for any reason. If CPP is cancelled before the 12 month term, I understand that I will be billed a lump sum consisting of the remaining months of contract at \$5.00 per month.

**NO**, I do not want CPP and I understand that South Slope charges a one-half hour minimum service charge of \$40 for all dispatched service calls. Service rate subject to change.

\_\_\_\_ By initialing here I acknowledge that by choosing NOT to subscribe to CPP I assume responsibility for maintaining my inside wiring and all South Slope provided equipment. If a problem should arise with my service or South Slope provided device, I can hire South Slope or another contractor, or make repairs myself. If South Slope is contacted, a one-half hour minimum service call will be assessed on all dispatched calls. Currently, the minimum charge for service calls is \$40 per half-hour plus materials.

Customer Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Acct #: \_\_\_\_\_

Address: \_\_\_\_\_

South Slope Rep: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_