



Premium Wire Care with Modem Protection

We pride ourselves on providing reliable, high quality services to our customers, but sometimes there are problems we do not have any control over. That's where Premium Wire Care with Modem Protection comes in.

Wire Care with Modem Protection will cover the following:

- Repair or replacement of damaged telephone wiring and jacks in your home
- Repair or replacement of damaged DSL wiring and jacks in your home
- Repair or replacement of DSL Modem/Router (\$59 - \$149 value)
- Labor (\$85 per hour charge)
- Mileage charges
- Damage due to lightning or power surge
- Accidental damage caused by customer
- Damage inherent to defect of equipment

This agreement does NOT cover the following situations or items:

- Move requests
- Telephones, answering machines, or cordless phones
- Wiring and modems destroyed by fire, flood or natural disaster
- Wiring that doesn't meet minimum NEC wiring standards
- Equipment not purchased from DTE

***Premium Wire Care with Modem Protection is available for residential customers only.
Repairs to be made during regular business hours***

By my signature below, I authorize DTE to add Premium Wire Care with Modem Protection to my account _____ for the monthly fee of \$5.00 and accept the Terms and Conditions as stated above. I recognize that I may cancel this service by written notification to DTE. I also recognize that if I cancel this service within the first twelve (12) months following the date listed below, I agree to pay the prorated balance based on \$5.00 per month multiplied by the number of months remaining.

Subscriber Name (please print) _____

Signature _____ Date _____

1. Premium Wire Care with Modem Protection will become effective on the date requested either in person, via telephone call or in writing.
2. The Premium Wire Care with Modem Protection will remain in effect for a minimum of 12 months. At the end of 12 months, Premium Wire Care with Modem Protection will continue until the customer requests, verbally or in writing, the termination of the service. Charges will be prorated to the customer in event there is a cancellation in services before the year minimum is met.
3. Premium Wire Care with Modem Protection is provided to residential customers for a \$5.00, monthly, per building fee. Additional buildings must be covered with another Premium Wire Care with Modem Protection plan.
4. Premium Wire Care with Modem Protection will cover only those Broadband modems/routers purchased or obtained through a promotion from DTE.
5. Inside wiring is defined as the wire that runs from the telephone company's connection point to the telephone and computer jacks in the home.
6. A recreational vehicle is not a valid location and cannot be protected by Premium Wire Care.
7. Premium Wire Care with Modem Protection **DOES** cover:
 - Damages to all inside wire or jacks due to natural causes such as lightening.
 - Damage to all inside wire due to normal wear and tear.
 - Damage to any Broadband Modem/Router purchased or obtained through a promotion from DTE due to natural causes, normal wear and tear or accidental damage caused by customer.
 - All costs associated with repair during regular business hours, such as labor and mileage charges.
8. The following are examples of items typically **NOT** covered by Premium Wire Care with Modem Protection:
 - The repair of a telephone set or answering machine
 - The repair of the customers computer
 - The repair of cords connected to a telephone set or customer owned equipment
 - New installation of additional inside wiring or jacks
 - Rewiring due to damage caused by fire, flood, natural disaster, or vandalism
 - Damages caused by alarm companies, electricians or other contractors
 - If the inside wire and jacks were not originally installed according to FCC Rules and Regulations (Part 68) as defined in the American National Standards Institute/Electronic Industries Alliance/Telecommunications Industry Association Building Wiring Standards, and the local building and fire codes. More information can be obtained online at the following websites:
 - FCC – www.fcc.gov
 - American National Standards Institute (ANSI) – www.ansi.org
 - Electronic Industries Alliance (EIA) – www.eia.org
 - Telecommunications Industry Association (TIA) – www.tiaonline.org
 - Buried cable, including buried facilities between buildings