

INSIDE WIRE MAINTENANCE

Addendum to Summit techPro Terms of Service Terms and Conditions Summit techPro | Summit Broadband

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. By subscribing to Summit techPro and receiving Inside Wire Maintenance as part of that subscription, you agree to be bound by these Terms and Conditions, in collaboration with the Summit techPro Terms of Service, govern the Inside Wiring Maintenance. These terms govern the provision of Inside Wire Maintenance service by Summit Broadband to residential customers.

1. DEFINITIONS

"Summit Broadband," "Summit," "we," "us," "our": Summit Broadband, the provider of internet, voice, and related services under these Terms and Conditions.

"Customer," "you," "your": The residential subscriber to Summit techPro who receives Inside Wire Maintenance as part of that subscription.

"Inside Wire" or "Inside Wiring": Telecommunications wiring installed by Summit Broadband within the interior of your individual residential unit, including coaxial cable, ethernet (twisted pair), and voice-grade wiring, from the point of demarcation (the ONT or NID) to each active Summit service jack or outlet. Wiring not installed by Summit Broadband is not Inside Wire or Inside Wiring for purposes of this Plan.

"Demarcation Point": The Optical Network Terminal (ONT) or Network Interface Device (NID) installed at your premises. This is the boundary between Summit's network and your inside wiring.

"Covered Components": Standard Inside Wire installed by Summit Broadband, communications jacks, modular outlets, splitters, and blocking filters installed or supplied by Summit Broadband and used in connection with Summit internet and voice services.

"Plan" or "Coverage": The Inside Wire Maintenance benefit included in the Summit techPro subscription, as described in these Terms and Conditions.

"Standard Inside Wire": Inside Wire installed by Summit Broadband that meets the specifications of the National Electrical Code (NEC), Electronic Industries Alliance (EIA) standards, and Summit Broadband's installation practices.

2. DESCRIPTION OF SERVICE

Inside Wire Maintenance is included as a benefit of the Summit techPro subscription and is available to eligible residential customers at no additional monthly charge beyond the Summit techPro subscription fee. Having Summit techPro (and therefore Inside Wire Maintenance) is not a prerequisite for obtaining Summit internet or voice service.

This plan provides trouble diagnosis, isolation, repair, and replacement only for Standard Inside Wire and Covered Components installed by Summit Broadband and associated with your Summit internet and voice services, subject to the exclusions and limitations set forth below.

Summit reserves the right to dispatch a technician at its discretion. Trouble isolation may first be attempted remotely using Summit's diagnostic facilities. If remote diagnosis confirms a covered wiring issue involving Inside Wiring installed by Summit Broadband, a technician will be dispatched. If dispatched to your premises and the problem is found to be in Summit-installed wiring or Summit-installed jacks covered by this Plan, no additional service charge will be billed to you.

All repair work will be performed in accordance with accepted industry practices. Summit will determine, in its sole discretion, the manner in which repairs are made, the color and specification of replacement wire, and whether surface or concealed routing is appropriate. Surface mounting is the standard for replacement wiring. Requests for concealed in-wall routing requiring additional work may be subject to separate charges.

3. SERVICES COVERED

- Diagnosis and trouble isolation of inside wiring and jack failures
- Repair of Summit-installed coaxial, ethernet, and voice-grade wiring inside your residential unit
- Replacement of defective Summit-installed Standard Inside Wire when repair is not practicable
- Repair and replacement of Summit-installed standard communications jacks and modular outlets
- Repair and replacement of splitters, blocking filters, and associated Covered Components installed or supplied by Summit Broadband
- Labor and materials required to perform covered repairs
- Wiring associated with Summit internet service (fiber and coaxial)
- Wiring associated with Summit voice/telephone service

4. EXCLUSIONS: SERVICES NOT COVERED

The following are expressly excluded from Inside Wire Maintenance coverage. Summit shall have no obligation to diagnose, repair, or replace any item or condition listed below.

4.1 Wiring not associated with Summit-provided services. Inside Wire Maintenance covers only wiring used to deliver Summit internet and voice services. Wiring for satellite TV, third-party video services, or non-Summit communications is not covered.

4.2 Wiring not installed by Summit Broadband. Inside Wire Maintenance covers only Inside Wiring and Covered Components installed by Summit Broadband. Summit has no obligation under this Plan to diagnose, repair, replace, modify, or make service-ready any wiring, jack, outlet, splitter, filter, or other component installed by the Customer, a property owner, a prior service provider, a contractor, or any other third party.

4.3 Common area and building infrastructure. Horizontal or riser cable serving more than one unit, utility closets, building entrance facilities, and any wiring outside your individual residential unit is not covered.

4.4 Damage from catastrophic events. Inside Wire damaged or destroyed by fire, flood, earthquake, lightning, windstorm, terrorism, act of war, or any event that also requires substantial reconstruction of your premises is not covered.

4.5 Damage from construction or renovation. Wiring damaged by remodeling, renovation, construction, carpet installation, or any third-party contractor working on your premises is not covered.

4.6 Damage from pests or vermin. Wiring chewed, gnawed, or otherwise damaged by rodents, insects, or pest treatment activity is not covered.

4.7 Intentional damage and negligence. Wiring rendered defective by intentional damage, vandalism, gross negligence, or willful misuse is not covered.

4.8 Pre-existing conditions. Wiring that was not functioning at the time your Summit TechPro coverage became effective is not covered.

4.9 Non-standard wiring. Inside Wire that does not meet National Electrical Code, EIA standards, or Summit's installation practices is not covered, except that Summit may perform temporary repairs to non-standard wiring where doing so will restore service.

4.10 Customer-owned equipment. Personal routers, modems, phones, computers, set-top boxes, fax machines, security systems, and all other customer premises equipment are not covered. Summit will isolate trouble to the wiring or to the equipment; it will not repair, adjust, or replace customer equipment.

4.11 New outlet installation. The plan covers repair and replacement of existing Summit-installed wiring and jacks. Installation of additional outlets or extension of wiring to new locations is not covered.

4.12 Concealed wiring runs. Summit technicians do not fish walls. If concealed in-wall wire cannot be reused, replacement cable will be routed via baseboards or surface-mounted paths.

4.13 Wiring at a different address. Coverage applies only to the premises associated with the Customer's active Summit account. Extensions to detached structures, garages, or any location at a different address are not covered.

4.14 Disconnected or inactive jacks. Jacks that are not currently connected to an active Summit service line at the time of the service request are not covered.

5. CUSTOMER RESPONSIBILITIES

- You are responsible for all telecommunications wiring inside your premises that was not installed by Summit Broadband, and for all wiring used to connect to Summit's network except where specifically covered under this plan.
- After each repair visit, you are responsible for reconnecting and verifying the proper functioning of all equipment (including routers, phones, modems, computers, and televisions) connected to inside wiring.
- You are responsible for reprogramming any telephone numbers, codes, or settings that may have been cleared as a result of diagnostic testing or repairs.
- If work required at your premises requires conduit, cutting and patching of finished walls, floors, or ceilings, or structural modification, you are responsible for arranging and paying for that work through other parties.
- You must ensure that Summit technicians have safe, unobstructed access to your premises and to the wiring at the time of a scheduled visit. If access is denied or prevented, the visit will be treated as incomplete.
- If your inside wiring contains damage that you believe was caused by a third party (for example, a contractor or landscaper), you are responsible for pursuing any applicable remedies against that party.

6. EFFECTIVE DATE OF COVERAGE

Coverage under Inside Wire Maintenance becomes effective when your Summit techPro subscription is active on your Summit account. Coverage applies immediately to wiring serving existing Summit services at the time of enrollment.

If you order Summit techPro on the date of a technician repair visit, coverage for the wiring repaired during that visit becomes effective the day after the repairs are completed.

Coverage applies only while your Summit techPro subscription remains active. If your subscription lapses or is cancelled, Inside Wire Maintenance coverage ceases immediately.

7. LIMITED WARRANTY ON REPAIR WORK

Summit warrants that repair work performed under this plan will meet accepted industry practices and be free from defects in materials and workmanship for a period of thirty (30) days following the completion of the repair.

If work performed under this plan fails to meet these standards and the failure is reported to Summit within thirty (30) days of the repair, Summit will re-perform the non-conforming services and/or repair or replace non-conforming materials at no additional charge.

EXCEPT AS EXPRESSLY STATED ABOVE, SUMMIT BROADBAND DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

8. CANCELLATION AND TERMINATION

By Customer: You may cancel Summit techPro, and with it Inside Wire Maintenance coverage, at any time by notifying Summit Broadband. There is no cancellation fee. Coverage remains in effect through the end of the billing period for which you have already been charged.

By Summit: Summit may suspend or terminate Inside Wire Maintenance coverage if: (a) your Summit techPro subscription lapses or is cancelled for any reason; (b) you repeatedly cause or permit damage to Inside Wire; (c) Summit discovers that the Inside Wiring is not associated with Summit or is otherwise not eligible for coverage under this Plan; (d) any applicable law, regulation, or governmental order requires Summit to cease providing this service; or (e) Summit discontinues the Inside Wire Maintenance benefit generally, with at least thirty (30) days' prior written notice to affected customers.

Effect of Termination: Upon termination of coverage for any reason, Summit has no further obligation to diagnose, repair, or replace inside wiring at no charge. Standard technician visit charges and time-and-materials rates will apply to any subsequent wiring work requested.

9. CHANGES TO TERMS AND CONDITIONS

Summit reserves the right to amend these Terms and Conditions at any time. Summit will provide at least thirty (30) days' prior written notice of any material change, which may be delivered by bill insert, email to the address on your account, or other reasonable means.

Your continued subscription to Summit techPro following the effective date of any change constitutes your acceptance of the revised Terms and Conditions. If you do not wish to continue under the revised terms, you may cancel your Summit techPro subscription before the effective date of the change at no penalty.

10. ENTIRE AGREEMENT

These Terms and Conditions, together with your Summit techPro subscription agreement and Summit Broadband's standard Residential Terms and Conditions, constitute the entire agreement between Summit and you with respect to Inside Wire Maintenance. No Summit representative has authority to make any representation, promise, or warranty not expressly set forth in these Terms and Conditions or in your Summit service agreement. Any provisions not expressly covered in these Terms and Conditions shall be governed by the Summit techpro Terms of Service. In the event of any conflict between the Summit techPro Terms of Service and these Terms and Conditions, these Terms and Conditions shall control with respect to Inside Wire Maintenance.