

**BREEZELINE
HOME WIRE SERVICE PLAN**

Revised February 10, 2023

Home Wire Service Plan (“Plan”) is a residential wire maintenance plan that covers the cost of service call charges associated with a technician visit to the customer home for repair to inside wiring. Inside wiring includes the cable, data and telephone lines used to provide Breezeline’s TV, Internet, and Voice services that run through the walls, conduits, crawl spaces, basement and attic of the customer’s home, starting from the outside line entry point and extending to the individual phone jacks and cable outlets. The wiring must meet certified technical standards.

Specifically, the Plan covers the following customer’s inside wiring issues:

- Repair/replacement of coaxial cable inside the home;
- Repair/replacement of loose or defective fitting connections;
- Replacement of faulty cable or splitters;
- Replacement of Breezeline-supplied amplifiers;
- Replacement of Breezeline-supplied HDMI cables; and
- Replacement/repair of Breezeline-installed phone jacks and/or phone wiring.

The Program does NOT cover services not described above, including:

- Relocating outlets, installing new outlets, wall fishing or custom work;
- Replacement of lost/broken TV remotes;
- Non-Breezeline installed phone wires (twisted pair - larger than 8) or jack malfunctions;
- Troubleshooting/repair for outlets not installed by Breezeline;
- Intentional damage to wiring caused by misuse or abuse;
- Internal wiring destroyed by vandalism, fire, natural disaster, intentional damage, or negligence;
- Internal wiring repair or replacement as a result of theft, tampering, or competitor wiring (contractor cutting cables or jacks);
- Repair and troubleshooting of customer-owned devices (modem/gateway, satellite dish, stereo system, DVD player, VCR, television, computer, alarm system, gaming system, etc.);
- Connecting/installing customer-owned devices (stereo system, DVD player, VCR, television, computer, alarm system, gaming system, streaming device, bluetooth device, customer-owned component cables, etc.);
- Customer installed ethernet cables used for home networking; or
- Customer Education, programming remote control, TiVo education turning on/off, channel up/down, volume up/down, guide navigation, education on (Internet, TV, & Voice equipment and services).

Customers who subscribe to the Plan are required to keep the Plan for at least six (6) months to cover eligible in-home repairs. Customers who choose not to subscribe to the Plan may contact Breezeline to make the repair at Breezeline’s then-current rates, may obtain inside wire maintenance and repair services from another company or may perform the repair independently. If you rent your home or office, you should be aware that landlords may be responsible for repairs and maintenance of inside wiring, and you may subscribe to the Plan

only with prior written authorization from your landlord. The Plan is not available to commercial customers. Customers residing in multiple dwelling unit buildings (such as apartment or condominium complexes) should contact their property manager for information on the wire maintenance plan that may be available to the building. If you are not sure if the inside wiring you currently have installed at your home may be eligible for the Plan's coverage, please contact us for more information.

Breezeline may change, amend, alter, or modify the monthly charge for the Plan or the specific level of services that are included in the Plan at any time. Breezeline may notify you of any change by any of the following ways: (1) by sending you an email to the address for your account in our records; (2) by mail or delivery service to your address of record; or (3) by including it on or with your bill for Services. If you continue to use the Breezeline service for more than 30 days after notice has been made of a change, you agree to accept those changes.

Use of the Home Wire Service Plan is subject to Breezeline's Residential Subscriber Agreement (available at <https://www.breezeline.com/policies-agreements>), and any other applicable service agreement.