

## LINE BACKER WIRE PROTECTION PLAN

### Line Backer: \$3.95/month

Dealing with problems with your home telephone, internet or Digital TV inside wiring can be a hassle. GTA Line Backer optional wire protection plan covers diagnosis and repair of the inside wire, jacks, Category 5 cable, coaxial cable, ethernet cable and outlets that provide your telephone, internet and Digital TV services. GTA will only repair inside wiring related to the services it provides to customers. If you currently subscribe to GTA's Inside Wire Maintenance Plan, you may upgrade to Line Backer. With Line Backer, you don't have to pay any labor or material charges if you need a GTA technician to make repairs covered by the plan.

### Telephone/Internet

You are responsible for maintaining the inside wiring from the protector (usually a small gray box on the outside of your house) to your communication devices. GTA maintains the transmission facilities used to deliver your service from the central office to the protector. "Inside wire" refers to the wiring running from the protector to the devices in your home. Customer-owned equipment such as facsimile machines, modems, routers, satellite receivers or answering machines that may be connected to a telephone jack are not included in the definition of "inside wire."

### Digital TV

You are responsible for maintaining the inside Category 5, Coaxial and Ethernet cable from the ground block (a connecting block installed on the outside of your home) or protector to your video device. GTA maintains the transmission facilities used to deliver the signal from the company head-end to your home. Customer-owned video devices such as televisions, VCRs, satellite receivers, cable converter boxes or line amplifiers are not included in the definition of "inside wire."

Customers who choose NOT to subscribe to a Line Backer plan are responsible for the maintenance of their inside wiring. You have two options to repair faulty inside wiring: make the repair yourself or contact GTA to make the repair based on an hourly rate. The current charges for service are \$75 an hour, billed in one-hour increments, plus the standard trip charge. Materials are extra.

### Pricing

The monthly charge for the Line Backer plan is \$3.95 per line. A non-recurring Secondary fee of \$39.95 will be assessed when service is subscribed for after initial install of Digital TV services.

### Terms and Conditions

1. GTA will repair telephone and internet service problems which are in the wiring and jacks inside your home. If the problem is in the wiring between the protector and the jack, or in the jack, GTA will repair or replace the wire and/or modular jack. If the problem is caused by defective or faulty equipment, GTA will let you know the source of the problem. Line Backer does not cover buried, underground or aerial wiring connecting out-buildings such as garages and home extensions on the same extension.
2. GTA will repair video problems which are in the coaxial/ethernet cable wiring and outlets inside your home. If the problem is in the wiring between the ground block/protector and the outlet, or the outlet and the video device, GTA will repair or replace the defective cable and/or outlet. GTA will repair or replace defective splitters. Technicians will assure the quality of the signal to be within the legal confines defined by the Federal Communications Commissions.

3. You agree to pay a monthly charge for Line Backer. The terms of the plan is effective 30-day from order date when service is subscribed for after initial install of Digital TV services. There is no added charge to repair problems in the wiring, jacks and outlets inside your home. Line Backer is provided on a month-to-month basis and can be canceled by the customer or GTA at any time by giving verbal or written notice to the other. If you have more than one access line at your location, you must subscribe to Line Backer for each line.

4. Line Backer 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) inside wiring that is not working or disconnected at the time Line Backer coverage is initiated; (3) the activation and re-activation of jacks or outlets, relocation of jacks or outlets, replacement or installation of new inside wire, jacks or outlets; (4) damage caused by fire or Acts of God; (5) lines with a telephone key system such as a PBX or other non-basic telephone system; (6) inside wire, jacks or outlets that do not meet industry standard for telecommunications; (7) any repair or replacement that would endanger the safety of an GTA technician; and (8) inside wiring not related to services provided by GTA.