

Customer Assurance Plans

Take the worry out of repairs. Get protection on all of your services under one plan.

The Basic and Elite Customer Assurance Plans cover inside wire and jack maintenance and repairs at one location for a low monthly fee.

Customer Assurance Plan Coverage

- Some problems that develop with your phone, video & internet service are our responsibility, and some are yours.
- Wiring and equipment outside the home are the responsibility of MTC Communications and will be repaired at no cost to you unless you're found to be at fault for the damage (i.e. cut drop or cable).
- Wiring and equipment inside the home, with the exception of certain equipment which remains the property of MTC (such as set top boxes and routers) are your responsibility.
- Choosing one of our two Customer Assurance Plans means choosing peace of mind for an economical monthly fee.



Charges without Assurance Plans

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|----------------------------------|--------------|
| Premise Visit..... | \$65.00 |
| Labor-During Business Hours..... | \$100.00/hr. |
| Labor-After Business Hours..... | \$142.50/hr. |

Labor is billed at a minimum of one hour and at 1/2 hour increments thereafter.

When making your decision, keep in mind that the *minimum* charge for a technician to repair wiring or equipment for which you're responsible is \$165.00 during business hours and \$207.50 after hours with no Assurance Plan.

