

**Inside Wire
Maintenance Plan/
Inside Wire
Maintenance Plan
Alternative Offer –
Verizon West**



Please note that all references to Inside Wire Maintenance Plan also apply to Inside Wire Maintenance Plan Alternative Offer.

What Is the Verizon Inside Wire Maintenance Plan?

When you report a problem with your telephone wire or jacks inside your home or office, we know you'll want it fixed as soon as possible. With the Inside Wire Maintenance Plan (IWMP) from Verizon, we'll send an experienced technician to your home or office to fix the problem at no cost to you beyond the monthly charge for inside wire maintenance service.

Our Inside Wire Maintenance Plan is an OPTIONAL monthly service for residential and small business customers that provides repair protection for telephone jacks and wires inside the home or office.

Telephone lines connect to a Network Interface Device on your property. This interface device is often located on the outside wall of your home or another building on the property, such as a garage.

Repair of the outside wiring, up to and including the interface device, are covered by the fee you pay for basic phone service. From the interface connection point, telephone lines extend into the building, through the jacks where you plug in your phones.

This wiring, from the Network Interface Device to the jacks, is called "inside wire." IWMP covers repairs to this inside wire and the jacks. With IWMP, we will repair faulty jacks and inside wire at no additional charge.

For new customers, IWMP is effective as soon as new telephone service is turned on. For customers with existing phone service, IWMP is effective 30 days after it is ordered.

The IWMP Alternative Offer waives the 30 day waiting period, allowing you to get immediate inside wire and jack repair coverage by paying a one-time charge of \$39.95 and signing up for one year's coverage of IWMP. If you cancel the IWMP Alternative Offer within the first year you will be assessed a \$50.00 cancellation charge.

What can possibly go wrong with my jacks or wire?

Telephone wire and jacks have a long life. They last for many years and do not normally go bad just because of age. It is not possible to predict when or how frequently damage may occur. But many things, including everyday wear and tear, can damage the telephone wire or jacks inside your home. The charge you pay for basic phone service does not cover these repairs. If something does go wrong, it is your responsibility to get you wire or jacks fixed. With our Inside Wire Maintenance Plan, you'll never again pay for unexpected or expensive repairs to your jacks or inside wire. To subscribe to our Inside Wire Maintenance Plan call the telephone number listed on your monthly bill or refer to the Information Pages in the local Directory.

What Is Covered?

The Inside Wire Maintenance Plan includes these valuable benefits:

- Repair and/or replacement of any connected and previously working inside wire and jacks that develop service problems
- Coverage on all newly and properly installed or relocated standard telephone inside wire jacks
- Diagnostic work to determine where the problem is located.
The plan does not include repair of the phone or other equipment, such as answering machines and computer modems, connected to the jacks, but does include letting you know if the problem is in the equipment so that you can have the equipment repaired.
- Discounted labor rates to add new wiring and jacks.
(Discounted labor rates do not apply in California, Arizona and Nevada. Customers in these states pay standard rates for these services.)

What Is Not Covered?

Inside Wire Maintenance Plan coverage does NOT cover:

- Repair of telephone instruments and other devices, such as computer modems and answering machines, connected to the inside wiring and jacks
- Inside wiring and jacks for marine activity, recreational vehicles (RVs) and construction trailers or other temporary or moveable structures
- Damage due to natural disasters, floods, or acts of God, other than lightning
- Repair of damage due to malicious activity, vandalism, riot or civil disturbance
- Verizon employees do not install new inside wire between walls of existing homes unless conduit is present. New inside wire will be mounted inside the premise externally on a wall following the floor molding and routed around door frames.

- Nonstandard wiring. This is wiring that does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals. Nonstandard wiring may work in some situations, such as for single line service, but may not work properly in other situations, such as for two line service where you may get crosstalk.

The plan will cover the repair of breaks to nonstandard wire, but only to restore the wire to its original condition. The plan does not cover replacement of nonstandard wire.

Hassle-Free Service

Our IWMP provides you reliable protection for only pennies a day. This charge applies for each telephone line in your residence or office. If you do not have the IWMP and you call us to make repairs, you will be billed at the standard repair rate. Currently this standard repair rate is approximately \$91 per 1/2 hour, and you will be billed for a minimum of 1/2 hour. All time beyond this first 1/2 hour minimum is charged at \$46 per 1/2 hour interval or any portion thereof. Repairs can often be completed within one hour, but some repairs take longer, depending on the conditions at your home or office.

Notes

IWMP is an unregulated monthly service in all states except California and Arizona. This service can be canceled at any time. If you choose not to subscribe to IWMP, and your inside wiring or jacks break, you can still call us to do the repairs. You can also get inside wire maintenance and repair service from other companies. Or, if you prefer, you can do the work yourself.

If you rent your home, you should be aware that residential landlords may be responsible for repairs and maintenance of inside telephone wire. Check with your landlord or your lease to determine who is responsible for inside wire maintenance and repair.

In California, state law requires residential landlords to provide and maintain one working jack per residential unit.

IWMP is available to residential and single-line business customers on a per line basis. ISDN and other specialty lines are not eligible. The business rate may be different from the residential rate, and IWMP is not available on lines terminating at a key/PBX system. IWMP is a regulated monthly service in California and Arizona.

Discounts on labor rates are not applicable in California, Arizona and Nevada.

Quoted rates subject to change.

You do not need to purchase wire maintenance service in order to obtain basic telephone service. If you purchase inside wire maintenance service, you may cancel it at any time.

Limitation of Liability

IN NO EVENT SHALL VERIZON BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING LOSS OF INCOME, PROFITS OR DATA.

