

ITS Telecommunications Systems, Inc.
DSL Trouble Isolation and Modem Coverage Plan
Terms and Conditions

ITS offers an optional DSL Trouble Isolation and Modem Coverage Plan for \$4.95 per month. This plan covers the labor and costs for a technician to make a premise visit, (if needed), to isolate the source of a DSL problem. The plan also covers the costs to repair or replace any ITS provided modem that is found to be defective in material or workmanship and is not covered under a term agreement. Modem repair and replacement coverage does not apply to: a) damage resulting from accidents, acts of God, alteration, misuse, tampering or abuse; b) failure of the customer to properly follow operation instructions provided at the time of installation or at a later date; and c) trouble due to interruption of commercial power or the phone service. ITS reserves the right to replace any defective modem with a comparable new or refurbished modem at its option.