

ITS Telecommunications Systems, Inc.
Inside Wire Maintenance
Terms and Conditions

Inside wire is all telephone wiring and jacks in your home, apartment or business up to the point where it connects with the regulated telephone network (i.e., the demarcation point). This includes all the wire outside the customer premises attached to or extended along the outside that feeds into the customer's side of the Network Interface Device (NID). This is the physical point where your inside wire connects with the regulated telephone network. The demarcation point is generally located outside of your home, or inside of your apartment unit or business. There may be a NID at this location.

Every customer has the option of installing and maintaining their own inside wire, using a local service provider, or using a contractor, vendor, or agent. You can buy supplies at electronics, hardware and department stores. Check the Yellow Pages under "Telephone Equipment & Systems – Service and Repair."

ITS offers an optional Inside Wire Maintenance Service Plan that helps you avoid charges for maintenance needs inside your home or business, provides the convenience of one-stop shopping for telecommunications service and offers peace of mind in knowing that most future telecommunications repairs will be covered.

For the current charge of \$5.50 a month per line, most residential and single-line business customers may subscribe to this plan. Under the plan, ITS will locate the source of your telephone problems inside your home or business at no additional charge for the service call. (Those customers who do not subscribe to the Plan may be billed \$30.00 for a service call if the problem is located inside your home or business.) Further, ITS will repair basic inside wire and modular jacks for Plan subscribers at no additional charge. (Since ITS cannot repair or install wire lines in an attic or within a wall, replacement wire may have to be run on the outside of a home or building to correct a problem.) If the problem is caused by a defect in the equipment attached to the line, ITS will advise which phone or other equipment is the source of the problem. (Under this Plan, ITS does not repair sets or equipment, so any maintenance needs on the equipment should be referred to the vendor or supplier.) You should contact your ITS Service Representative for more information on what is excluded from coverage or other details about the Plan. If you do not subscribe to this Plan, you may still call ITS for repair needs inside your home or business and be charged on a time and materials basis at the following rates:

	<u>Monday-Friday</u> <u>8:00 am - 5:00 pm</u>	<u>Weekends, Holidays</u> <u>& After Hours</u>
Simple Residence or Business (first hour or fraction thereof)	\$ 100.00	\$135.00
Each Additional 15 Minutes	\$ 25.00	\$ 33.75

