

Service Assurance Plan
version 1/20/25

Clearwave Fiber's Service Assurance Plan provides protection from unexpected repair costs and service visit charges related to your Clearwave Fiber service.

What is included with the Service Assurance Plan?

- Service calls for replacement or repair of defective equipment and in-home wiring installed by Clearwave Fiber and used with your covered Clearwave Fiber services, Clearwave Fiber equipment and set up for high-speed internet.
- Service calls for support and customer education when you need it, including setting up new streaming devices.
- Flexibility to cancel the plan anytime, no contract required.

Benefits of the Service Assurance Plan:

- Equipment – Protection from unexpected repair costs of your Clearwave Fiber System, including accidental damage from handling and power surge failure.
- Home wiring – Protection from unexpected repair costs in-home wiring, jacks, and outlets installed by Clearwave Fiber and used inside your home to deliver Clearwave Fiber Internet service.
- Repairs – No additional cost for service calls as described herein.

The Service Assurance Plan Covers:

- Maintenance, replacement, or repair of defective equipment and in-home wiring installed by Clearwave Fiber and used with your covered Clearwave Fiber services;
- Maintenance of Clearwave Fiber equipment and network due to interference from hardware or software added by the customer;
- Technician visit fee when an issue is found to be customer owned equipment, nonstandard outlets, nonstandard wiring or other nonstandard materials;
- Technician visit fee for on-site diagnosis of issues relating to the connection between your customer equipment and your Clearwave Fiber services, for proof of service performance, or for dispatch after hours; and
- On-site customer education about your Clearwave Fiber Internet Service.

The Service Assurance Plan Does Not Cover:

- Repair of in-home wiring not installed by Clearwave Fiber;
- Repair of electrical wiring;
- Repair or replacement of customer-owned equipment;
- Installation of new Internet outlets or optional moves or reconfigurations of existing Internet outlets;
- Repairs to wiring used to deliver video, telephone, or data services delivered by any provider other than Clearwave Fiber;
- Replacement of wiring destroyed by fire, natural disaster, vandalism, gross negligence, or deliberate damage;

- Repair or replacement of streaming devices;
- Repair of wiring used to deliver streaming services;
- Deliberate, negligent, or willful damage to wiring, streaming device, or equipment;
- Customer installed wiring used for a home or business network;
- Missed appointment charges; or
- Other service issues not currently supported by Clearwave Fiber.

Terms and Conditions of Clearwave Fiber's Service Assurance Plan

For a separate monthly charge, Clearwave Fiber offers a Service Assurance Plan for most residential customers who purchase Clearwave Fiber internet service. The Plan may not be available in all Clearwave Fiber service areas and is not available to commercial services customers or residential customers residing in a multiple dwelling unit (MDU), such as an apartment or condominium.

The Service Assurance Plan is optional and covers charges related to service visits: (1) for the diagnosis and repair of Equipment Provided and in-home wiring installed by Clearwave Fiber and used with your covered Clearwave Fiber services; (2) for the diagnosis of issues relating to the connection between your Customer Equipment and your Clearwave Fiber services; and (3) for education about Clearwave Fiber Internet services.

The Service Assurance Plan is only available for as long as a customer subscribes to the Service Assurance Plan and is not in a delinquent payment status or otherwise in breach of any applicable service term or condition for any of customer's Clearwave Fiber services.

The Service Assurance Plan is effective the day you order the Service Assurance Plan and may be cancelled at any time; however, if the Service Assurance Plan is cancelled within 60 days of a chargeable in-home service visit, you will be charged for the service visit.

If the work is not covered under the Service Assurance Plan you may: (1) make the repair yourself; (2) hire an outside contractor at your cost; or (3) or if it is work that we perform, have us perform the work at our standard billing rate.

Except as expressly set forth herein, and as permitted by law, Clearwave Fiber shall not be liable for any losses (including profits, use, income, business, or goodwill) or damages (including direct, indirect, incidental, punitive, anticipatory, special, exemplary, consequential, or any other damages of any kind) arising from, related to, and/or connected with any work performed under the Service Assurance Plan.

Clearwave Fiber makes no warranties, express or implied, under the Service Assurance Plan and specifically disclaims any warranty of merchantability, fitness for a particular purpose, and non-infringement to the fullest extent permissible under applicable law.

The Service Assurance Plan terms and conditions are in addition to and not in lieu of Clearwave Fiber's Terms and Conditions of Service. Other restrictions may apply.