



Inside Wire Maintenance Terms

As a Vision customer, you are responsible for maintaining that part of your telephone line between the network interface points. To help you maintain the wiring and jacks inside your residence/business, Vision offers an optional Inside Wire Maintenance Service Plan subject to the following terms:

Under this Plan, Vision will repair telephone service problems that may exist in the wiring and jacks inside your home or business. If the problem is in the line between the network interface on through the jack(s), Vision will repair basic inside telephone wire and modular jacks. If the problem is caused by a defect in the cord from the jack to the telephone or other equipment (e.g., fax machine, answering machine, modem, etc.) that is attached to your line, Vision will advise you of the source of the problem. Vision does not repair such defective phone cords, phones, or equipment. You agree to pay monthly charges for this Plan. There is no additional charge for repairing problems in the wiring or jacks inside your home or business. Because this Plan is optional, non-payment of charges for this Plan will not cause termination or denial of your regular telephone service. Non-payment would, however, result in cancellation of the Plan and application of a late payment charge on the delinquent charges for the Plan at the rate imposed by Vision for other delinquent Vision charges as set forth in applicable tariffs.

This Plan does not cover (1) problems caused by willful damage to inside wire or jacks; (2) damage caused by Acts of God (such as fire, windstorm, flood, hurricane, or other similar acts); (3) service problems in your inside wire or jacks that were obvious at the time you subscribed to the Plan; (4) inside wire or jacks that do not meet industry standards for telecommunication; and (5) any repair to and/or maintenance of your inside wiring or jacks to the extent that after reasonable effort Vision determines that such repair/maintenance cannot be performed in a safe manner due to the presence of asbestos or any other environmentally hazardous substance or due to the existence of an unsafe condition.

Where existing service subscribers request coverage under the Plan, the Plan will not become effective until 30 days after the date the Plan is ordered. This Plan is provided on a month-to-month basis and can be cancelled by either party giving oral or written notice to the other.

If you have a key telephone system, a Private Branch Exchange (PBX), or other non-basic telephone system, you are not eligible for this Plan.

This rate and other terms or conditions may be changed from time to time with 30 days notice. This notice, which may be provided in your monthly billing envelope on an insert, shall include the revised rate, terms and conditions and the effective date of change. You may cancel this Plan by calling your local Vision office.

VISION SHALL NOT BE LIABLE FOR DAMAGES, INCLUDING ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, THAT ARISE FROM (1) ANY DEFECTS IN MATERIALS USED TO MAINTAIN INSIDE WIRE OR JACKS; OR (2) DEFECTS IN WORKMANSHIP PROVIDED UNDER THE PLAN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY, OR WARRANTIES OF FITNESS FOR A SPECIFIC PURPOSE OFFERED WITH THIS PLAN. VISION'S LIABILITY FOR DEFECTIVE MATERIALS OR WORKMANSHIP IS LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE MATERIAL AND/OR A CORRECTIVE SERVICE VISIT.

*** All Vision services are sold subject to terms and conditions contained in applicable tariffs and/or contracts. Any inconsistency between this information and such tariffs and/or contracts will be resolved in favor of such tariffs and/or contracts.*