

CUSTOMER NOTICE
Total Maintenance Plans

Rev 11012016

Valley is pleased to offer our customers several options for Monthly Maintenance Service as outlined below. Please complete the form below and return to our business office at your earliest convenience.

- Subscribe to One Service Plan for \$2.00 per month
- Subscribe to Two Service Plans for \$3.50 per month
- Subscribe to Three Service Plans for \$5.00 per month

The Total Maintenance Plan covers the following:

Telephone Coverage	Broadband Internet Coverage	TV Coverage
Premise Visit	Premise Visit <i>*Must go through Valley Internet 24/7 phone support trouble shooting before a technician is dispatched</i>	Premise Visit <i>*Must go through after hours phone support trouble shooting before a technician is dispatched</i>
Trouble Isolation & Diagnosis	Trouble Isolation & Diagnosis	Trouble Isolation & Diagnosis
Repair inside wiring and jacks due to normal wear and tear and natural aging.	Repair inside wiring and jacks due to normal wear and tear and natural aging.	Repair inside wiring and jacks due to normal wear and tear and natural aging <i>*Please Note: This includes all wiring from Valley equipment to customer equipment (STB to TV)</i>
	Maintenance on Valley supplied Broadband Routers	Maintenance on Valley supplied STB(s) & replacement of TV connections (Ex: HDMI Cables)
	Set-up and configuration for a router purchased or leased from Valley <i>*Please Note: Customer tampering will result in charges</i>	Phone support including rebooting STB(s), programming remotes (batteries not included), and user training
	Customer owned router replaced with a Valley product	One replacement Remote per STB, per 2 Years. Additional replacement remotes are \$10/each.
Please Note: Each Maintenance Plan is effective immediately and must remain on your account for 24 months.		

YOU MUST COMPLETE THE FORM BELOW AND RETURN IT TO OUR BUSINESS OFFICE.

✂

ACCOUNT NAME: _____

TELEPHONE NUMBER: _____

DATE: _____

Please **ADD** the Telephone Maintenance Plan to my account.
 Please **ADD** the Broadband Internet Maintenance Plan to my account.
 Please **ADD** the TV Maintenance Plan to my account.
PLEASE NOTE: If you select more than one plan, bundled plan rates will apply.
 I **DO NOT** wish to subscribe to any Total Maintenance Plans at this time.

Signature of Authorized Account Representative: _____

(Required)



Any questions regarding the Valley Total Maintenance Plans may be directed to our business office.

102 Main St S – PO Box 7 – Herreid SD 57632-0007

Ph: 605.437.2615 – Email: valley@valleytel.net

www.valleytel.net

In order to provide you, the customer, with the best and most trouble-free service, Valley Telecommunications offers a Total Maintenance Plan. The Total Maintenance Plan offers you full protection for your Telephone, Broadband Internet, and TV services.

Under the Total Maintenance Plan, a certified Valley Technician will visit your home to diagnose and repair any inside wiring that was installed by Valley Telecommunications or is R.U.S. approved wiring. The cost of the diagnosis and repair for Valley installed inside wiring of your primary location is included in the low monthly maintenance fee.

If you subscribe to the Total Maintenance Plan and the trouble is not an inside wiring problem but related to your customer owned equipment (phones, fax machine, caller ID box, television, computer, etc.) or any other item plugged into a telephone/Broadband Internet/tv jack, we will disconnect the item to clear the line at no charge.

Total Maintenance Plan Exclusions:

- Rewiring after a home is destroyed or damaged by fire, water, lightning or other natural disaster.
- Repairs or maintenance of inside wiring resulting from damages caused by negligence or willful intent by the customer.
- Non-standard wiring and/or installation of wiring that does not meet industry standards or is not R.U.S. approved as determined by Valley’s trained technicians.
- Wiring that runs between or among separate out-buildings. The maintenance plan for out-building extensions may be purchased for an additional fee of \$3.00 per month.
- Initial installation of service and the installation of new jacks, new wiring or rewiring. The services will be performed at our regular installation and service rates.

Before calling the 24/7 Help Desk please check the following:

- Check all telephone cords that lead from the jack to the telephone base and from the telephone base to the handset to make sure they are not loose or damaged.
- Make sure all telephones are hung up properly.
- Unplug each piece of equipment from the phone jack and the electrical outlet for 5 minutes. Plug in each piece of equipment, one at a time. Check for dial-tone each time you add a piece of equipment to determine if the trouble occurs again.

For services not covered under a maintenance plan, our time and material repair rates for work performed are as follows:

Monday – Friday (8 am – 5 pm)	\$75.00 per hour in 15 minute increments 1 Technician and 1 Vehicle
Monday – Friday (5pm – 8am) Saturday Sundays & Holidays	\$90.00 per hour in 15 minute increments 1 Technician and 1 Vehicle