

****Return ONLY if you DO NOT wish to subscribe to Valley's Total Maintenance Plan.**

I **DO NOT** wish to subscribe to Valley Telco's **TOTAL MAINTENANCE PLAN** at this time. I understand that I will be responsible for repair and maintenance of inside wire in the home or business I occupy and any outside buildings.

Account Name _____

Telephone Number _____

Address _____

Date _____

Authorized Signature _____

For Office Use Only

Received Maintenance Removal Form:	
Removed From Account/SO#:	
Completed By/Date:	

Valley Telecommunications Maintenance Plan

In order to provide you, the customer, with the best and most trouble-free service, Valley Telco offers a TOTAL MAINTENANCE PLAN. The TOTAL MAINTENANCE PLAN gives you full protection for your telephone service. This is how the plan works:

What you do: If anything interrupts your telephone service, you simply call Valley Telco at 437-2615 or 1-800-437-2615. That is it. You need to do nothing further.

What Valley Telco does: Valley will send a fully qualified Valley Telco repair person to your home to diagnose and repair any inside wiring that was installed by Valley Telco or is R.U.S. approved wiring. The cost of diagnosis and repair for Valley installed inside wiring primary location and secondary buildings is included in your low monthly maintenance fee.

***PLEASE NOTE:** If the problem is diagnosed as "customer tampering" or "customer installed wiring", an additional charge will apply.

Maintenance Fee: The monthly maintenance fee is \$1.00 per month, which appears on your monthly telephone statement.

Equipment and Problems: If the trouble is not an inside wiring problem but is in your customer owned telephone, Valley will lease you a telephone until yours is repaired or replaced. The maintenance visit is covered by your monthly maintenance fee. After your telephone is repaired or replaced (at your expense), return the leased telephone to Valley's business office and the leasing charge will be removed from your bill. If the trouble is in a Valley telephone leased to you, Valley will repair or replace the telephone at Valley's expense. If the trouble is determined to be caused by a computer connection, cordless telephone, fax machine, or any other item plugged into a telephone jack, we will disconnect the item to clear the line at no charge if **you subscribe to the maintenance plan**. If you request that we attempt to repair the customer owned equipment, time and material charges will apply.

Option: The **TOTAL MAINTENANCE PLAN** is optional. If you choose to be responsible for your own inside wire maintenance, you must:

- A. Diagnose and repair the trouble yourself
- B. Hire Valley Telco to repair the trouble under a "time and material" plan, with a minimum customer service fee of \$70.00 per hour, plus time and material
- C. Hire a non-Valley Telco repair person

Prior to Reporting Trouble: Unplug all customer owned equipment. If the line clears, plug in one device at a time. If the trouble comes back, there is a possible problem with that equipment.