

Alpine Communications Inside Wire Maintenance (IWM) Terms and Conditions

The Inside Wire Maintenance (IWM) Plan is an optional service Alpine Communications provides its telephone customers to guard the customer against unforeseen maintenance or repairs to the customer's telecommunication wires and/or phone jacks.

Basic Customer Responsibilities

The customer is responsible for the general maintenance and repair of all telecommunications wires and equipment (e.g. faxes, modems, phones, etc.) inside the home, as well as the telecommunication wire that travels from the Network Interface Device (NID) to the phone jacks.

The NID is a grey or green box generally mounted on the side of your home. It is the point where telephone wire from a telephone pole connects to your house. This is the demarcation between Alpine Communications' wiring responsibility and the customer's wiring responsibility.

Activation

If the customer orders IWM when they initially order telephone service from Alpine Communications, their IWM coverage begins the day their telephone service becomes active. Customers may add IWM any time prior to telephone troubles. If IWM is not present on the customer's line when a trouble is reported, charges will apply.

Plan Coverage

IWM covers the service call, diagnosis of the problem, and repair of certain types of damage to the telecommunication wires traveling from the NID up to the phone jacks inside the premise. IWM also covers the phone jacks inside the premise. Repairs to any customer premise equipment; phones, phone cords, faxes, modems, etc. are excluded. (See page two for entire list of exclusions)

IWM only covers repairs authorized by an Alpine Communications service technician dispatched through the Alpine Communications Customer Service Center.

If the customer is having telephone wiring trouble, they need to call Alpine Communications Customer Service Center at 245-4000. A Customer Service Representative will ask a few questions and run a few tests to determine the nature of the problem and to verify that their problem is covered by IWM. If our Customer Service Center determines service is necessary, we will schedule a convenient time to meet with them.

Alpine Communications will diagnose and repair troubles covered by IWM unless they are caused by a catastrophic event such as fire, tornado, high winds, lightning, earthquake, flood, natural disasters, and acts of war, terrorism, arson or vandalism. These repairs will be completed, if and only if, in the sole discretion of Alpine Communications, the portion of the home wired for telephone service is available for use without the need for structural reconstruction or restoration. If any repairs to items covered by IWM must be postponed until damaged structural elements are restored to adequate and safe usability, certain additional charges may apply.

Exclusions

- Repairs to any customer premise equipment (phones, phone cords, faxes, modems, etc.)
- Repairs to any telecommunication wire connecting customer premise equipment to a phone jack.
- Damages or problems caused by inappropriate or non-standard telecommunication wiring practices.
- Damages or problems caused by negligent or intentional acts by customer, or any third party not authorized by Alpine Communications.
- Damage or problems caused by using faulty or defective equipment such as faxes, modems, phones, answering machines, surge protectors, etc.
- Damage or problems caused by alterations or additions to the telecommunications wires connecting the NID to phone jacks that are not authorized by Alpine Communications.
- The complete replacement of the telecommunication wire (e.g. from the NID to one or more phone jacks/terminations)
- Repair to any main line extension wires extending to additional, non-attached structures such as barns or garages.
- Repair to any exterior phone jack.
- Repair of wiring in boat slips and special waterproof boat cords and jacks.
- Removal of hard-wired phones and their replacement with modular phone jacks.
- Damage or problems caused by wire taps.
- Damages or problems occurring in the horizontal or riser cable found in multi-unit dwellings.
- Damages or problems of the telecommunication wires occurring in commercially owned properties or other commercial multi-unit dwellings such as apartments.
- IWM is not available with certain services such as WATS and 800 services.

Please Note: IWM only covers repairs authorized by Alpine Communications service technicians dispatched through the Alpine Customer Service Center. Repairs made by any other telephone company, telephone service provider, phone vendor or the customer himself are not covered by this plan.

Standards

Inside wire should be 22-24 gauge (in diameter). The wire housed in a polyethylene cover. Inside the cover, the wire may appear as two wires, three wires or four wires. The cover should be color coded. We use red, green, black or yellow. Other colors can be used. IWM does not cover speaker or electrical wire or any other wire that does not meet industry standards.