



# bright.net



## **brightDSL Protection Plan**

SAA Bright.Net is pleased to offer our DSL customers a DSL protection plan. This protection plan will provide customers with a way to avoid additional charges when service calls are necessary. For a low monthly fee this plan will protect you from incurring any additional charges associated with service calls, equipment replacement costs or labor for the replacement of equipment. Effective December 1, 2007 those customers not enrolled in the protection plan will incur the charges on the following page for each service call.

The DSL Protection Plan covers the following:

- Replacement Modem
- Additional Line Filters
- DSL equipment installed by SAA Bright.Net during DSL installation that is damaged by lightning and etc. DSL modem, splitters, filters and network cables.
- Replacement of line cords that are plugged in the jack.

The customer responsibility:

- Must subscribe to plan for 30 days prior to submitting a replacement claim.
- Must register equipment to be covered by the plan
- To register for this plan, simply fill out the attached form and mail it to us at SAA Bright.Net, 27932 Watson Road, Defiance, OH 43512 or contact with any questions you may have.

The Restrictions:

- Must be the same billing address as the billing address.
- Plan will be effective 30 days from service establishment date.



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## DSL Repair Charges

	<u>With Protection Plan</u>	<u>Without Protection Plan</u>
Labor Rate (billed .25 hr increments)	No Charge	\$65.00/hour -- \$20.00 min.
Line Cord	No Charge	List Price, Labor
Problems caused by CPE*	No Charge	Labor
DSL Router	No Charge	\$59.95
DSL Router Ethernet Cable	No Charge	List Price, Labor
DSL filters (inside)	No Charge	List Price, Labor

\*CPE (Customer Premise Equipment)—i.e. Computer; home/business router; switch, hub, and cabling.

\_\_\_\_\_ Yes, I want to take advantage of the brightDSL Protection Plan for the period of 1 year. After the first year the protection plan will be month to month. I understand that I will be billed an additional \$3.95 per month.

\_\_\_\_\_ No, I choose not to take advantage of the brightDSL Protection Plan. I understand the above charges will be applied if a service call or equipment problem occurs.

Username: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_