

pricing

Wire Maintenance

Maine

- > Resident - \$1.10/mo.
- > Business - \$1.10/mo.

New Hampshire

- > Resident - \$1.25/mo.
- > Business - \$1.50/mo.

Vermont

- > Resident - \$2.00/mo.
- > Business - \$2.25/mo.



Network Care

Remember Network Care includes Wire Maintenance!

- > \$2.75/mo.

Network Care Plus

Supports wireless modem installations

- > \$3.50/mo.

FairPoint takes pride in the reliability and high quality of our telephone service. With years of experience installing, repairing and managing networks, we've more than earned our reputation for dependable service.

Everyday, we bring that reliable service to your doorstep. But what happens if you have a problem inside your house? By law, inside wiring and equipment is the customer's responsibility. To make sure our customers can get our trusted services inside the residence, FairPoint has developed its Wire Maintenance and Network Care services.

We invite you to join many of our other customers in adding these features to your FairPoint services.

call **800-400-5568**

or sign up at

www.fairpoint.com **today!**

FairPoint
communicationsSM

FairPoint Communications
155 Gannett Drive, South Portland, Maine 04106
1-800-400-5568 www.fairpoint.com

**wire and internet
maintenance service**

... more than just a connection

FairPoint
communicationsSM

Wire Maintenance Service

Wire Maintenance provides peace of mind by insuring the repair or replacement of damaged telephone wiring and jacks **in your home**.

Wire Maintenance covers wiring and jacks installed by FairPoint personnel, wiring and jacks installed by others that are in compliance with FCC Rules and Regulations for Customer Provided Inside Wiring, and your High Speed Internet modem or equipment.

Network Care Service

Network Care provides **free diagnostics** on your Internet connection with **no** hourly labor charges.

Network Care is an enhanced version of our popular Wire Maintenance product. Network Care covers the computer wiring up and including the High Speed Internet modem or equipment, and then continues covering the computer networking, up to (but not including) the computer(s).

What does Wire Maintenance or Network Care cover?

- > Any wired or wireless router that FairPoint provides/installs.
- > Any wired or wireless computer card that FairPoint provides/installs.
- > Any broadband modem that FairPoint provides/installs.
- > Any properly installed wiring within the network.
- > Any properly installed phone wiring outside the network (as normally covered by Wire Maintenance).



What does Wire Maintenance or Network Care **not** cover?

- > Business served by PBX System
- > Moves or adds to your existing telephone or data service. No wire will be installed or moved under this program.
- > Computer repair or replacement
- > Repair or replacement of telephones or computers
- > CAT 3 wiring; networked systems need a minimum of CAT 5 wiring.
- > Problems caused due to incorrect third party installation.

Why should I get Wire Maintenance or Network Care?

Peace of mind. With FairPoint's Wire Maintenance and Network Care Service, if you experience problems with your phone line as a result of damage to your wiring or jacks – problems such as static, cutoffs, or trouble

hearing or being heard – the fix is just a phone call away. Notify us and we'll dispatch a service technician to your home to locate the cause and repair the damage at **no charge**. If you have **Network Care** and have trouble connecting to the Internet or you are unsure if your network is working – just let us know and we'll send a technician to check your system and identify the source of the problem at no charge! We'll even replace your FairPoint modem, networking equipment and wiring for free!

wire and internet maintenance services | FAQ

What does Wire Maintenance cover?

- > Labor charges associated with a technician's visit
- > Inspection and testing of telephone lines and equipment, data wiring and modems
- > Telephone and data jacks
- > Replacement of defective wiring
- > Correction of wiring errors in jacks and cross connect panels
- > Identification (but not repair or replacement) of any faulty components such as telephones, answering machines and computer modems

What is not covered?

Telephones, answering machines, cordless phones, or any other customer provided equipment. Wiring destroyed by fire, flood, or natural disaster. Wiring and connecting separate buildings. Wiring for new construction.