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## **brightWireless Protection Plan**

SAA Bright.Net is pleased to offer our wireless customers a wireless protection plan. This protection plan will provide customers with a way to avoid additional charges when service calls are necessary. Even though SAA Bright.Net maintains ownership of the wireless equipment, service calls are no longer going to be provided free of charge. For a low monthly fee this plan will protect you from incurring any additional charges associated with service calls 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 Wireless Protection Plan covers the following:

- Labor for Replacement of Customer Wireless Equipment—owned by SAA Bright.Net.
- Wireless equipment installed by SAA Bright.Net during wireless installation that is damaged by lightning.

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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## Wireless 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

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

\_\_\_\_\_ Yes, I want to take advantage of the brightWireless 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 brightWireless 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: \_\_\_\_\_