

Hargray Communications Group, Inc | P.O. Box 5986
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CONNECTED HOME TERMS & CONDITIONS

INTRODUCTION

This Home Wiring Protection Plan (the "Connected Home Plan") covers standard diagnostics, maintenance and repair of your active, inside telephone, television and Internet wiring (including all active television, computer and telephone jacks, connections and outlets attached to such wiring), all to the extent inside the home and up to a point 12 inches outside of your home (the "Inside Wire"). As a subscriber to this Plan, if you experience a problem with your Internet, television or telephone service, Hargray will use commercially reasonable efforts to determine if the problem is with your Inside Wire, Hargray will repair the trouble at no cost to you, or for a reduced rate fee of \$35.00, subject only to the limitations set forth in the following Plan terms and conditions. A customer who is not a subscriber to this Plan will be charged for any repairs at a flat rate of \$65. This maintenance plan is a service offered to help you avoid unexpected costs and have your service repaired in a timely and professional manner. The Connected Home Plan contains a term commitment of at least twelve (12) months from the date that a service or repair is dispatched.

You were apprised of the price of the Plan at the time you initially enrolled. The price is subject to change and may have changed since your enrollment as specified in a notice sent to your billing address. You will be notified in advance of any future rate change.

IMPORTANT LIMITATIONS AND EXCLUSIONS APPLY TO THIS PLAN. YOU SHOULD READ THE FOLLOWING CONTRACT TO UNDERSTAND ALL TERMS AND CONDITIONS.

TERMS AND CONDITIONS

The Plan is offered by Hargray to its residential subscribers and other persons residing in Hargray's service territory. By paying for this service, you agree to be bound by all of the provisions of the terms and conditions, including any modifications to the terms and conditions adopted by Hargray in

Subscriber's Responsibility

If the repair covered by the Plan requires conduit, cutting, or patching of finished walls, floors or ceilings, or structure modifications, the subscriber is responsible for arranging to have such work performed by other persons at the subscriber's expense.

After each repair or installation visit, the subscriber has the responsibility to reestablish connection or verify proper functioning of any equipment connected to Inside Wire, such as automatic dialers, fire and burglar alarms, meters, sensors, computers, televisions and answering devices.