

## Inside Wire Protection Guide

This document (the Inside Wire Protection Description) is part of the Master Services Agreement (“MSA”) between Birch and Customer and provides additional terms and conditions applicable to Birch’s data service (the “Service”). The Service is provided to Customer subject to the following terms, which are integral parts of the MSA in addition to the Terms of Service referred to in the MSA.

Birch Inside Wire Protection provides ease of mind when something goes wrong with Customer’s telephone jacks or wiring on the customer side of the NID/Demarc. Professional assistance from a Birch technician is available when problems arise with standard telephone wiring and jacks inside the customer premise. This plan is sold on a per physical location basis. Coverage is effective immediately.

**Covered Trouble:** Trouble caused by the inside wires or jacks.

Birch will repair or replace the defective inside wiring. Birch will determine, at its discretion, the manner in which repairs will be made, including color specifications of replaced wires, jacks and connecting blocks. By default, repairs will be done via standard surface mounting. Requests for concealed wiring that require additional work will be subject to time and material charges.

The plan does not cover:

- Inside Wire rendered defective by negligence, willful damage, vandalism, faulty equipment (e.g., phones, faxes, modems, etc.) or pest/rodent damage.
- Inside Wire that did not work when the service was ordered or that is not connected to the telephone network
- Non-Standard Inside Wiring
- Repair or reprogramming of equipment
- Jacks located outdoors except for waterproof jacks on the exterior of premises
- For multi-unit dwellings, problems occurring in horizontal and/or riser cable, or problems Birch is prevented from accessing, for example by the owner of the property, by government or military authorities or by the landlord.
- Repair of complex Inside Wire associated with multiple lines that use common equipment. This includes Inside Wire associated with telephone stations that are part of a key or PBX telephone system, repair of Inside Wire associated with Centrex type service, and then connected to coin telephones.
- Damage occurring to Inside Wire in connection with physical damage to a portion of a residence or business premise if destruction of a residence or business is so severe that telephone service is or must be disconnected and subsequently reestablished. Such physical damage to Inside Wire may be caused by flood, earthquake, acts of war, fire, lightning, wind or other casualty.
- Installation of new wiring or jacks

Term: One (1) year

Termination: If Customer terminates Inside Wire Protection Service, or Service is terminated by Birch for nonpayment or other Customer breach prior to the end of the current term commitment for any reason, Customer agrees to pay an early termination charge of one hundred percent (100%) of the remaining months' monthly recurring charges in the term associate with the Inside Wire Protection Service. In addition, Customer shall reimburse Birch for any discount previously provided or charges previously waived for