

ArmorLine Inside Wire Maintenance Service Plan Terms and Conditions

The ArmorLine Inside Wire Maintenance Service Plan (the "Plan") is available to all Windstream NuVox (hereinafter, "Windstream," "we," or "our") local exchange telephone service customers (hereinafter, "Customers" or "you") served by Windstream facilities. ArmorLine is defined as wiring and jacks associated with Single Line (POTS) or DSL offerings. Advanced ArmorLine is defined as inside wiring and jacks associated with multiple lines that use common equipment. This includes inside wire associated with Key or PBX telephone systems. The Windstream Tech reserves the right delay purchase approval of this product if the Tech deems that the Customer site does not meet applicable specifications necessary for installation.

ARMORLINE INSIDE WIRE MAINTENANCE SERVICE PLAN COVERS:

Diagnosis: Involves testing the line to determine if the trouble is on the network side or on the Customer side ("Inside Wire") of the NID/Demarcation. If the trouble is on the customer side of the Demarcation, Windstream will test the line to determine if the trouble is caused by the inside wires or jacks, or the Customer Premise Equipment ("CPE").

Repair of Inside Wire Troubles: If it is determined that the trouble is caused by the inside wires or jacks, Windstream will repair or replace the defective inside wiring. Windstream will determine, at its discretion, the manner in which repairs will be made, including color specifications of replaced wires, jacks and connecting blocks. Surface mounting is the standard method for replacing wiring and jacks. Requests for concealed wiring that require additional work will be subject to dispatch and/or a time and material charge.

The ArmorLine Inside Wire Maintenance Service Plan Does NOT Cover: (1) Inside Wire rendered defective by customer negligence, willful damage vandalism, or faulty equipment (e.g., phones, faxes, modems, etc.); (2) Inside wire that did not work when the telephone service was ordered or that is not connected to the telephone network; (3) Non-standard Inside Wiring (wiring that does not meet or has not been installed in accordance with the specifications outlined in the National Electrical Code and the Electronic Industry Association standards); (4) Jacks located outdoors except for waterproof jacks on the exterior of your premises; (5) For multi-unit dwellings, problems occurring in horizontal and/or riser cable or problems we are prevented from accessing, for example, by the owner of the property, by government or military authorities, or by your landlord; (6) Key or PBX telephone systems and coin telephones; (7) 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 premise is so severe that telephone service is or must be disconnected and subsequently reestablished. Such physical damage to Inside Wire may include damage caused by flood, earthquake, acts of war, fire, lightning, wind, or other casualty.

Customer's Responsibility: If the work you request requires conduit, cutting and patching of finished walls, floors and ceilings or structure modifications, you are responsible for arranging to have such work performed by other persons. After each repair or installation visit, you have the responsibility to reestablish the connection, reprogram, and test or verify proper functioning of any telephone transmitting, dialing or answering equipment connected to your Inside Wire. Such equipment includes automatic dialers, fire and burglar alarms, meters, sensors, answering devices, and telephones. It is also your responsibility to reprogram any telephone numbers or codes that have been extinguished as a result of the line or any equipment being disconnected during our tests of the functioning of your Inside Wire or the central office network Windstream line.

Charges, Taxes and Fees: You agree to pay our current charges for ArmorLine Inside Wire Maintenance Plan, as well as taxes and fees assessed against either you or Windstream on the charges, and all late payment, interest or other fees as stated on your telephone bill. By subscribing to the ArmorLine Inside Wire Maintenance Plan you agree to be charged based upon all Windstream telephone lines associated with your account.

Date of Effective Coverage: The ArmorLine Inside Wire Maintenance Plan becomes effective on the day of the premises visit if you order an ArmorLine Inside Wire Maintenance Plan at the time of what would have been a paid repair, or in the case of new telephone service, the Plan will become effective on the date of installation. In the case of existing telephone service, the Plan will become effective upon authorizing Windstream to add the Plan to your account.

Changes to Terms and Conditions: Windstream reserves the right to discontinue offering any or all of the ArmorLine Inside Wire Maintenance Plan, or to amend the Terms and Conditions, including changing the prices. If there is such a change, you will be notified in writing 30 days in advance of the change. If you do not cancel your ArmorLine Inside Wire Maintenance Plan prior to the effective date of such change, you will be bound by the terms and conditions, as modified, until you cancel your plan.

Cancellation/Termination of Service: Customer may cancel the ArmorLine Inside Wire Maintenance Plan at any time after 90 days of service under the Plan by calling our customer care center. Charges are prorated to the date service is canceled. Windstream may cancel your ArmorLine Inside Wire Maintenance Plan if you fail to pay the charges for the Plan in a timely manner, or if you repeatedly cause or permit damage to occur to covered Inside Wire. Please note that if you cancel your ArmorLine Inside Wire Plan prior to the expiration of the term of your existing service agreement with Windstream, you will be assessed an early termination penalty of \$60.00. In no event, however, will you be subject to an early termination penalty if you cancel as a result of a Plan rate increase, provided that you cancel prior to the rate increase and otherwise in accordance with terms and conditions herein

and provided for in the Windstream notice. Windstream will have the right to terminate the plan at any time after the customer is notified of Windstream's intent to discontinue the service. The customer may receive a final prorated charge or credit for the service depending upon when the service is terminated.

Claims: The Plan only covers claims made to Windstream while the Plan for that Customer is in effect. If the Plan is not in effect when Customer notifies Windstream of a problem, or if the Customer's account balance is not current when a claim is made, Windstream will not be responsible for that claim.

Limited Warranty: Identification and isolation of the cause of trouble in an electronic network, like the telephone system, is sometimes difficult and time consuming, especially if the trouble is from multiple causes or is intermittent. Our sole responsibility under the plan is to use reasonable skill, procedures, and equipment to locate and fix the trouble, or to isolate it to specific inside wire or telephone equipment. Except, as otherwise provided in these Terms and Conditions, if we are not successful in identifying or eliminating the problem, or if we do not perform a repair or replacement correctly, we will return to your premises to correct the covered repair or replacement at no additional charge. This warranty applies as long as you continue to subscribe to the Inside Wire Maintenance Plan. WINDSTREAM MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESSED OR IMPLIED, OTHER THAN THOSE PROVIDED PURSUANT TO THIS AGREEMENT, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. NO REPRESENTATION OR STATEMENT MADE BY WINDSTREAM, ITS AGENTS, OR EMPLOYEES, WHETHER ORAL OR WRITTEN, INCLUDING, BUT NOT LIMITED TO, ANY SPECIFICATIONS, DESCRIPTIONS OR STATEMENTS PROVIDED OR MADE SHALL BE BINDING UPON WINDSTREAM AS A WARRANTY.

THIS AGREEMENT AMENDS THE EXISTING CSA/SERVICE AGREEMENT BETWEEN THE PARTIES EXCLUSIVELY TO INCORPORATE THE TERMS AND CONDITIONS OF THE ARMORLINE INSIDE WIRE MAINTENANCE SERVICE PLAN AND, AS SUCH, THE PARTIES UNDERSTAND AND AGREE THAT THEY SHALL CONTINUE TO BE BOUND BY THE TERMS AND CONDITIONS OF THE EXISTING CSA/SERVICE AGREEMENT. THIS AGREEMENT CONSTITUTES THE COMPLETE AND EXCLUSIVE AGREEMENT AND UNDERSTANDING BETWEEN WINDSTREAM AND CUSTOMER CONCERNING THE PROVISION OF THE ARMORLINE INSIDE WIRE MAINTENANCE SERVICE PLAN AND SUPERSEDES ANY AND ALL PRIOR AND/OR CONTEMPORANEOUS ORAL AND/OR WRITTEN REPRESENTATIONS CONCERNING THE MAINTENANCE AND REPAIR OF CUSTOMER'S INSIDE WIRE.