

Home Line Maintenance Information



Product Description

En-Touch Systems' Home Line Maintenance plan is an optional service that covers the labor and material charges for maintenance and repair of inside wiring, as long as the wiring has been installed to our specifications. **Covered under the Inside Wire Maintenance plan is diagnosis and repair of telephone and cable wiring from the network interface device (NID) on the side of the house up to the customer equipment inside the home. Alarm wiring and equipment are also included.**

Product Benefits

This product eliminates costly service calls and the need for the customer to have a third party contractor to perform wiring repair work inside the home. If a job is scheduled that is not covered by the Home Line Maintenance plan, a \$30 trip fee will be incurred, as well as hourly charges of \$79 for any additional labor.

Product Cost

The Home Line Maintenance plan is \$4.50 per month.

Restrictions & Dependencies

- ❖ Home Line Maintenance goes into effect 30 days after enrollment.
- ❖ Installation of new jacks or an upgrade to any wiring system is not a repair issue, is not covered under this plan and is, therefore, subject to normal service fees and hourly charges.
- ❖ Any equipment that connects to the inside wiring is not covered under this plan with the exception of alarm equipment.
- ❖ Intentional tampering with the inside wiring voids coverage.
- ❖ Home Line Maintenance will not cover wires that run from the main residence to a detached structure on the same premises.
- ❖ Damage to inside wiring that has occurred due to natural disaster (such as floods or lightning damage) or severe damage to the home (requiring reconstruction of any part of the home) is excluded from this plan.
- ❖ Customers may subscribe to this plan only for the services provided by En-Touch Systems, Inc.
- ❖ Alarm battery replacement is not a repair issue and is not covered under the plan.