



BELD's Customer ProtectionPlus is an optional plan for residential customers that covers service calls for repair to inside wiring. Inside wiring includes the cable, data and phone lines used to provide BELD services that run through the walls, conduits, crawl spaces, basement and attic of the customer's home (starting from the outside line entry point to individual phone jacks and coaxial outlets). Customer's not subscribing to ProtectionPlus will receive repairs to inside wiring only related to services BELD provides, and will be charged a service fee for the technician's visit.

ProtectionPlus is just \$4.99 a month for peace of mind. The service will pay for itself if you have only one service call per year. The cost is included on your monthly bill and can be canceled at any time. Call 781.348.BELD (2343) for immediate coverage!

Call today or sign up with your technician by filling in this form

Date: _____ Tech# _____

Name: _____

Address: _____

Account #: _____

Subscriber signature

Sign up now with our technician for this ProtectionPlus service plan and you will receive 50% off of this service appointment. Then all future ProtectionPlus plan service calls will be covered at no extra cost to you. You must be a subscriber to the protection plan for at least six months after the initial start date, otherwise you will be responsible for payment of all previous service appointments that were covered under the plan.

INTERNET **BELD**
ProtectionPlus



Join us



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781.348.BELD (2353)

150 Potter Road, Braintree, MA 02184

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ProtectionPlus

For a separate monthly charge, BELD offers a Protection Plus plan for residential customers who subscribe to our services. The program covers the BELD wiring inside a customer's home used to provide service.

The plan is optional and covers all inside wiring (as defined to the right) and related service calls pursuant to the plan's terms for as long as the customer subscribes to it. Without the plan, customers will be charged applicable service call fees for each technician visit.



What the plan covers

- Replacement or repair of inside wiring and fittings, jumpers and/or splitters
- Repair of pre-existing service or wiring issues with existing coaxial cable or phone outlets (including signal leakage)
- Replace or repair of existing coaxial or phone outlets
- Maintenance and replacement of BELD equipment due to an unintentional malfunction
- Maintenance of BELD equipment and network due to interference from hardware or software added by the customer
- Service upgrades and equipment pick up
- Verification of connectivity to BELD HomeNet WiFi—excluding customer device issues
- All trip charges



“I have never experienced the quick response and extremely professional service as I have from the BELD technical support team. Kudos to BELD.”

- Rachel B.

What's not covered

- Installation or relocation of outlets
- Voluntary equipment swaps
- Technician visit fee for battery-related issues
- Repair or connection of customer-owned equipment including TVs, DVD players, computer, peripherals, etc.
- Rewiring or damage to BELD equipment if destroyed by fire, flood, act of God, vandalism, negligence or willful damage
- Wiring in common walls such as apartments and condominium buildings
- Customer-installed ethernet (Cat5e) wiring used for home networking
- Other service issues not currently supported by BELD Policies and other issues not related to the network
- Truck roll for equipment pick up if account is disconnected due to non-payment

Protection Plus is effective the day you order it. Charges for the service and any other applicable terms or conditions may change at any time with at least 30 days prior notice. The monthly charge does not include franchise fees, taxes and other applicable fees. Other restrictions may apply. Protection Plus is subject to BELD's terms and conditions.



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