



8/5/20

Service Value Plan (SVP)?

For a separate monthly charge, UPSTREAM offers a Service Value Plan (SVP) for most residential customers who subscribe to UPSTREAM services. SVP is a protection program that prevents technician visit fees relating to the inside cable, data and telephone wiring in a customer's home that is used to provide the UPSTREAM services. SVP does not cover repair(s) to Customer Equipment, however, as a SVP customer, you will not pay for a service appointment if the Upstream technician discovers that the trouble is caused by your Customer Equipment. The Plan may not be available in all UPSTREAM service areas and is not available to commercial services customers. SVP is optional and covers certain inside wiring* (as defined below) related service calls, pursuant to the Plan's terms, for as long as a customer subscribes to the Plan and is not in a delinquent payment status or otherwise in breach of any applicable service term or condition for any of Customer's UPSTREAM services. You do not need to purchase the Service Value Plan to receive support for any issue affecting our outside plant or network, Upstream services or for any Equipment Rented to you by Upstream.

The Service Value Plan requires a 12-month commitment. If you cancel your Service Value Plan, you will not be able to add it back onto your account.

SERVICE VALUE PLAN TERMS AND CONDITIONS

The Service Value Plan covers charges related to service appointments by Upstream technicians:

1. For the diagnosis and repair of In-Home Wiring used with your Upstream TV, Upstream Internet, and Upstream Voice services.
2. For the diagnosis of issues relating to the connection between your Customer Equipment and Equipment Rented to you by Upstream.
3. For education about Upstream TV, Upstream Internet, and Upstream Voice services.
4. A service repair appointment (trouble call) fee otherwise chargeable when not subscribed to the Service Value Plan.

PLAN DOES NOT COVER

- Installations of new Internet outlets, TV outlets, or telephone jacks, or optional moves or reconfigurations of existing Internet, TV outlets or telephone jacks.
- Voluntary equipment swaps
- Equipment drop off and retrieval
- Missed appointment charges
- Deliberate or negligent damage to In-Home Wiring or Equipment Rented to you by Upstream
- Repair of Customer Equipment

"Demarcation Point" refers to a point beginning twelve (12) inches from where wiring enters your residence. Repair and maintenance of wiring outside the home, beyond the Demarcation Point, is the responsibility of Upstream except for where the wiring is owned by a third party, including, but not limited to, another video, telephone, or data service provider.

"Equipment Rented to you by Upstream" means any equipment that is provided to you by Upstream and is either included in your service package or separately charged (e.g., TV receiver box, modem, and wireless gateway). Jumper cables, cable connectors and splitters within your home are not considered equipment rented to you by Upstream; they are Customer Equipment, even if provided to you by Upstream.

"In-Home Wiring" means wiring you own or control from the Demarcation Point to the individual phone jacks, TV and Internet outlets in the home that work with your Upstream services, as well as all cable jumpers, cable connectors and splitters used for Upstream TV, Upstream Internet, and Upstream Voice services.

"Wall Fishing" refers to an installation technique that requires breaching the structure to repair or replace wiring that is behind sheet rock, brick, metal, cinder block, plaster, dry wall, or similar structural elements. In most areas, Upstream technicians do not perform Wall Fishing in connection with the repair of In-Home Wiring and Upstream cannot do that work. You would perform the Wall Fishing yourself or arrange for an outside contractor to do so. Upstream would not bill you for that work, and it would not be covered by the Service Value Plan.

"Customer Equipment" means equipment or components owned or provided by you including, but not limited to, TVs; third party set top boxes; modems; wireless gateways; streaming devices or media players; computers; home audio equipment; faxing equipment, scanners or printers; and telephones.