

TIMEguard: covers cable and high speed Internet service calls.

TIMEguard Plus: includes Digital Phone service calls.

What is covered by TIMEguard & TIMEguard PLUS

- Bright House Networks technicians will make service calls to your home at no charge.
- Bright House Networks will educate and inform you as to the proper operation of all cable equipment issued to you by Bright House Networks.
- Bright House Networks will repair underground or aerial cable accidentally damaged by you, the resident or homeowner, as a result of gardening or construction on your property (does not include work done by contractors hired by you).

What is not covered by TIMEguard or TIMEguard PLUS

- Repairs to any customer equipment such as TVs, VCRs, telephones, house amplifiers or A/B switches, computer or computer-related equipment.
- Installation charges for initial cable, high speed Internet or Digital Phone connection.
- Charges for inside-wall outlet wiring or extra charges for locating/relocating cable or phone outlets to interior walls.

DISCLAIMER OF WARRANTIES: TIMEguard and TIMEguard Plus Service Protection and the provisions herein contain no express or implied warranties, and there are no warranties of any kind, express or implied, beyond those representations specifically set forth herein. Not available to bulk or commercial accounts. Other rules, regulations and restrictions may apply.

TIMEguard and TIMEguard Plus CUSTOMER AGREEMENT

1. Bright House Networks shall perform routine adjustment of customer owned reception devices, such as television sets or VCRs. Bright House Networks will, to the best of our ability, educate the customer on operation of cable equipment.
2. Bright House Networks shall repair external and internal wiring installed by Bright House Networks or Bright House Networks contractors which has been damaged. All external wiring to the wall box or ground box will be covered provided the homeowner has not modified the original installation.
3. If the customer cancels TIMEguard or TIMEguard Plus, there is a two-week waiting period after the customer re-subscribes to the plan before it will become effective.
4. The terms and conditions of TIMEguard and TIMEguard Plus are set within applicable law at the sole discretion of Bright House Networks and shall be modified at the sole discretion of Bright House Networks.
5. Bright House Networks shall not have any responsibilities for operation, maintenance, lightning damage or repairs for customer owned reception devices or equipment including but not limited to telephones, television sets, VCRs, audio receivers, house amplifiers or A/B switches.
6. Bright House Networks reserves the right to limit visits to four times per year.
7. Bright House Networks will add applicable sales, use and other taxes, assessments, and charges and itemize this for the customer on the monthly bill.
8. Subject to any applicable laws or rules, Bright House Networks may stop offering TIMEguard or TIMEguard Plus. If the change affects the Bright House Networks customer, Bright House Networks will provide proper notice. Any change in these terms or conditions must be in writing. As with any optional service Bright House Networks provides, if customers do not wish to receive this plan under the revised charges, terms or conditions, they may simply cancel their subscription at any time upon notice to Bright House Networks.
9. Customers may cancel the plan at any time by contacting Bright House Networks. Using or paying for the plan, the customer agrees to the terms and conditions set forth herein. Bright House Networks will not be liable for any delay or failure to perform our obligations if such delay or non performance arises in connection with any acts of God, fires, floods, strikes or other labor disputes, unusually severe weather, acts of any governmental body or any other cause beyond our reasonable control.

YES, sign me up!

- For TIMEguard. I understand I will be billed \$2⁷⁹ each month.
- For TIMEguard Plus. I understand I will be billed \$4⁹⁹ each month.

Name _____

Address _____

City _____ State _____ Zip _____

Account _____ Authorized Signature _____

Phone (_____) _____ - _____

OFFICE USE _____



Some restrictions may apply. Plus applicable tax and fees. 2101 0405