



## Service Protection Plan One Year Agreement

### Service Protection Plan \$8.95 Per Month

Service Protection Plan is designed to assure you that your DirectLink service will be restored in a quick and efficient manner in the event a problem occurs. If the problem is determined to be caused by the indoor unit (the Power Pack) or the outdoor unit (the radio/antenna) and cannot be fixed over the phone, DirectLink will send a qualified technician directly to your location on a priority status. Your coverage begins 30 days from activation and will continue for a minimum of one year and then on a month-to-month basis until canceled by you or terminated by DirectLink.

The DirectLink Service Plan is offered pursuant to the terms and conditions set for herein. Any person who enrolls in this Plan shall be referred to herein as "You" The Plan include coverage for a single subscription. The Plan is extended only to the original customer who enrolled in the Plan and is non-transferable.

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### What is covered?

The Plan covers the required steps necessary to restore your DIRECTLINK service. These steps include, but are not limited to, phone support and onsite support including repointing of the antenna system or replacement of DIRECTLINK equipment that are commissioned on your DIRECTLINK account, and that were professionally installed at your location by a DirectLink Employee.

1. Loss of service due to issues with DIRECTLINK equipment or DIRECTLINK provided cabling only.
2. Loss of service that can be corrected with antenna repointing or alteration using the existing mounting configuration.
3. Pre-existing service issues on covered Service Plan.
4. The cost of all parts supplied by DirectLink required to restore service

### The Plan does not cover:

1. Damage to the antenna caused by conditions other than normal use, that is beyond DIRECTLINK's normal control, such as: fire, falling or flying objects, vandalism, theft, terrorism/war, riot.
2. Installation workmanship or repointing of the antenna, if the work was not performed by a DIRECTLINK authorized technician.
3. Exterior or cosmetic items of the product, including, but not limited to, paint, finish, bezel, and cords.
4. Materials used for cosmetic purposes such as hiding exposed cabling or conduit.
5. Routers or any other electronic products, hardware or software including, without limitation, your computer, router, iPad, iPhone or equipment, security cameras; Devices related to your computer
6. Software upgrades.
7. Repair of a customer's personal network and devices.
8. Systems where the antenna is not mounted to a stable, fixed-position permanent structure.
9. Components or wiring related to satellite television.
10. Damage reported after expiration of the Protection Service Coverage period.

### Customer Responsibility:

1. Repairs that fall outside of the Service Protection Plan are billable and due at time of service.

### Customer's Promises and Certainty's:

- In order to maintain this Plan in force, you promise and assure:
1. Full cooperation with DIRECTLINK customer service agents and authorized service provider during diagnosis of covered Service
  2. That an adult, age 18 or over, will be on site and empowered to make decisions regarding the service call
  3. That you will keep your billing account with DIRECTLINK in good standing
  4. To provide adequate access to your system during normal business hours (8 am to 5 pm local time)
  5. To provide a nonthreatening and safe environment for servicing, including but not limited to, the containment of aggressive animals
  6. To not mislead, defraud, or make any misrepresentation to DIRECTLINK technicians
  7. To not falsify any related records
  8. To fully disclose all relevant information and fully cooperate with DIRECTLINK, its agents or service providers to troubleshoot the covered Service

**Cancellation:** you may cancel this Plan after the one-year commitment has been fulfilled.

This plan may not be cancelled by us except for fraud, material misrepresentation or non-payment of account by you.

\*There are no deductibles under this plan \*This Plan is not Transferable

Customer Signature \_\_\_\_\_ Purchase Plan Effective Date \_\_\_\_\_

**Thank you for signing up for the DirectLink LLC Protection Plan!**

