

MONITOR COOPERATIVE TELEPHONE COMPANY

Customer Maintenance Contract

In 1986 all inside wiring and telephones became the property of the customer. This means that all Customer Premises Equipment (telephones, jacks, and inside wiring) and the repair costs for these things are the customer's responsibility.

Monitor Cooperative Telephone Company has a Maintenance Contract you may purchase to help limit potential repair costs. When you subscribe to the maintenance contract, Monitor Cooperative Telephone Company will maintain your inside wiring and test your telephones for any problems. INTENTIONAL DAMAGE OR WIRING THAT DOES NOT MEET BASIC STANDARDS WILL NOT BE COVERED.

The charges for a regular service call by Monitor Cooperative Telephone Company are on a per call basis. The hourly charge is \$60.00 per hour with a minimum charge of \$30.00. Effective January 1, 1994, all calls for repair of Customer Premises Equipment will have a premises visit charge assessed. This charge will be \$25.00 PLUS one half hour labor (\$30.00), as stipulated by the Board of Directors.

Your decision to subscribe to Monitor Cooperative Telephone Company's inside wire and telephone fault determination plan costs \$.50 per month. After you subscribe, there is a 30 day waiting period to ensure your Customer Premises Equipment is working properly. If the Telephone Company did not install your inside wiring in your home or business, the wires will have to be inspected to ensure they meet all basic standards. Upgrading your current telephone system during the waiting period is not covered under the Maintenance Contract. Any wiring done after the Maintenance Contract is in place must be done by Monitor Cooperative Telephone Company representatives, or inspected by us to maintain quality standards. Replacement of telephones or telephone jacks is not covered in the contract.

To subscribe to Monitor Cooperative Telephone Company's optional Maintenance Contract program, simply fill out the form below and return it to the Telephone Company.

YES, I want to subscribe to Monitor Cooperative Telephone Company's optional Maintenance Contract program for \$.50 per month for each line covered. There will be a one time \$10.00 set up charge.

Name: _____

Address: _____

Telephone Number: _____

Authorized Signature: _____ Date: _____