

Fast, reliable service and protection you can count on.

Now there's protection for equipment purchased up to 24 months ago!

- ✓ **Affordable**
 - \$9.95 per system/per month
 - \$20.00 deductible charge per occurrence
- ✓ **Convenient**
 - Service provided by your Local WildBlue® Service provider
- ✓ **Comprehensive**
 - Covers WildBlue equipment less than two years old
- ✓ **Easy**
 - Monthly charge included on your WildBlue® statement
- ✓ **Enroll today!**
 - Call 888-792-7958
 - Send in your completed reply card

HOW TO FILE A CLAIM

After receiving repair authorization from your authorized WildBlue® service provider and service is completed and paid for by you, you will receive a work order bill from the service technician or your local WildBlue® service provider. You may then obtain a Claim Reimbursement Form on your local WildBlue® service provider's website: www.wcomco.net. Download and print the form, and send it by mail or facsimile, with supporting documents, to TAW, at the address shown on the Claim Reimbursement Form or at (828) 449-1247. Claims must be received by TAW within forty-five (45) days of the completion of service. Claims received after this deadline will not be processed. For any questions about the status of a claim, please contact TAW at 1-866-880-6019.

NATURE OF AGREEMENT

This Plan is in substantial compliance with the Federal Warranty Laws of 1975. No alterations to this Agreement are accepted without prior written approval of an officer of TAW.

LEGAL RIGHTS

This Plan gives you specific legal rights. You may also have other rights that may vary from state to state. This Agreement becomes binding when the Monthly Report of Covered Customers and proper payment is received and accepted by TAW. In the event NRTC fails to forward the Monthly Report of Covered Customers to TAW and/or fails to send proper remittance to TAW of enrollment by customer, TAW will have limited administrative duties and no liability whatsoever and the customer should contact their local WildBlue® service provider for service repair or refunds. If this Plan is properly registered by NRTC, the Purchaser should receive validation of this Agreement and the coverage herein within sixty (60) days following enrollment in the Plan.

STATE PROVISIONS

Any terms and conditions of this Agreement that are in conflict with the statutes of the state wherein it is issued are hereby amended to conform to those statutes.



Waldron Communication Company
115 South Main Street
P.O. Box 197
Waldron, MI 49288
www.wcomco.net

Parts & Labor Service Plan

A sound alternative to costly repairs



Plan administered by:

Television and Appliance Warranty, Inc. (TAW)
Eastway Plaza
1899 Tate Boulevard, SE - Suite 2110
Hickory, NC 28602
1-866-880-6019

Effective Date: 91 Days after the Enrollment Date for existing NRTC WildBlue® consumers or 91 days after the Installation Date for new NRTC WildBlue® consumers.

Coverage is continuous from the effective date, provided proper payment is made, until cancelled by the consumer, WildBlue® Service Provider, NRTC or the Administrator (Coverage Period)

EQUIPMENT COVERED

The following WildBlue® equipment is covered under this Plan:

- 1 Satellite Modem with Power Supply (SN: _____)
(MAC ID: _____)
- 1 TRIA (receiver and feed assembly) (SN: _____)
- 1 Dish Antenna

INTENT

This service contract plan ("Plan") is between the Administrator, Television and Appliance Warranty, Inc. (TAW), and You, the Plan owner listed above. The intent of this Plan is to provide coverage for repair of your Covered Equipment for the term of this Plan, should it fail to operate, under normal use, in the manner for which it was designed due to covered defects in materials or workmanship. This Plan provides coverage for each piece of equipment recorded above and becomes effective on the date above and expires when cancelled by either the customer, NRTC, the local WildBlue® service provider or TAW. This Plan does not provide for normal maintenance, routine cleanings, tune-ups, check-ups, storage or repairs to correct normal gradual reduction of operating performance. Any liability of TAW to the authorized local WildBlue® service provider (Service Dealer) is pursuant to a separate agreement between them.

COVERAGE PROVIDED

Should the Covered Equipment prove defective in material or workmanship while coverage is in effect, TAW will reimburse you for covered repairs of any such defects in the Covered Equipment, or at TAW's option, cause the Covered Equipment to be replaced with equipment of like age, kind, and quality. Replacement parts may be either new or remanufactured and will be obtained on the least expensive exchange basis possible. Replaced parts become the property of TAW and will be returned to TAW or the Service Dealer, upon request, subject to applicable state law. One-way shipping will be reimbursed at a maximum of the equivalent of standard UPS ground. This Plan provides coverage for operating parts plus a flat labor rate charge of seventy-five dollars (\$75.00) for service calls within fifty (50) miles from the Service Dealer location and the equipment location or a flat rate labor charge of one hundred and twenty dollars (\$120.00) for service calls over fifty (50) miles from the Service Dealer location and the equipment location, when necessary to do on-site repair of Covered Equipment that has failed during normal operation under the conditions for which it was designed. Any payments under this Plan are subject to parts availability and will be made only for reasonable cost authorized by TAW. NOTE: Purchaser must maintain the equipment in accordance with the manufacturer's maintenance requirements and be subject to proof of same if required by TAW.

SHOULD YOU ENCOUNTER A COVERED EQUIPMENT FAILURE, the following claims procedure must be followed: During the "Coverage Period" and immediately upon encountering a malfunction, you must contact your local WildBlue® service provider and describe the nature of the problem. You must retain the original proof of Covered Equipment purchase and routine maintenance records since they may be required before servicing is permitted. The Service Dealer will assist in arranging a service call, if required. You must authorize repair of the Covered Equipment to determine the cause of failure. If the Plan does not cover the failure, you must pay the cost of the repair. If this Plan covers the failure, TAW will reimburse you for the covered repair less a \$20.00 deductible charge. NOTE: If, during the "Coverage Period", the Covered Equipment requires servicing and any portion of the original equipment warranty remains in effect, you may be directed to have the Covered Equipment serviced under the original equipment warranty. TAW will reimburse costs covered under this Plan that are not covered by manufacturer, insurance or any other service contract or warranty. IMPORTANT: Unauthorized repairs will void this Plan. Allow only those repairs which have been authorized by the Service Dealer or TAW, or the cost of the same will be your responsibility. Once the repair is complete, you may send the Claim Reimbursement Form and work order to TAW for processing by mail or facsimile to (828) 449-1247.

DEDUCTIBLE CHARGE

A per occurrence deductible charge of twenty dollars (\$20.00) will apply. This charge will be deducted by TAW from the total claim amount for that occurrence. The Plan does not reimburse deductible charges.

IN-HOME OR ON-SITE SERVICE CALLS

TAW will reimburse reasonable and necessary expenses for on-site service at the approved flat rates, as part of a valid claim, for any failed Covered Equipment that qualifies for in-home or on-site service as defined by TAW. Plug and Play components do not qualify for in-home or on-site service. Plug and Play components are those components that the customer agrees can be replaced by the customer and do not require an on-site service call. IMPORTANT: The Purchaser assumes all liability for payment of service calls on non-covered failures of Covered Equipments. Repair service and/or service calls will be made during normal working hours of the Service Dealer or authorized service facility.

RIGHT OF REMOVAL

In the event of any dispute between TAW and the repair facility or dissatisfaction with any facility's method or quality of repair or non-compliance with reasonable, accredited labor rates, time or fair parts pricing, TAW shall have the right, with the consent of the Purchaser, to take possession and remove the Covered Equipment to a repair facility of TAW's choice. Disposal of any item, in the event of replacement, will be at the TAW's discretion.

EXCLUSIONS

This Plan will not pay for repairs covered by manufacturers recall or service modification bulletins or any other coverage in effect at the time of failure. Neither TAW, NRTC, the issuing dealer nor their agents will be responsible for service calls, labor, parts, repairs or replacement of the Covered Equipment failure due to the following conditions or circumstances included but not limited to: Acts of nature (fire, ice, flood, windstorm, hail, lightning, earthquake, etc.), civil disorders, riot, nuclear accidents, conditions caused by customer negligence, battery leakage, misuse or abuse, whether willful or accidental,

malicious mischief, vandalism, theft, general environmental conditions including, but not limited to dirty conditions, sand salt, liquids, humidity, rust, corrosion, animal/insect damage, geological conditions or over-rated capabilities.

This Plan does not cover power cords, cables, connectors, remotes, adapters or any other component not listed above. Adjustment of customer controls, programming, problems due to signal strength or quality, electronic counter-measures by satellite programmers, pre-existing conditions and any problems not covered by original equipment warranty are excluded. Damage to Covered Equipment caused by parts or equipment not covered by this Plan or by loss of power or power surges and fluctuations, cosmetic defects or damage, including, but not limited to, internal disposable items such as batteries, LED's, etc., cabinetry and cabinet parts, doors, hinges, knobs, handles, remote controls and attachments. Also excluded are faulty connections, faulty installation, water damage or other damage due to failure of weatherproof connections. Also excluded are installation aides, mileage, overtime rates and routine maintenance. Unauthorized modifications or alterations and/or improper installation or use voids this Plan. The Purchaser is responsible for items excluded, diagnostic charges, charges for labor exceeding the approved flat rates or overtime and all costs associated with customer education calls or service calls where no problem is found. Coverage is not available for equipment used in commercial applications.

GENERAL PROVISIONS

1. TAW'S RIGHT TO RECOVER PAYMENT: If TAW makes any payment under this Service Contract, TAW then is entitled to the Plan owner's rights to claim against anyone else that may have liability for your equipment's failure. The Plan owner shall execute and deliver instruments and papers and do whatever is necessary to accrue such rights. The Plan owner shall do nothing to prejudice such rights.
2. SERVICE CONTRACT: This is a service contract. It is not a policy of insurance. If TAW fails to pay any valid claim under this Plan within sixty (60) days after it is reported to the TAW, Purchaser may make direct claim against Insurer, Dealers Assurance Company, 3518 Riverside Drive, Columbus, Ohio 43221-0185.
3. This Plan terminates for nonpayment by the customer to their WildBlue® equipment retailer or when cancelled by either the customer or the local WildBlue® service provider, NRTC or TAW.

LIMIT OF LIABILITY

A repair amount shall not exceed the current fair market value of the Covered Equipment at time of failure. TAW's liability is limited to the actual cost of repair or replacement (at TAW's option) of the Covered Equipment or any defective part. The liability of TAW shall be the lesser of the cost of the authorized repairs or replacement of the Covered Equipment at the current fair market value. Under no circumstances shall TAW, NRTC, the local WildBlue® service provider or their agents be liable for any kind of loss or damage to person or property either direct, consequential, or incidental, arising from the use of, or the inability to use, or from the repair or replacement of the Covered Equipment, to the extent such may be disclaimed by law. This service contract reimburses the Covered Equipment owner for repair expenses only. The Purchaser's repair service provider is neither an employee of, nor contractor or sub contractor of, or affiliated in any way with TAW. Neither NRTC nor TAW has any control of or responsibility for the actions of any service provider used by the Covered Equipment owner. Should repair parts become unavailable during the coverage period of this Plan, TAW shall be excused from performance hereunder and the Plan will become void.

Parts & Labor Service Plan Application

Name _____

Address _____

City _____

State _____ ZIP Code _____

Phone _____

E-mail _____

Enrollment Date _____

Plan Number _____

Account Number _____

Modem Serial Number _____

Modem Mac ID Number _____

TRIA Serial Number _____

I understand and agree to the terms and conditions stated hereunder

X _____

(Consumer Signature)



Please detach this portion of the Parts and Labor Service Plan and mail it to

**P.O. Box 197
115 South Main Street
Waldron, MI 49288**

or for immediate enrollment, please call us today at:

888-792-7958