

Basic Guardian Protection Plans

General Description & Terms

ITS offers two inside wiring maintenance plans; the Basic Guardian protection plan, and Basic Guardian – Extended protection plan.

Both Basic Guardian plans offer an inside wire maintenance service that protects your business against charges resulting from unexpected inside phone wire and jack repair. The ITS Basic Guardian protection plan offers reliable protection for a low monthly charge per business line. Coverage includes diagnosis and repair (including labor and parts) of the inside telephone wiring and jacks that provide your ITS dial-tone service. If a technician finds the cause of a problem to be the inside wiring or phone jacks, the technician will make the necessary repairs at no additional cost.

Basic Guardian covers technicians dispatched for work as required Monday – Friday, between 8:00 a.m. and 5:00 p.m.

Basic Guardian - Extended extends that service with technicians being dispatched for work as required Monday through Saturday, between 6:00 a.m. and 7:00 p.m.

Limitations of Coverage

Plan subscription and services only available where standard wiring exists. Customers may subscribe to Basic Guardian Plans only at the time their inside wire is in working condition and meets standard wiring requirements.

Basic Guardian protection is an optional inside wire maintenance protection plan that helps protect your business from unexpected telephone inside wire and jack repair charges. For one low monthly charge, you are protected from repair bills, no matter how costly. Basic Guardian plans must be purchased for all lines you have with ITS. Basic Guardian protection plans apply to existing inside wire and/or jack(s) within customer premises. It does not cover replacing inside wire and/or jack installation.

The ITS Basic Guardian protection plans are designed to provide technical expertise for diagnostics, repair and coordination to correct service-affecting conditions on our clients' premises. The Basic Guardian protection plans are focused on assisting clients in resolving repair problems on client-owned facilities associated with their inside telephone wiring.

You do not need to purchase a Basic Guardian protection in order to obtain basic telephone service from ITS. You can add a Basic Guardian protection plan to your service at any time as long as your wiring is in working condition and meets standard wiring requirements.

Additional Information on ITS Basic Guardian Protection Plans

Basic Guardian protection does not include the repair or replacement of telephone sets, voice and data cabling supporting the phone system extensions, the data network or other telephone equipment at your premises.

If you do not have a maintenance plan, you may make your own repairs, hire someone else to complete the repairs, or hire ITS (labor and materials charges will apply for each service call).



Exclusions and Restrictions for Basic Guardian Protection Plans

Basic Guardian protection plans do not cover:

- Repair of key telephone systems, multi-line telephone equipment, private branch exchange (PBX) systems, channel services, coin-operated telephone services and other devices, such as computer modems and answering machines, connected to the inside wire and jacks
- Inside wire and jack coverage for marine activity, recreational vehicles (RVs) and construction trailers, or other temporary or moveable structures
- Damage due to fire or acts of God like, floods, earthquake, tornado, etc., other than lightning (consult your insurance carrier for potential coverage of damages of this nature).
- Pre-existing conditions or repair of damage due to malicious activity, vandalism, riot, or civil disturbance (consult your insurance carrier for potential coverage of damages of this nature).
- Non-standard wire, wire larger than 25-pair and jacks that do not comply with Part 68 of FCC rules and/or ITS' technical standards

The Difference Between Inside and Outside Wiring

Telephone lines connect to a Network Interface Device on your property. This interface is often located on the outside wall of your office, and electrical/utility room, or another building on the property. From this interface connection point telephone lines extend into your building to the jacks where you plug in your phones or phone system if there is one. This wire — from the Network Interface Device to the jacks — is called inside wire.

While Verizon and/or AT&T (also known as The Carriers) are responsible for the actual outside infrastructure of the phone lines that your inside wiring connects to, also known as the Rate Demarcation Point (RDP) or Minimum Point of Entry (MPOE) -- the point at which the carriers regulated network ends and the customer's deregulated premises equipment (including inside wire) responsibility begins.

The Carriers are responsible for repair of the network up to the RDP/MPOE.

You are responsible for any repair and maintenance for inside wiring. If you subscribe to one for the ITS Basic Guardian protection plans, your repair costs for inside wiring will be covered.

Responsibility for Wiring Problems in Rental Properties

If you rent your office space, you should be aware that landlords may be responsible for repairs and maintenance for inside telephone wire. Check with your landlord or property manager to determine who is responsible for inside wire maintenance and repair.

Limitations of Remedies and Liabilities

ITS' liability to the customer for damages, regardless of the form of action, shall not exceed the lesser of: a) actual damages which are proven, or b) two years' charges for the Basic Guardian protection plan. ITS shall not be liable in any way for delay, failure in performance, loss or damage due to any cause beyond its reasonable control. ITS SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF PROFITS, AND LOSS DAMAGE OR EXPENSE DIRECTLY ARISING FROM THE CUSTOMER'S USE OF OR INABILITY TO USE THE INSTALLED OR REPAIRED PREMISE WIRING, EITHER SEPARATELY OR IN COMBINATION WITH OTHER EQUIPMENT.

For Basic Guardian protection plan pricing, please contact us at 1-800-876-4ITS (4487) or 805-520-7020.