

Customer Assurance Plans

Some problems that develop with your phone, video and internet services are our responsibility, and some are yours.

Wiring and equipment outside the home are the responsibility of McDonough Telephone and will be repaired at no cost to you unless you're found to be at fault for the damage (i.e. cut drop or cable).

Wiring and equipment inside the home – with the exception of certain equipment which MDTC owns (such as set top boxes and routers) – are your responsibility. When there is trouble with your inside wiring and jacks, the minimum charge for an MDTC technician to come to your home to repair the problem is \$95.00 during business hours and \$145.00 after hours. Choosing one of our two Customer Assurance Plans means choosing peace of mind for an economical monthly fee.



Basic Customer Assurance Plan **\$2.50/month per physical address - [all services covered](#)**

- Premise and hourly charges waived for repairs of inside wire and jack to phone, TV and internet during business hours (Monday-Friday, 8 am-5 pm, excluding holidays).
- Customer responsible for materials

Elite Customer Assurance Plan **\$9.50/month per physical address – [all services covered](#)**

- Includes Basic Customer Assurance Plan coverage
- Covers 8 am-10 pm non-business hours repairs, including weekends and holidays
- Allows for 2 'free trips' per calendar year for troubles **not** caused by inside wiring or jacks (e.g. equipment unplugged, bad batteries, reprogram remote, set up wireless router, etc.)
- Free Voice Mail on one line (regularly \$3/month)
- 15% discount on certain customer owned equipment purchases and eligibility for various specials and drawings throughout the year

Term length of both plans is one year; in case of early termination, customer is still responsible for 12 months billing. Call our office for more details.