

Exede Protection Plan

If you haven't already done so, call our Sales Department at 866-567-1919 to sign up for the Protection Plan and save yourself money and worry!

To Obtain Service:

Important! Do not attempt to perform unauthorized repairs on your equipment. Attempts to fix or repair your equipment by anyone other than an authorized Northland Connect representative will void this agreement.

If you have a problem with your Exede service you must first call the Customer Care Center at 1-888-817-8962. This service is available 24/7 to answer your technical questions. The customer service representatives will help you assess if the problem is service or equipment related. If they determine it may be equipment related they will refer you to our Sales and Service/Protection Plan Service Department at 866-567-1919. It is important that you first call the Customer Care Center to perform an initial analysis.

The Protection Plan Service Department may ask you to perform additional simple diagnostic tests over the phone. If it is determined that the problem is equipment related and is covered by the terms and conditions of this Plan the representative will determine if an exchange of modems via USPS or other carriers is needed or if a certified installer needs to be dispatched. If a new modem is shipped to you our service representatives will walk you through the replacement process.

What is covered:

Your Northland Connect Protection Plan covers the following:

1. This Plan covers parts and labor resulting from a mechanical or electrical failure of the Northland Connect/ViaSat equipment. Failure includes defects in workmanship and materials and power surge coverage not covered by other warranty programs, service plans or insurance companies. Realignment of the ODU (outdoor unit) and cabling after a successful initial installation is also covered with the exception of realignment due to tree growth.
2. Product replacement and repairs will be to manufacturer's written specifications. At our option we will repair or replace a defective ODU or modem with a new or refurbished unit with comparable features by utilizing shipping and services at our expense. We will also pay returning shipping costs of the defective part. If the part is not returned charges for the unreturned unit will apply.
3. AVG Anti-Virus. This software will be installed during your initial installation. You are responsible, as covered in the customer contract, to periodically perform required downloadable updates.

What is not covered:

1. Intentional or unintentional acts by you or any third party including accidents or abuse, introduction of foreign objects, unauthorized repairs or attempts at repair, failure to follow manufacturer's directions or usage not in accordance with product instructions.
2. Fire, collision, theft or vandalism and acts of God like lightening and straight line winds. These occurrences are normally covered by your household insurance.
3. Failure to receive service due to service failure not related to the equipment. This is usually, but not limited to, computer related issues such as virus, spyware or malware.
4. Damage not reported prior to the cancellation period (one month from last billing) of this Protection Plan.
5. Realignment due to reroofing.

Costs:

If you are leasing your equipment from Northland Connect Your Protection Plan is part of your Lease Rental plan and has a maximum service call cost of \$29.95 following your initial warranty period of 90 days labor and one year equipment . If, however, the service call address issues that are not related to the Exede Service or ViaSat, such as router or computer viruses you will be charged the regular service call rate.

If you chose to buy your equipment the cost of adding the Protection Plan is \$5.95 per month. The Protection Plan has a maximum service call cost of \$29.95. If the service call address issues that are no related to the Exede Service or ViaSat equipment, such as router or computer viruses you will be charged the regular service call rate. If you choose not to purchase the recommend Protection Plan you will be liable for all repairs and equipment costs following the initial warranty period of 90 days labor and one year equipment.

Billing:

You will be billed monthly for your Northland Connect Protection Plan. The Plan will appear on your credit card statement or as a electronic fund transfer on your checking account (EFT). The Plan will be in force as long as you continue to authorize us to draw your monthly payments and your Exede service is active. You are billed one (1) month forward for your service. Should you decide to cancel the Protection Plan your coverage will end thirty (30) days from your last billing date. You will be notified in advance.