

WildBlue 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 WildBlue 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 WildBlue 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, fire, collision, theft or vandalism and acts of God like lightning and straight line winds.
2. Failure to receive service due to service failure not related to the equipment.
3. Damage not reported prior to the cancellation period (one month from last billing) of this Protection Plan.
4. Realignment due to reroofing.

Costs:

At the time of your initial installation you were offered the ability to add our Protection Plan for \$4.95 per month. The new revised Protection Plan offered at initial install only, includes the maximum cost of a service call at \$24.95. If you signed up for the offer at install, no worries, you are covered!

If you didn't sign up for the Protection Plan at initial install, you can still add the annual plan now for \$5.95 per month, with a 30 day waiting period for the Protection Plan to become active. This plan also includes a deductible charge of \$29.95 per service call.

Without the Protection Plan, you are unprotected for parts after the one year warranty expires and labor charges after 90 day labor warranty expires. Labor charges are currently billed at the rate of \$99 (includes trip fee and first half hour of service) and \$60 each additional hour thereafter, parts are additional. You can avoid these costly service calls by purchasing the Protection Plan for only \$5.95 per month. Then, your cost for a service call is only \$29.95 per incident, rather than a minimum of \$99.

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 WildBlue 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.

Terms of Coverage/Price:

Coverage commences on the Plan effective date which shall be one (1) calendar month from the date of purchase of the Protection Plan. You will not be charged for the one (1) calendar month period that precedes the Plan effective date. The term of this plan runs for one (1) year from the Plan effective date noted below and is renewed automatically for additional one (1) year periods. (The Effective Period) The Plan's Purchase Price is paid in equal monthly installments payments. If your monthly Plan Purchase Price is subject to change during the term of the Plan you will be notified in advance.

Cancellation:

You may cancel this Plan at any anniversary date of the Plan at no charge by contacting the Northland Connect Billing Center at 1-866-567-1919, on our website at Northlc.com (Contact Us) or providing written notice to Northland Connect at:

Northland Connect

Attn: Billing Department

PO Box 39

Braham, MN 55006

You will receive a refund equal to a pro rata portion of the paid Plan Purchase Price less any claims which have been paid depending on the timing of your cancellation.