

Inside Wire Maintenance Terms and Conditions:

As a Lumos customer, you are responsible for maintaining that part of your telephone, data and TV lines between the network interface point (which is usually a box attached to your house) up to and including the telephone set, set top box, and router/modem. To help you maintain the wiring and jacks inside your residence, Lumos Networks offers an optional Inside Wire Maintenance Plan subject to the following terms:

1. By using Lumos Networks service, Customers agree to be bound to the Terms and Conditions contained herein, as well as the set forth under the Terms and Conditions located at <https://www.lumosnetworks.com/support/terms>
2. These Terms and Conditions supersede all previous representations, agreements, or understandings between the parties and, together with those set forth at <https://www.lumosnetworks.com/support/terms>, shall be the prevailing terms of this agreement for Wire Maintenance Plan Service rendered by Lumos Networks to you.
3. Under this Plan, Lumos Networks will repair service problems which may arise in the wiring and jacks inside your home. If the problem is in the line between the network interface and the jacks, or in the jacks themselves, Lumos Networks will make needed repairs. If the problem is caused by defect in the cord from the jack to your equipment (e.g., telephone, fax machine, answering machines, router, TV, set top box, modem, etc.) or the equipment that is attached to your line, Lumos Networks will advise you of the source of the problem. Lumos Networks does not repair such defective phone cords, phones, or other equipment. You agree to pay monthly charges for this Inside Wire Maintenance Plan and there is no additional charge for repairing problems in the wiring or jacks inside your home.
4. This Plan does not cover (1) problems caused by willful damage to inside wire or jacks; (2) animal damage, physical abuse or damage caused by Acts of God (such as fire, windstorm, flood, hurricane, or other similar acts); (3) service problems in your inside wire or jacks that obviously existed at the time you subscribed to the Plan; (4) inside wire or jacks that do not meet industry standards for telecommunication or the National Electric Code Material Standards; (5) repair of third party damage, such as home improvements and construction damage; and (6) any repair to and/or maintenance of your inside wiring or jacks that after reasonable effort Lumos Networks determines that repair and/or maintenance cannot be performed in a safe manner due to the presence of asbestos or other environmentally hazardous substance, or due to the existence of an unsafe condition; (7) any repairs in Multi-Dwelling Units or Apartments.
5. The Plan will cover the repair of breaks to nonstandard wire, but only to restore the wire to operating condition. The Plan does not cover replacement of nonstandard wire.
6. If you rent your home, you should be aware that residential landlords may be responsible for repairs and maintenance of inside wiring. Check with your landlord or your lease to determine who is responsible for inside wire maintenance and repair. Any repair on rented homes, must have approval by landlord before repairs are started.
7. When existing subscribers request coverage under the Plan, the Plan will not become effective until 30 days after the date the Plan is ordered. This Plan is provided on a month-to-month basis and can be

cancelled by either party giving oral or written notice to the other.

8. If you have a key telephone system, a Private Branch Exchange (PBX), or other non-basic telephone system, you are not eligible for this Plan.

9. Rates, terms or conditions of this optional Inside Wire Maintenance Plan may be changed on 30-days notice. This notice, which may be provided on your monthly billing or inserted in the billing envelope, or otherwise, shall include the revised rate, Terms and Conditions and the effective date of change. You may cancel this Plan by calling Lumos Networks customer service.

10. All Lumos Networks services are sold subject to the Terms and Conditions contained in applicable tariffs, price list and/or contracts, as well as in the Terms and Conditions and documents referenced at <https://www.lumosnetworks.com/support/terms>. Any inconsistency between this information and such tariffs, price list and/or contracts, or the Lumos Networks Terms and Conditions and documents referenced therein, will be resolved in favor for such tariffs, price list and/or contracts, Terms and Conditions or referenced documents.

11. Customer represents that he/she is an individual over the age of eighteen or is using Lumos Networks services under the supervision of an adult, and that Customer will not knowingly use Lumos Networks services to solicit or harm a person under the age of 18 in any manner.

12. Lumos Networks warrants for a period of 30 days for all repair work performed and products delivered under the Plan. Should any work performed hereunder fail to meet these standards and be reported to Lumos Networks within said 30-day period, Lumos Networks shall re-perform the nonconforming services, and/or repair at no additional charge. Such re-performance of work and/or repair shall constitute the entire liability of Lumos Networks and sole remedy of the Customer under this warranty, whether claim or remedy is sought in contract, tort (including negligence), strict liability, or otherwise. The foregoing warranties are exclusive and in lieu of all other warranties, whether written or implied; in fact or in law.

13. In no event shall Lumos Networks be liable to Customer or any person for any cost, damage or harm whatsoever arising from: (a) Customer's negligence or willful acts; (b) the attachment or use of any equipment or wiring by Customer which is used in conjunction with the Service; (c) the use of any facilities of other carriers by Lumos Networks in rendering its services; (d) errors or omissions associated with your email address, telephone number or listing information provided via directory assistance; (e) or any acts beyond the control of the Company including, but not limited to: (1) acts of God, riots, fire, flood or other catastrophe; or (2) any law, regulation, directive, order or request of any federal or state governmental authority or agency having jurisdiction over Lumos Networks or its services.

14. Customer agrees to indemnify and hold harmless Lumos Networks for any for any liability with respect to any and all claims and damages, of every kind (including specifically special, indirect, incidental, punitive, exemplary or consequential damages), arising from Customer's use of the Service. This indemnity of Lumos Networks also extends to: (a) any claims or damages arising out of or attributed, directly or indirectly, to service problems; (b) any claims or damages of the owner of your premises or equipment; (c) any other third party claims and damages; or (d) damages resulting from the unauthorized use of Customer's account by

third parties.

15. Any dispute arising out of or relating to the use of this service shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia, without regard to otherwise applicable choice of law principles.

16. Lumos Networks reserves the right, in its sole discretion, to modify this Plan from time to time, which modifications shall become effective as to Customer upon the posting thereof on Lumos Networks' website and Customer's use thereafter of any Lumos Networks equipment, systems, networks, or services.