



Communications, LLC

## Connect Assist

Connect Assist is available to all Totelcom **“flashpoint”** Broadband Internet customers. With Connect Assist you will avoid trip charges to your location and you will be provided technical assistance. Connect Assist does not cover any customer hardware.

### CONNECT ASSIST COVERS THE FOLLOWING TYPES OF TECHNICAL ASSISTANCE:

1) **Re-setting of ALL customer equipment.**

*(**ALL** customer equipment includes **ANY** customer’s electronic device connected to the LAN port on a modem. This may include, and is not limited to: Personal Computers, laptop computers, modems, routers-wired and wireless, switches, DVR’s, TV’s, gaming devices, and other network electronic equipment.)(Re-setting customer equipment is defined as powering on and off the electronic device **only**, and **NO** equipment reconfiguration is performed.)*

2) **Determining software problems as applied to Internet connectivity.**

3) **Testing and verifying Internet connection.**

*This may include sending and receiving email, and going to a website on the Internet.*

4) **FREE Service Call.**

*(Covers \$60 service call to your location.) (Connect Assist is protection from trip charges. It allows a Totelcom technician to make a service call to customer premise location. If the customer subscribes to Connect Assist, and asks a Totelcom technician to perform basic equipment configuration, such as to configure a router, install computer software, or other type of network support outside the normal internet service function as determined by a Totelcom technician, then \$1.00 per minute service fees will be applied. Totelcom is not liable for any changes that may occur after its technician leaves the service call location. Totelcom technicians will validate broadband internet service to the modem.)*

**The modem is the demarcation of the subscribed broadband internet service.**

[www.totelcom.net/pdf/connect\\_assist.pdf](http://www.totelcom.net/pdf/connect_assist.pdf)

**\$60 service call plus \$1.00 per minute service fees apply if customer does not subscribe to Connect Assist and requests trip to customer premise location for network configuration.**

*Wireless Internet customers must use a modem or radio receiver furnished by Totelcom. Wireless Internet customer trouble may be caused by outside interference, line of site obstructions, or other reasons beyond the customer’s control. However, if the trouble is in the Wireless Internet customer’s equipment, as defined below, and requires technical assistance, a Service Call of \$60 and \$1.00 per minute service fees will be applied. Network Care is an optional service for Wireless Internet customers.*

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