WARRANTY PLUS PROTECTION PROGRAM

Muscatine Power & Water (MP&W) strives to carry on the tradition of satisfying our customers’ communications needs. That’s why we offer wireless Internet service to customers who are unable to receive our traditional broadband/cable Internet service. Customers are responsible for the normal care and upkeep of the equipment rented from MP&W and are required to pay the replacement cost if equipment is damaged by power surges, lighting, etc. The cost to replace damaged wireless equipment can run as high as $500.00!

Warranty Plus protection Program has you covered!
For a low monthly fee of $9.99, customers can enroll in the Warranty Plus Protection Program and know that MP&W will take care of wireless equipment damaged by power surges, weather, acts of God, and/or equipment defect.

What’s covered:
• MP&W technicians will identify service problems with your wireless system at no charge.
• Repair and replacement of the Wireless equipment, if damaged by power surges, weather, acts of God, and/or defective equipment.

What’s NOT covered:
• Damage to the Wireless equipment due to willful or negligent acts.
• Customer-owned equipment such as computers, printers, game systems, TVs, DVRs, or surround-sound systems.
• Wireless equipment installed by anyone other than MP&W.
• Electrical, coaxial, phone wiring and/or outlets.

Other terms & conditions: MP&W has the right to limit the number of visits to a customer’s home to two visits per year. The terms and conditions of the Warranty Plus program are set within applicable law at the sole discretion of MP&W. Subject to any applicable laws or rules, MP&W may stop offering the Warranty Plus program at any time. Any change in these terms or conditions shall be in writing. If the change affects the customer, MP&W shall provide 30 days’ notice. As with any optional service MP&W provides, if customers do not wish to receive this Warranty Plus program under the revised changes, terms or conditions, they may cancel their service at anytime upon notice to MP&W. Special offers may carry cancellation charges. By using or paying for the Warranty Plus program, the customer agrees to the terms and conditions set forth herein, the MP&W Wireless Internet Service Agreement and the supplemental conditions provided in the MP&W Customer Service Rules. MP&W will not be liable for any delay or failure to perform our obligations if such delay or non-performance arises in connection with any acts of God, fires, floods, strikes or other labor disputes, unusually severe weather, acts of any governmental body, or other cause beyond our reasonable control. There are no explicit or implied warranties of merchantability or warranties of fitness for a specific purpose offered with the Warranty Plus program. MP&W’s liability for defective materials or workmanship is limited to repair or replacement of defective material and/or corrective service visit.

• With the launch of the revised WiMAX program MP&W will charge to service wireless equipment not caused by normal wear and/or equipment defects.
• Equipment damage due to lighting and power surges are the responsibility of the customer.
• Normal service rates will apply.
• POE’s
  o If using grounded outlet: replace at no cost.
  o If not using grounded outlet: charge normal service rate plus cost of POE.
• Customer subscribing to the Warranty Plus Program will be covered based on the terms and conditions outlined above, including the waiving of normal service rates.
• Charges will be explained by CSR at the time of order, determined on site by the technician and managed by the immediate supervisor.