



Egyptian Protection Plan

(Wireless SpeedNet Equipment)

This document sets forth your rights and obligations concerning Egyptian Internet Services, Inc.'s ("Egyptian's") Protection Plan for Wireless SpeedNet Equipment (the "Plan"). You may be required to produce this document in order to obtain service without additional charge.

To Obtain Plan Service:

Upon experiencing any problems with your Egyptian SpeedNet Wireless Service (the "Service") during the Effective Period (defined below), immediately contact Egyptian via our web site (www.egyptian.net) or by telephone (888.774.1638). ***Do not attempt to perform repairs on your equipment prior to assessment of the problem by an Egyptian authorized representative. Any repairs, or work of any kind other than standard recommended end user maintenance, on your equipment by anyone other than an Egyptian authorized representative will void any and all of Egyptian's obligations under the Plan.***

What is covered:

The Plan covers the costs of parts and labor resulting from a failure of your Service caused by defects in workmanship performed by an Egyptian authorized representative and/or materials and equipment provided by Egyptian that is not covered by any other warranty, service plan or insurance policy. Egyptian workmanship covered includes alignment of outdoor receivers and cabling unless realignment after a successful initial alignment and installation is necessitated by the growth of trees and/or other vegetation, and/or interference by any other objects or actions not related to your Service.

At its option Egyptian will repair defective equipment or replace it with comparable new or refurbished equipment. Egyptian will pay shipping costs to return defective equipment as directed by Egyptian. However, if you fail to return the defective equipment as directed, you will be charged and you agree to pay the charge for the unreturned equipment.

What is not covered:

The Plan does not cover: (1) incidental or consequential damages of any kind; (2) damage and/or defects resulting directly or indirectly from 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; (3) service failure not related to work performed by or equipment provided by Egyptian; (4) damage or defects that could have been avoided or mitigated by



Egyptian Protection Plan

reasonable actions by you; (5) your failure to follow any care or maintenance suggestions from Egyptian or any equipment manufacturer; (6) defects generally covered by the Plan, but that are not reported within thirty (30) days following cancellation of the Plan by either party; (7) pre-existing conditions or problems; (7) repairs and/or damages resulting from incomplete or unsuccessful installation; (8) repairs and/or damage resulting from your use of any equipment not provided by Egyptian.

Billing:

Egyptian will bill you in advance for a monthly recurring Plan charge. **The initial monthly recurring charge for the Plan shall be \$7.95.** Egyptian reserves the right to adjust the monthly recurring Plan charge. Should Egyptian increase the monthly recurring plan charge, you will be notified of the increased charge at least fifteen (15) days before the increased charge shall take effect.

Term:

Coverage commences on the Plan Effective Date, which shall be the first day of the first full calendar month following your enrollment in the Plan. The term of the Plan shall continue for one (1) year from the Plan Effective Date and shall automatically renew on an annual basis unless cancelled by either party. You will not be assessed any cancellation fees should you cancel the Plan not less than thirty (30) or more than (60) days prior to an anniversary of the Plan Effective Date. However, should you cancel the Plan at any other time during the Effective Period, you will be charged and you agree to pay a \$10.00 cancellation fee. Should Egyptian cancel the Plan you will receive a refund equal to the portion of any prepaid monthly recurring charges for the period following the effective date of cancellation. The term from the Plan Effective Date through the effective date of cancellation of the plan by either party shall be the Effective Period.

Cancellation:

You may cancel the Plan by providing written notice to Egyptian at:

Egyptian Internet Services, Inc.
1010 W. Broadway
Steeleville, IL 62288
Attn: Customer Service

Enrollment: By signing below you acknowledge that you have read, understand and agree to the terms and conditions set forth in this document.

Customer Signature _____
Customer Address _____
Telephone Number _____
Date of Enrollment: _____



Egyptian Protection Plan

[To be completed by Egyptian]

Plan Effective Date: _____

TRIA Serial Number _____

Modem Serial Number _____