



## Fiber Repair

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Physical damage, beyond normal wear and tear, to any Hotwire-owned or supplied equipment is the sole responsibility of the Customer. This includes any leased equipment and/or equipment installed in the Customer's premises and any wiring from the MDF to the Customer's home. Equipment including but not limited to: Structured Wiring Box (SWB), Network Interface Device (NID), Set Top Box (STB), Optical Network Terminal (ONT), Fiber Jumpers, Fiber lines, remote controls, routers, modems, and any other Hotwire-owned or supplied equipment. Inside wiring is owned by and is the responsibility of the Account Holder/Customer. Damage, beyond normal wear and tear, and resulting from Customer negligence, including but not limited to, failing to call 811 prior to digging, poor packaging for returned equipment, misuse of equipment, etc. will be assessed the appropriate fees, as determined by Hotwire Communications.