



Effective 06/06/19

Service Visit Policy Update

Customer Care – Trouble Calls

Effective **Thursday, June 6, 2019**, Hotwire Communications will implement this Service Visit Fee Policy update.

A Fifty-dollar (\$50) customer service visit fee will be charged when a customer requests a technician service visit for the following issues:

- **Customer Television** - or television function: i.e. wrong input
- **Customer Education** - customer did not know how to use their and / or our equipment
- **Customer Premise Equipment** - caused by equipment that the customer owns: i.e. television, router, phone etc.

New Customers

New customers, who are within 90 days of their **initial service installation date***, are eligible for this fee to be waived. However, if the number of technician visits for issue type(s) mentioned above exceeds three (3) visits within the first 90 days after initial installation Hotwire reserves the right to implement the customer visit fee.

Policy update effective 06/06/19, subject to change. *Initial service installation date is the date the customer's residence was installed with service for the first time.