

Hotwire Communications

Equipment Charge Back Policy and Rates

Updated: January 1, 2007

Failure to return leased equipment to Hotwire will result in a full charge back to your account if the equipment is not returned to Hotwire within 5 business days of the service being disconnected. Hotwire is not responsible for equipment that is left in your unit after you move out.

How to return leased equipment to Hotwire to prevent an equipment charge back:

- Contact Hotwire 30 days prior to the date you wish to disconnect your services so you can arrange for a Hotwire technician to disconnect your service(s) and pick up leased equipment from your unit. ("*Leased Equipment*" is classified as equipment that you pay a monthly fee for on your monthly Hotwire Invoice.)
- Securely pack your leased equipment and/or devices in a box and contact your local postal delivery service to ship the equipment, at your cost, to:

Hotwire Communications
Attn: **Return Equipment**
150 Rock Hill Road
Bala Cynwyd, PA 19004

Please include the following information with the equipment:

- Name
- Service Address
- Hotwire Account Number
- Forwarding Address and Telephone Number
- Move out or Cancellation Date

Failure to include this information will prohibit Hotwire from settling your account and may result in an equipment charge back.

Current Equipment Charge Back Rates

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|------------------------------|----------|------------------------|----------|
| 351 Digital Receiver | \$150.00 | A500 Amino HD Receiver | \$400.00 |
| 811 High Definition Receiver | \$300.00 | VoIP MTA Broadvox | \$100.00 |
| 625 Digital DVR Receiver | \$350.00 | VoIP MTA Sipura 2100 | \$100.00 |
| Q-Box Digital Converter | \$ 45.00 | VoIP MTA Linksys | \$100.00 |
| 470 Digital Receiver | \$150.00 | Analog Cable Converter | \$ 50.00 |
| 381 Digital Receiver | \$150.00 | Cable Internet Modem | \$ 50.00 |
| A130 Amino Receiver | \$200.00 | DSL Internet Modem | \$ 50.00 |
| A110 Amino Receiver | \$150.00 | TIVO DVR | \$200.00 |