



## 360 Complete Care

At 360 Broadband, we understand the significance of maintaining your on-site broadband Internet equipment. We are committed to installing top-tier, reliable equipment; however, occasional accidents are inevitable. With the 360 Complete Care Plan, you can enjoy peace of mind knowing that accidental damage to your broadband connectivity equipment is covered.

Cost: \$7.95 Monthly

### **What is covered?**

360 Complete Care covers parts and labor for the maintenance, repair, or replacement of 360 Broadband Equipment installed by a 360 Broadband technician for active customers.

### **Coverage includes:**

- Parts and Labor
- Power over Ethernet Injector (POE)
- Replacement parts of 360-owned client premise Equipment – Includes radio, antenna/dish, or ONT
- 1 Free Move Per Calendar Year – Inside 360 Coverage Area and a \*Standard Installation
- Cable cuts
- Telescoping Poles (10', 30', 50')
- Truck roll fee (\$65)

### **What is not Covered?**

- Cable or Hardware not installed by 360 Broadband Technicians
- Customer-owned devices, hardware, or materials
- Customer Built Towers
- Malicious or Negligent Damages
- Point-to-Point equipment
- Residential towers installed by 360 Broadband

### **When Can service be added?**

Anytime! No commitment (Highly Recommend)

### **Definitions**

- Malicious or Negligent Damages: Deliberate actions or omissions that cause harm, disruption, or financial loss to the covered products.
- ONT: Optical Network Terminal, a device used in fiber-optic networks to convert optical signals into electrical signals that can be used by customer premises equipment, such as routers or computers.
- Standard Installation: Any mount from a J-Arm up to a tripod with a 10' pole. These can be done by an individual technician most of the time.