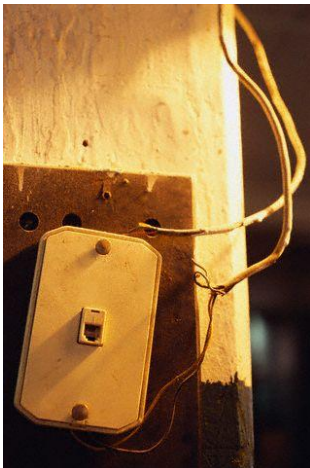


Reasons To Sign-up for MCC Wire Guard

- One low monthly rate per account
- No costly repair bills
- No deductibles
- We diagnose the problem & fix it for you
- You receive prompt service at no additional cost
- Coverage on all extensions of the same phone number located within the same structure
- Consistent, reliable, local service
- All repair work is guaranteed
- Don't worry about it...with MCC Wire Guard you're covered!



Molalla Communications
www.molalla.com
Your Local Service Provider
Since 1913
P.O. Box 360 - 211 Robbins St.
Molalla, OR 97038
503-829-1100



Wire Guard

User Assistance Guide

211 Robbins Street
P.O. Box 360
Molalla, Oregon 97038-0360
Phone: 503-829-1100

www.molalla.com

Wire Guard Q & A

What is Wire Guard?

You are responsible for the wiring from the outside telephone box to each telephone jack in every room. Wire Guard is a line maintenance program that covers the telephone wiring inside your home in case of trouble.

What Could go Wrong With Your Inside Wiring?

Actually, quite a few things could go wrong. In the winter, animals such as mice can chew their way through walls and wires hidden there. You might accidentally cut a wire by driving a nail in the wall to hang a picture. You could split a line during a home or office improvement project, or knock out a jack while moving a piece of furniture. Water damage from rain or burst pipes could damage the wires and short a connection. Over time, all wiring deteriorates, becomes brittle and could break.

What Happens if I Don't Have Wire Guard Maintenance?

If, for any reason, your inside wiring or jacks fail, you would have to:

- Hire someone else to diagnose and fix the problem. This can be expensive, and most likely, would not be a local repairman affiliated with MCC.
- Call our MCC's repair service and pay an hourly rate to diagnose and repair the problem.

Pricing

\$3.00 per month

Or

\$1.50 with a feature bundle

Figuring out where the problem is when your telephone service doesn't work.

When your phone doesn't work, the problem may come from the telephone set, wiring inside your home/business or the telephone line outside. Where the problem exists determines who is responsible for repairs.

What Happens When I Sign up for Wire Guard Maintenance?

You won't have to worry about damaged wiring or jacks. With MCC's Wire Guard maintenance program you:

- Receive prompt and complete service by one of MCC's locally trained technicians
- Pay no additional charge no matter how extensive the damage or costly the repair
- Pay no deductibles or hidden fees
- Pay one low monthly rate per account
- Can relax and know you are covered

Terms and Conditions

1. If it is determined that the customers equipment (i.e., cordless phone, answering machine) is the cause of the problem, the customer will be charged MCC's regular time & material rate.

2. Malicious damage, vandalism, fire or Acts of God will not be covered. The customer will be charged MCC's regular time & material rate.

3. There will be a 30-Day waiting period after the first day you sign up for Wire Guard before coverage begins.

4. Businesses may subscribe to Wire Guard maintenance, however, businesses with KSU's, PBX's or other similar equipment are not eligible for Wire Guard maintenance.

5. Pre-existing conditions of line failure are not covered under Wire Guard and will be charged MCC's regular time & material rate.

6. Service calls made after hours or on holidays will be billed at our posted hourly rate.