

MAINTENANCE OF SERVICE

1. MAINTENANCE AND REPAIRS

- A. The Telephone Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer shall be responsible for damages to facilities of the Telephone Company caused by the negligence or willful act of the customer. The customer may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair facilities installed by the Telephone Company except upon the written consent of the Telephone Company.
- B. A non-recurring, service charge will apply for each repair visit to a customer's premises or the premises of any other customer where the service difficulty or trouble results from the use of customer-provided equipment or facilities. See the Company's website: <https://sgobroadband.com/tariff/> for information regarding the rate(s), terms and conditions that apply.
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