Terms & Conditions - Connected Care Plan

Below are the Terms & Conditions for customer ("Customer") enrollment in KMTelecom's Connected Care Plan ("Plan"). Enrollment in or continued use of the Connected Care Plan constitutes acceptance of these Terms and Conditions.

1. Plan Overview: The Connected Care Plan covers in-home support visits from KMTelecom technicians for residential service-related issues concerning KMTelecom-provided internet, phone, and streaming services.

2. Pricing:

- Standalone: $7.99/month
- Bundled with Standard Managed Wi-Fi: $3.99/month

The Customer agrees to pay the applicable monthly rate as part of their KMTelecom billing cycle. Charges and service will continue unless the Plan is canceled in accordance with Section 5.

3. Scope of Service: Covered services of the Plan include:

- Troubleshooting and support for KMTelecom-provided internet performance issues
- Assistance with KMTelecom-provided phone/VoIP service
- DIRECTV Streaming troubleshooting
- Basic verification of service status and connectivity for supported services
- Onsite education for KMTelecom services

KMTelecom technicians may also provide courtesy troubleshooting and assistance limited to connectivity or network-related issues involving third-party devices. This includes but is not limited to:

- TVs and streaming devices
- Customer-owned routers and Wi-Fi systems
- Smart home devices (e.g., doorbells, cameras, thermostats)
- Printers, gaming systems, and other connected devices

Third-party device troubleshooting and assistance may involve:

- Diagnosing connectivity or service-related issues
- Power cycling, checking connections, and providing basic configuration guidance
- Verifying physical setup and basic network configuration
- Verifying whether issues are service-related or device-specific
- Providing general guidance on proper connections or network use

4. Exclusions: While we strive to assist with everything we can, the Connected Care Plan does not guarantee resolution of issues involving:

- Customer-owned or third-party devices (e.g., TVs, cellphones, printers, streaming devices, smart home systems, third party routers, etc.)
- Third party services, applications, or subscriptions not directly related to KMTelecom
- Installation, advanced configuration, or repair of non-KMTelecom equipment
- Installation of any new wiring, cabling, or network infrastructure
- Repair or maintenance of existing wiring, cabling, or network infrastructure located outside the Customer's home
- Electrical, environmental, or user-induced issues (e.g., power failures, physical damage to equipment, etc.)

All third-party device assistance is provided as a courtesy and is not a substitute for manufacturer or vendor support.

5. Term and Cancellation: The Plan requires a minimum of twelve (12) months' commitment. Early cancellation prior to twelve months may result in a one-time early termination fee of $75. If the Plan is canceled or terminated prior to the initial twelve (12)-month term, Customer e-enrollment eligibility will be determined at KMTelecom's discretion.

After the initial twelve-month term, the Customer may cancel the Plan for any reason without penalty. Cancellations must be submitted via email, phone, or in-person with confirmation by a KMTelecom representative. Plan charges will cease at the end of the Customer's current billing cycle following cancellation confirmation.

6. Plan Modifications: KMTelecom reserves the right to modify the Plan, including pricing, terms, or services offered. Customers will be notified of any material changes at least 30 days in advance.

7. Fair Use Policy: The Plan is intended for typical residential support needs and does not apply to business customers. KMTelecom reserves the right to monitor Plan usage and determine, at its sole discretion, whether support requests are excessive, abusive, or outside the spirit of the service. Customers who exceed reasonable use thresholds may have service modified, suspended, or terminated.

8. Access and Appointments: Customer must ensure that an adult (18+) is present at the service location during all in-home visits. The Plan's service visits are only available during KMTelecom's regular business hours (Monday through Friday, 8:00 AM to 5:00 PM CST,

excluding holidays). Requests outside of these hours may be scheduled at KMTelecom's discretion but are not guaranteed under the Plan.

9. Limitation of Liability: KMTelecom disclaims all warranties, express or implied, related to services or equipment not provided by KMTelecom. KMTelecom is not liable for damage to third-party equipment, lost data, business interruption, or consequential damages resulting from participation in the Plan, except in cases of gross negligence. KMTelecom shall not be responsible for delays or failures in service due to factors outside its control, including but not limited to natural disasters, power outages, or labor shortages.

10. Dispute Resolution: If the Customer has concerns regarding service under the Connected Care Plan, they should first contact KMTelecom Customer Support at 507-634-2511. If a satisfactory resolution is not reached, the matter may be escalated to KMTelecom management for further review. KMTelecom is committed to working in good faith to resolve any disputes.