

**WILDBLUE  
BY  
MID-WISCONSIN DBS  
800-895-2001  
www.midwisdb.com**

**PROTECTION PLAN**

Thank-you for signing up for the Mid-Wisconsin DBS “WildBlue” extended Protection Plan. We are sure you will have many years of enjoyment from your “WildBlue” service and that this protection plan will give you peace of mind in knowing that your service is protected. Please keep this document as you may be asked to produce it to obtain service.

This is a legal contract. By purchasing it you understand that you have the obligation to read and understand the conditions set forth.

**TO OBTAIN SERVICE:**

**IMPORTANT: Do not attempt to perform unauthorized repairs on your equipment. Attempts to fix or repair your equipment by anyone other than an authorized Mid-Wisconsin DBS representative will void this agreement.**

If you have a problem with your WildBlue service you must first call the Technical Support at 1-888-817-6240. This service is available 24/7 to answer your technical questions. The customer service representative will help you assess if the problem is service or equipment related. If they determine it may be equipment related they will refer you to our WildBlue Sales and Service/Protection Plan Service Department at 800-895-2001. It is important that you first call the Technical Support to perform an initial analysis.

The Protection Plan Service Department may ask you to perform additional simple diagnostic tests over the phone. If it is determined that the problem is equipment related and is covered by the terms and conditions of this Plan the representative will determine if an exchange of modems via USPS or other carriers is needed or if a certified installer needs to be dispatched. If a new modem is shipped to you our service representative will walk you through the replacement process.

**What Is Covered:**

Your Mid-Wisconsin DBS Protection Plan covers the following:

1. This Plan covers parts and labor resulting from a mechanical or electrical failure of the Mid-Wisconsin DBS “WildBlue” equipment. “Failure” includes defects in workmanship and materials and power surge coverage not covered by other warranty programs, service plans or insurance companies. Realignment of the ODU (outdoor unit) and cabling after a successful initial installation is also covered with the exception of realignment due to tree growth.
2. Product replacement and repairs will be to manufacture’s written specifications. At our option we will repair or replace a defected ODU or modem with a new or refurbished unit with comparable features by

utilizing shipping and services at our expense. We will also pay for shipping costs for the return of the defective part. If the part is not returned, a charge for the unreturned unit will apply.

**What Is Not Covered:**

1. Intentional or unintentional acts by you or any third party including accidents or abuse, introduction of foreign objects, unauthorized repairs or attempts at repair, failure to following manufacturer’s directions or usage not in accordance with product instructions, fire, collision, theft or vandalism and acts of God.
2. Failure to receive service due to service failure not related to the equipment.
3. Damage not reported prior to the cancellation period (one month from last billing) of this Protection Plan.

**Billing:**

You will be billed a charge of \$5.95 on your monthly bill from Mid-Wisconsin DBS. The “Plan” will also appear on your monthly credit or debit card statement. The Plan will be in force as long as you authorize us to draw your monthly payments and your WildBlue service remains active. You are billed (1) month forward for your service. Should you decide to cancel the Protection Plan your coverage will end thirty (30) days from your last billing date. Pricing is subject to change.

**Terms Of Coverage/Price:**

Coverage commences on the Plan effective date which shall be thirty (30) days from the date of purchase of the Protection Plan. The term of this plan runs for one (1) year from the Plan effective date noted below and is renewed automatically for an additional one (1) year period. (The Effective Period). The Plan’s Purchase Price is paid in equal monthly installment payments. If your monthly Plan Purchase Price is subject to change during the term of the Plan you will be notified in advance.

**Cancellation**

You may cancel this Plan after one (1) year of purchasing the Plan at no charge by contacting Mid-Wisconsin DBS at 800-895-2001, e-mailing [wildblue@mwwb.net](mailto:wildblue@mwwb.net) or providing written notice to Mid-Wisconsin DBS at:

Mid-Wisconsin DBS  
P.O. Box 337  
Iola, WI 54945

WILDBLUE  
BY  
MID-WISCONSIN DBS, LLC  
PO Box 337, Iola WI 54945  
1-800-895-2001 or 715-445-2001  
Fax: 1-715-445-2010  
Email: [wildblue@mwwb.net](mailto:wildblue@mwwb.net)

Protection Plan Signature Page

Customer Account Number: \_\_\_\_\_

Customer Signature(s) \_\_\_\_\_

Date of Plan Purchase \_\_\_\_\_

Plan Effective Date \_\_\_\_\_

TRIA Serial Number \_\_\_\_\_

Modem Serial Number \_\_\_\_\_

Please sign and return this document.