



# Are You Covered?

Consolidated Smart System's Protection Plan Policy Coverage ensures that you are covered in the case of any equipment problems associated with your DIRECTV programming. For a nominal monthly or annual fee, your Protection Plan provides you with peace of mind. You can relax, knowing we'll take care of you if you need to call us out for any system related issues.

## Protection Plan Policy

### COVERAGES

#### 1. Access to distribution system that includes the following:

- Dishes and alignment
- Amplification devices
- Cabling from the dishes to the junction boxes
- Cabling connecting the junction boxes
- All amplification devices for signal delivery
- All splitters
- All DIRECTV distribution devices (SWM modules, taps, multi-switches, etc...)

#### 2. Customer premise equipment:

- Modems + ATA
- Ethernet connections
- DIRECTV authorized equipment (receivers, remotes)

#### 3. Installation devices and cabling

#### 4. CSS installed fittings

Initiate your Protection Plan Policy on **Auto Bill** for as little as **\$3.00 - \$9.00 per month\***

For those of you wanting a **Non-Auto Bill**, your rate will be only **\$6.00 - \$12.00 per month\***.

## Protection Plan Policy

### EXCLUSIONS

- Damaged equipment due to misuse or vandalism
- Battery replacement
- TV/SAT set incorrectly by user
- Reprogramming of remotes
- Re-boot of receivers due to a download by DIRECTV
- Re-setting modems
- Property power surge or outage
- Access card removed or damaged
- Power to receiver from the wall socket
- Cable modem damaged or not working
- Customer router issue
- Damage to Ethernet cable by customer
- PC malfunction
- Customer no show - \$40 fee will be charged
- Reinstall customer for new customer owned equipment installation
- Movement of equipment after the initial install was completed - \$40 fee will be charged
- Reconnect customer for no pay
- Rescheduled due to minors left alone in apartment - \$40 fee will be charged
- No TV present at install and an additional call needs to be scheduled to finish install - \$40 fee will be charged
- Customer owned equipment
- Inside wiring within the walls of the unit

\*Annual rates are also offered at discounted rates. For those on Auto Bill, annual prices vary from \$33.00 - \$95.00 per year, depending on packaged selected. Any Non-Auto Bill annual rates vary from \$65.00 - \$120.00 per year. Payments are also accepted on a quarterly basis with both the Auto Bill and the Non-Auto Bill Protection Plans. Ask your representative about quarterly rates.

All customers with Protection Plan are notified that if they have a service issue that is not covered by the Protection as stated above, a minimum truck roll charge of \$79.00 and parts costs will be assessed.

If you are not home for your appointment or we have to reschedule due to a minor being left alone, or NO TV is present at install or service has been restored and you did not cancel the work order, you will be assessed a \$40.00 no-show fee.

All customers residing on a "Bulk" service property have the Protection Plan as part of their monthly rate, however, the Protection Plan policy exclusions still apply. If the service issue is an item not covered by the Protection Plan, a truck roll charge and applicable parts will be charged as stated.



## Call Today!

**1-866-954-3434**  
[www.consolidatedsmart.com](http://www.consolidatedsmart.com)

