



WireGuard Terms, Conditions & Exclusions

*WireGuard will be billed monthly and requires a 1 year commitment. Monthly charges (billed one month in advance on the Member's telephone bill) are based on the assumption that you will subscribe to the service for the whole term of the Agreement. Cancellation of the Agreement prior to the Term Date will result in the remaining months of the contractual period being billed in full to the Member.

At the end of the Term Date, this service will automatically be extended and billed on a month-to-month basis, at the then current monthly rates as determined by DirectLink, unless cancelled by either party prior to the Term Date. At the end of the Term Date, the Member may terminate the contract at any time. Upon cancellation, the pro-rata portion of any advance payments will be credited or refunded.

DirectLink may immediately, and without notice, suspend or discontinue this service if any misuse or abuse of the service occurs or if a hazard or danger to person or property exists which would prevent DirectLink technicians from performing the work in a safe manner. This Agreement will automatically become null and void, without further penalty to either party, if service becomes permanently disconnected.

DirectLink shall not be liable for any injuries to persons or property arising out of installations, maintenance or repairs performed in connection with this Agreement, nor shall DirectLink be liable for any other damages including, but not limited to, indirect, incidental, special or consequential damages, arising from the Member's use of or inability to use such equipment or products.

WireGuard Exclusions include:

- Repair or replacement of telephone sets and Member owned equipment.
- Drilling or cutting into metal or concrete walls to facilitate the repair.
- Installation of new jacks, wiring or rewiring.
- Cable or wiring that runs between or among separate buildings, apartments or dwelling units in a multi-tenant property. If you reside in a multi-tenant building, discuss inside wire repair responsibilities with the manager or owner.
- Any wiring arrangement for a service or offering from another firm or provider.
- WireGuard does not cover key telephone systems, multi-line telephone equipment, private branch exchange (PBX) systems, channel services, coin-operated telephone services, wire larger than four-pair, pre-existing conditions, misuse, abuse, riot, acts of war, fire and acts of nature.
- Jacks located outdoors except for waterproof jacks on the exterior of the premises.
- Non-standard inside wiring (i.e. line cord, speaker wire).