

FiberCast

In-Home Service Visits - (After Initial Installation of Service)

Does FiberCast charge for a technician visit?

FiberCast policy is that when you make an appointment for a service issue (what we call a trouble call), there is the possibility of a service charge at rates defined by FiberCast's current price sheet.

What happens is the technician comes out and if the issue is caused by FiberCast (like FiberCast owned equipment that is faulty or there's an issue with the outside cable line) then there is no charge. But, if you caused the issue by damaging the wiring inside (any wire after the demarcation point), house service wires (inside or outside) damaged by your negligence (including third parties, your contractors, visitors, etc.) or the equipment is damaged (including but not limited to, misuse, fire, water, power surges) or it's simply a matter of user error then you're responsible for the charge.

FiberCast can first try to help via email or phone call as much as possible to identify the source of the issue in order to eliminate unnecessary home visits.

"Demarcation Point" refers to a point beginning twelve (12) inches from where wiring enters your residence unless agreed at a different location and specified on Customer's Service Order & Agreement. Repair and maintenance of wiring outside the home, beyond the Demarcation Point, is the responsibility of FiberCast except for where the wiring is damaged by your negligence or owned by a third party, including, but not limited to, another video, telephone or data service provider.

"Equipment Owned by FiberCast" means any equipment that is provided to you by FiberCast and is either included in your service package or separately charged (e.g., TV Box, TV Adapter, modem/ONT, and wireless gateway). Jumper cables, cable connectors and splitters are not considered equipment owned by FiberCast; they are Customer Equipment, even if provided to you by FiberCast.

"In-Home Wiring" means wiring you own or control from the Demarcation Point to the individual phone jacks, TV and Internet outlets in the home that work with your FiberCast services, as well as all cable jumpers, cable connectors and splitters used for FiberCast TV, FiberCast Internet and FiberCast Voice services.

"Wall Fishing" refers to an installation technique that requires breaching the structure to repair or replace wiring that is behind sheet rock, brick, metal, cinder block, plaster, dry wall or similar structural elements. In most areas, FiberCast technicians do not perform Wall Fishing in connection with the repair of In-Home Wiring and FiberCast cannot do that work, you would perform the Wall Fishing yourself or arrange for an outside contractor to do so.

"Customer Equipment" means equipment or components owned or provided by you including, but not limited to, TVs; third party set top boxes; routers; wireless gateways; streaming devices or media players; computers; home audio equipment; faxing equipment, scanners or printers; and telephones.