



Xtra Care

Extended Service Warranty Coverage
SATELLITE CUSTOMERS

1.866.841.6001

	First 30 Days of Access Installed	Month 2 to 12 of Access Installed	Month 13+ from Date Access Installed	Out of Warranty Customer with an Open Work Order
Monthly Fee	\$7.50 month	\$7.50 month	\$7.50 month	\$125 Upfront
Promotion	3 months FREE	1 month FREE	n/a	n/a
Contract Term	12 Months	12 Months	12 Months	n/a
First 12 months Total Cost	\$67.50	\$83	\$90	\$125
Re- Occuring Fee after First 12 months	\$7.50 month / Month to month Term.			
Xtra Care Coverage Period	Month 13 +	Month 13+	Date customer signs up.	Date Customer Signs up
Customer Billing	Billing Starts Month 16. CX will see charges and credits on their Monthly invoice until Month 16 when billing commences	Billing Starts Month 14. CX will see charges and credits on their Monthly invoice until Month 13 when billing commences	Billing Starts the Date customer calls to subscribe, can be viewed on following Monthly Invoices.	Billing of the \$125 upfront charge will be charged by Xplornet to Customer - viewed on following month invoice
Customer Sign UP Options	Cx can sign up at an Authorized Xplornet Dealer, CX can log into their MyXplornet.com account to sign up by Self Serve, or Call Xplornet Care @ 1.866-841-6001	CX can log into their MyXplornet.com account to sign up by Self Serve or Call Xplornet Care @ 1.866.861.6001	Customer must call Xplornet @ 1.866.841.6001	If Dealer receives an Out OF WARRANTY Work Order they can : 1) Instruct Cx to call Xplornet Care to subscribe @ 1.866.841.6001 or 2) Installer can call from site to DSG and have customer verbally agree Terms. <i>A work Order must be reissued by Xplornet To Dealer to show Xtra Care Covered prior to work completion.</i>
Xtra Care Coverage *	Extended Warranty for Service Calls for Labour and Parts Replacement on our Satellite Platform This includes Repoints of the Outdoor Unit, Replacements on site of Faulty Modems or Outdoor Units. <i>Mileage Charges are extra - Installer will provide if applicable prior to truck roll</i>			
Cancellation	Customer can cancel without penalty within first 12 months. CX must Call Xplornet to cancel	If cancellation is requested with first 12 months of Xtra care Coverage , cancellation fees apply to remaining months left of 12 month contract term. Cx must call Xplornet to cancel	If cancellation is requested with first 12 months of Xtra care Coverage , cancellation fees apply to remaining months left of 12 month contract term. Cx must call Xplornet to cancel	\$125 billed to cx s is non - refundable and cx will receive 12 months coverage. Cx can cancel ongoing coverage in month 12 by calling Xplornet

* Limited LifeTime Warranty on Parts is a Manufacturer warranty. Exclusions on all Service + Warranty Coverage if Damage is due to Vandalism, Acts of God, abuse or misuse of parts, electrical issues causing damage, The issue is due to cable and not an Xplornet Part, and/or servicing on site was not authorized by Xplornet.

NOTE: ALL Satellite Customer Receive 1 year Warranty on Service & Limited Lifetime Warranty on Parts