



Fixed Wireless Hardware Protection Plan Guide

The Hardware Protection Plan (HPP) covers the repair or replacement of the Skyrunner Internet antenna, cable, and/or power adapter should damage occur. It is not currently available for customers with Fiber Optic services. Common causes of damage include chewed cable by wild or domestic animals, cut cable due to landscaping, water in cable due to damage to outer sleeve, and damage to antennas due to insect infestations, electrical surges, or lightning.

If you choose not to sign up for the Hardware Protection Plan

Skyrunner Internet customers without the HPP will be charged for equipment repair or replacement should damage occur to the Skyrunner Internet antenna, cabling, or power adapter*. The minimum charge is \$90/hour. Replacement of an antenna starts at \$125, depending on the antenna model.

*Exceptions: Customers will not be charged for equipment repair or replacement if the antenna, cable, and/or power adapter fails due to mechanical failure without cause, or if Skyrunner caused the damage (e.g. water seeps into cable because technician accidentally put a staple through it).

Things not covered by the Hardware Protection Plan

Service Calls: If your Skyrunner Internet service is working and the antenna, cable, or power adapter does not need to be repaired or replaced, a service call requested by you is not covered by the HPP. For example, if you would like the antenna to be relocated, the cable to be re-run to a different location, or if you are experiencing a problem with your wireless router, computer, or other internal network components. The minimum cost for service calls is \$125/hour, with partial hours rounded up to the nearest hour.

Purchased Hardware: Hardware purchased from Skyrunner Internet, such as wireless routers and switches, are not covered by the HPP. New hardware has a 1 year limited warranty. Used hardware has a 30 day limited warranty.

The Skyrunner Hardware Protection Plan costs \$5/month. To sign up, please contact Skyrunner at (828) 258-8562 or helpdesk@skyrunner.net