



Total Protection Plan FAQs

1) What is Total Protection?

Total Protection Plan guarantees your AirLink Equipment in the event of mechanical or electrical breakdown, accidental damage—including liquid damage, lightning strike, or other storm related events, or defects in materials or workmanship. Coverage begins upon enrollment.

2) What is guaranteed?

Total Protection covers your radio, standard pole, mounting accessories and cabling and the service charges to repair or replace those items of covered Equipment. Accessories provided as part of your original purchase are covered only in the event of simultaneous damage of both the radio and accessory.

3) What does Total Protection not guarantee?

Some exclusions are: HOME ROUTERS; pre-existing condition; failure to follow manufacturer's maintenance recommendations; delay or loss of market, loss of income or interruption of business; intentional and/or dishonest acts; unauthorized repair or service.

4) What is the cost of Total Protection?

The cost for Total Protection is \$7.99 per month for each basic radio, pole, cabling and mounting system.

5) What is the deductible for Total Protection coverage?

There is no deductible.

6) Who can enroll in Total Protection?

All AirLink customers that are billed monthly for their internet service can enroll in Total Protection at the time of service activation, or any time thereafter so long as the account is in good standing.

7) How am I billed for Total Protection?

Total Protection will be added and appear as an individual line item on your monthly AirLink bill.

8) Does my homeowners insurance cover my AirLink equipment?

Your homeowner's insurance policy may cover your equipment, but Total Protection would be a primary guarantee to any such coverage.

9) Why do I need Total Protection when devices come with a warranty?

A typical manufacturer's warranty only covers very limited mechanical or electrical breakdowns for 12 months, and rarely covers against liquid or storm related damage at all. With Total Protection, customers will have coverage against all mechanical, electrical and/or accidental breakdowns (including liquid damage), with no installation fees, during their service with AirLink.

10) Can I easily cancel Total Protection?

Yes. You may cancel Total Protection at any time by notifying us in writing or by calling 918-853-5994. You will receive a prorated refund or credit, if any, of your unearned premium within the applicable time frame required by law.

11) Do I need to pay for a full year at one time?

No. The Total Protection cost is billed on a month-to-month basis and will automatically continue unless you cancel coverage or for non-payment of your wireless internet bill.

12) What is the maximum number of claims I can file in one year?

There is no maximum number of claims.

13) Do I need to return the device that is reported as malfunctioning or damaged?

Yes. Malfunctioning or damaged items must be inspected and, unless repaired, returned to the Company upon installation of replacement equipment.

14) How long do I have to make a claim?

You must file the claim within 10 days of your notice of the incident, unless additional time is required by state law. You can visit <http://airlinkinternet.net/support>, or call customer service at 918-853-5994 to file a claim.

15) When long before I receive my repaired or replacement equipment?

Subject to manufacturer's delivery and the extent of pending claims, you should have free installed equipment on an approved claim within 48 hours.

16) What type of a replacement equipment will I receive?

Once your claim is approved, we will replace your device with a reconditioned model of like kind and quality. In the event that a reconditioned one is not available, we will replace it with a new model of like kind and quality.