Residential and Small Business Service Plan

Barry County Telephone Company and MEI Telecom Services offer an extended maintenance plan for the High-Speed Internet and Ethernet Gateway Equipment purchased from Barry County Telephone Company and MEI Telecom Services. The SERVICE PLAN offers an equipment coverage solution for a monthly charge of $9.95. As part of this plan, there is a free Phone APP that will allow you to monitor your devices, reboot your router, run speed tests, and receive network status alerts.

If you want to subscribe for the SERVICE PLAN for $11.49/month, please contact customer service at 269-623-2311 or 269-623-9005 who will assist you right away.

What's covered

- Monthly SERVICE PLAN *includes* on-site trouble shooting or replacement of COMPANY EQUIPMENT after sufficient troubleshooting over the phone as determined by the COMPANY.
- Replacement of affected EQUIPMENT provided by the COMPANY.
- Labor of COMPANY and its authorized contractors and agents in relation to the installed EQUIPMENT.
- WI-FI SERVICE PLAN may be canceled at any time. All EQUIPMENT must be returned in working condition or may be purchased for $249.00. Benefits of the SERVICE PLAN will terminate at time of cancellation. No credits will be issued for SERVICE PLAN payments made prior to cancellation date.
- Upon the end of service, non-purchased EQUIPMENT must be returned to the COMPANY within 30 days of cancellation or a $249.00 equipment fee will be added to final bill.

What's not covered

- EQUIPMENT damaged or destroyed through customer's, or any agent of customer's, negligence or intentional acts.
- Customer modifications to or tampering of the covered EQUIPMENT.
- EQUIPMENT destroyed due to flood or fire damage.
- EQUIPMENT or labor ordered or obtained by customer from any person or entity other than COMPANY.

Smarthub App

Sign in via web: https://home.nisc-uss.coop/

Or via the app from Google Play Store or Apple Store

Search for MEI as their Service Provider. Then click on "Go to login page".

After confirming it you can sign into your account. At the login page enter your email and password then select the sign in option.