

**LINE RETENTION**  
**(Temporary Suspension)**  
(Effective October 1, 2013)

Temporary Suspension is provided to residential and single line business customers whose requirements for telephone service and/or broadband service are less than 12 months of service per year. Customers wishing to retain their telephone number and/or username or escape the cost of re-installation of services may want to take advantage of Temporary Suspension.

Conditions of Temporary Suspension:

1. Temporary Suspension is available to all residences and single line businesses where use is of a temporary nature.
2. Telephone and/or Broadband Service will be suspended for up to 180 days.
  - a. Service suspension is complete—no service access will be provided.
  - b. Telephone number will be reserved. Username will be reserved.
3. At the end of 180 days, Temporary Suspension can be renewed one time for an additional 180 days, services can be re-connected, or services can be disconnected.
  - a. The customer should be asked to make the determination at the original request for Temporary Suspension regarding renewal or re-connection after 180 days.
  - b. In the absence of a request for renewal, services will be re-connected.
4. At the end of the second 180 day Temporary Suspension, services will be re-connected.
5. Charges are:
  - a. A one-time charge of \$35.00 will apply to Temporary Suspension of telephone service for a six month time frame.
  - b. A one-time charge of \$35.00 will apply to Temporary Suspension of broadband service for a six month time frame.
    - i. Video and internet service both qualify as a broadband service. Only one charge will apply if both video and internet are temporarily suspended. Continuation of either video or internet service will prevent the \$35.00 charge from applying.
  - c. Renewal of Temporary Suspension will incur the same \$35.00 charge as the initial Temporary Suspension.
6. There is no minimum time period for Temporary Suspension. There will be no pro-rating of the \$35.00 charge for shorter periods of Temporary Suspension.
7. No reconnect charge will be applied for restoration of services that are temporarily suspended.

Alternatives to Temporary Suspension:

1. Customers that do not wish to subscribe to Temporary Suspension can terminate their services entirely. Company owned equipment must be returned or customer will be responsible for the retail price of the equipment. If and when service is required again, the customer will be required to pay all service order and installation charges that apply and the customer will be given a new telephone directory number. No estimate of those charges will be given, since policy changes during the six month period could alter the charges. If the customer's original username/password is available, it can be re-issued.