



## Lynxx Networks Seasonal Disconnect Policy

Effective June 1, 2025, Lynxx Networks' policy for temporary suspension "vacation" of services for all customers in all service areas, is as follows:

Customers can request to place their service(s) on vacation for a minimum of six (6) months and a maximum of six (6) months. This means that customers who put their service on vacation mode (regardless of the duration, up to six months) must have their service active for a minimum of six months before it can be placed on vacation mode again. Customers with multiple services may choose to place all services on vacation or choose to keep Internet active for smart thermostats, security cameras, etc. Should you choose to keep the Internet active, you will be billed your normal monthly rate.

When placing your service(s) on vacation, there is a one-time \$20 programming fee per service. While your service(s) are on vacation, there will not be any charges for service. However, any leased equipment is still billed at full rate.

Finally, if we are not given a specific reconnect date during that six (6) month timeframe, your service(s) will be automatically reconnected six (6) months from the date of temporary suspension. There is no fee for reconnection of service. Should we need to make a premise visit to reconnect, you may be charged trip and labor.

Updated April 2025