



Seasonal Hold Policy Options for temporary deactivation or lowering of service/speed

**For Residential internet service only.
Voice services are not eligible for seasonal hold**

Velocity Customer must be in good standing and have completed their initial contract term before a temporary hold will take effect. If Customer is under a 1 year service term that has not been fulfilled, Velocity maintains the right to charge the original installation fee of \$99 that is offered with month-to-month contracts.

- **Seasonal change to minimal 25/25 Mb speed \$25/mo (up to 6 months)**
- **Seasonal change to zero speed, but keep account active (up to 4 months) \$10/mo**
- **Temporary deactivation of service: Velocity team will schedule visit to remove internet equipment, then visit again to replace equipment and restart service. \$25 Technician Fee (after 6 months, account will be closed)**