

Seasonal Suspension Policy

Residents who spend part of the year away from their Hotwire home have the option to place certain services on seasonal suspend status. This is a great way to save money on services you will not be using while you are away from your home. In order to be eligible for seasonal suspension, your account with Hotwire must be current (meaning you do not have an outstanding balance due for services).

This policy does NOT apply to the services provided by your Home Owners Association (HOA). Services provided by your HOA will remain active.

Seasonal suspension is available for a minimum of three (3) months up to a maximum of seven (7) months.

If Television Service and/or Internet Service is provided by your HOA and you have upgraded your service it can be downgraded to the bulk service provided by your association at no charge. If you are a retail customer, meaning your property does not provide bulk service you can suspended each service for a monthly recurring charge of \$6.00 (plus any applicable taxes and fees) for each service. This will stop the billing of your full monthly recurring service charges. Once you have selected the seasonal suspend option your monthly equipment fee(s) for additional retail equipment will be reduced. You will be charged 50% of the standard monthly recurring equipment rental retail charges. Equipment provided by your association as part of the bulk services will remain at no charge. If you have upgraded your bulk equipment the incremental service fee will still apply.

If Telephone Service is provided as a bulk service by your HOA it will remain active and fully functional at no charge. Retail Telephone Service and/ or additional lines not included in your bulk service can be suspended for a monthly recurring charge of \$10.00/mo (plus any applicable taxes, fees and surcharges) for each telephone line. You will be able to keep your existing telephone number and make E-911 calls, but no other calls will be permitted.

IMPORTANT NOTE: If you have an alarm system in your home, it will no longer be able to make outbound calls in the event the alarm is triggered. This means your alarm system will not function properly if you suspend your phone service.

Alarm or Security Services are not eligible for seasonal suspension.

If you are currently subscribed to a promotional discount and/or bundled discount package, you may be ineligible to re-activate that same promotion and/or bundle if the promotion and/or bundle is no longer offered by Hotwire when you reactivate your services.

When you are ready to return to your Hotwire home, simply call customer service to have your services reactivated.

Residents who do not select this seasonal suspend option and decide instead to fully disconnect their services will be subject to the standard reconnection fees of \$50/service when their service is reconnected.