



East-Central Vermont
Telecommunications District

www.ecfiber.net

Seasonal Disconnect Policy

- Temporary Disconnection will be available for a maximum of one instance per calendar year for no more than 6 months. The billing system will continue to bill for the ONT (\$8) and phone (\$25-35) each month until the earlier of 6 months or when instructed by the customer to return to full service. Internet service is not available during that period. The customer is reinstated from this single instance with no service charge.
- Additional requests in the same calendar year will be subject to review by the General Manager of the Operator.
- If the customer has not requested service to be reestablished after 6 months, the Internet service will be turned back on and the invoicing will reflect the full normal monthly charge. A notice will be sent to customers before reinstatement.

Date: May 1, 2024

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YOUR COMMUNITY-OWNED CONNECTION TO THE WORLD