



At any time in a calendar year, Residential Citizens Fiber customers can place their Service(s) on Vacation, also known as Voluntary Suspension of Services. During the Vacation period the charges for Service(s) are suspended apart from the Non-Published Telephone Number Fee should that apply to the Telephone service on the customer's account. "Service(s)" refers to any combination of Internet, Cable, or Phone products provided by Citizens Fiber. Please read the following stipulations for placing Service(s) on Vacation:

1. Placing Service(s) on Vacation subjects the customer to the following fee structure:
 - a. There is a \$25.00 fee the first time any Service(s) are placed on Vacation during a calendar year. There is no charge to reactivate Service(s) that are on Vacation.
 - b. A subsequent \$25.00 fee will be charged any time Service(s) are on Vacation for longer than 12 months.
 - c. Customers can place Service(s) on Vacation no more than 4 times in a calendar year with the initial \$25.00 fee. Should a customer place Service(s) on Vacation more than 4 times per year, there will be an additional \$25.00 fee per additional request.
 - d. Services placed on Vacation are to remain on Vacation for a minimum of 30 calendar days. A \$15.00 fee will be applied to the customer's account in the event services are taken off Vacation in less than 30 days.
2. If any Service(s) remain active while other Service(s) on the account are placed on Vacation, the following apply:
 - a. The Service(s) that remain active are billed at the respective non-discounted rate if they are part of a discounted bundle.
 - b. The customer is responsible for paying their invoice each month. Service(s) will be suspended for non-payment. Standard fees apply to reactivate Service(s) that are suspended.
3. Service(s) on Vacation affect the customer's invoice in the following ways:
 - a. If Service(s) are placed on Vacation in the middle of a billing cycle, the charges will be prorated for that calendar month and the \$25.00 fee will be applied to that balance and will appear on the next invoice sent to the customer.
 - b. If Service(s) are taken off Vacation in the middle of a billing cycle, the customer's next invoice will be a prorated amount reflecting the length of time left in the calendar month that Service(s) were reactivated.
4. Requests to place Services(s) on Vacation can be made Monday-Friday during normal business hours by calling or stopping in person at our office.
 - a. Requests that fall outside of normal business hours or Saturday-Sunday will be processed the next business day.
 - b. Requests to place Service(s) on Vacation can be placed no more than 5 business days in advance.
5. Customer is responsible for contacting Citizens Fiber to take service(s) off Vacation by calling or stopping in person at our office, no more than 5 business days in advance.