

Orbitel Seasonal Service Details:

Please note: Flight Video is here. Video customers will transition to our new Flight Video service. Seasonal video customers leaving between March 1st and September 30th will need to return all video equipment. Customers will not have the option to reconnect legacy video equipment. This includes all TIVO, DVR, HD, Digital, DTA boxes and cable cards. Legacy video seasonal codes will not be available.

Customers that are directly connected (Meaning they have no video equipment. Only a coax cable directly to the back of the TV) will also have to transition to Flight Video (as long as they have our internet service). The legacy video will be trapped from the outside of the home. Seasonal video only customers who do not take our internet will be advised of our new video platform and provided options for internet service upon their return to our Arizona communities.

Customers returning from seasonal downgrade, reconnecting, or installing new service(s) will not have the option of legacy video services.

Orbitel has defined its Seasonal Period as March 1st through September 30th. During this time frame we have options available to best accommodate our customers while they are away.

Downgrade the service and keep the equipment in the home. This option is for modems, routers, mesh units, EMTA's, and Force1 boxes. Equipment will be billed at rate card.

Internet options include:

- HOA communities with special pricing should receive this option first before offering the 3Meg or 50Meg seasonal option.
- Return the equipment and pay nothing while away. A \$39.95 reconnection fee will be applicable to returning customers.
- Flight Stream @ \$6.95 per month while away plus \$8.95 for each Force1 box. Customers with their own equipment only pay \$6.95.
- Keeps Flight Video credentials active.
- Keeps recordings in place.
- Equipment occurrences MUST remain on HSD and Force1 box.
- Keep cloud recordings while away. Access through mobile devices.
- Return the Force1 box to disconnect. Pay nothing while away. A \$39.95 reconnection fee will be applicable to returning customers.

Telephone options include:

- Disconnect phone. The EMTA will need to be returned to the office to disconnect the service. If the EMTA is not returned the account will be seasonally downgraded until the customer can return the equipment.
- Customers who disconnect phone will lose their phone number.
- We cannot retrieve phone numbers once a disconnection is processed.

HSD options include:

- HOA communities with special pricing should receive this option first before offering the 3Meg or 50Meg seasonal option. Acacia, Cobblestone, and the Villages.
- Disconnect HSD and keep your Orbitel email while away for \$9.95 per month. Services will resume October 1. Retention discounts will be lost.
- Disconnect services and pay nothing while away. A \$39.95 reconnection fee will be applicable to returning customers.

Video options include:

- Flight Stream @ \$6.95 per month while away.
- Keeps Flight Video credentials active.
- Keeps recordings in place.
- Equipment occurrences MUST remain on HSD.

- Keep cloud recordings while away. Access through mobile devices.
- Billing flexibility to offer the lowest rate while customers are away.
- Keep internet access for security, thermostats, irrigation systems, occasional visits, etc.
- Access to cloud video recordings.
- Limited video streaming choices.
- No Reconnection Fees.
- Easy and convenient same day activation from the office.
- No need to call ahead.
- Keep your Orbitel Email Address Active.
- Autopay remains active.

Disconnection of all services is available for customers who do not want to pay any fee while away.

- \$39.95 reconnection will apply.
- All cloud recordings will be lost.
- All Orbitel equipment must be returned to the office or picked up.
- Auto pay will have to be re-established.
- Email will be lost.
- Reconnection is next available.
- Phone number will be lost. A new number will be provided upon reconnection.
- All retention and promotional credits will be lost.

Benefits of downgrade options:

- Billing flexibility to offer the lowest rate while customers are away.
- Keep internet access for security, thermostats, irrigation systems, occasional visits, etc.
- Access to cloud video recordings.
- Limited video streaming choices.
- No Reconnection Fees.
- Easy activation from the office.
- No need to call ahead.
- Keep your Orbitel Email Address Active.
- Autopay remains active.
- Voicemail remains active (if subscribed to our phone service).