

Xplornet Temporary Suspension Service – Program Update

Xplornet Temporary Suspension Service

Being able to suspend your Internet service while away from the service location for an extended period of time is a benefit of being an Xplornet Customer. As we embark on the spring cottage season, we wanted to share an updated summary of Xplornet's Temporary Suspension Service, including some important changes that make it easier for customers to take advantage of this benefit.

Temporary Suspend – Xplornet allows customers to suspend their service for any reason for a maximum of 6 months a year. The 6 month suspend period does not have to be consecutive. Multiple requests can be made within the 12-month period as long as the combined requests do not exceed 182 days.

Here is a complete summary of how the program works:

- Xplornet customers can take advantage of the temporary suspend program every rolling 12 month period up to a maximum of 6 months.
- There is no minimum suspension time required.
- The 6 month suspend period does not have to be consecutive. Multiple requests can be made within the 12-month period as long as the combined requests do not exceed 182 days.
- The account will be automatically reactivated on the specified reactivation date or once the maximum number of months (6 months) has been reached.
- During suspend, any existing contract will be paused; when the service is unsususpended the contract will resume.
- All Value Added Services except for Xplornet Email will be suspended at this time.
- When Home Phone is suspended, 911 service is not operational.
- To qualify for a temporary suspend, the customer must be up to date in payments and have an active subscription.
- \$10.00/mo fee to suspend Home Phone service applies, in addition to the Access Service

Temporary Suspend Fee Summary Chart

Platform	Modem Rental Fee	Suspend Fee	TOTAL Monthly Suspension Fee
FWA & LTE	\$5.00	\$15.00	\$20
Satellite	\$15.00	\$15.00	\$30

Temporary Suspend and VAS Services:

Home Phone Suspend:

- \$10.00 a month fee to suspend Home Phone service applies, in addition to the Access Service fee.
- We will not permit a customer to suspend home phone service without suspension of their internet (access) service, and vice versa. They will be suspended together.
- Home phone must be manually suspended with the access service.
- When Home Phone is suspended, 911 service is not operational.
- Home phone will take up to 48 hours to suspend and unsuspend from the date requested.

Xplornet Wireless Router:

- Xplornet Wireless Router must be suspended when Xplornet Internet Service is suspended.
- A customer may choose to suspend only their Xplornet Wireless Router Service; however, it will count as the customer's one suspend per year.
- There is no monthly suspend fee for Xplornet Wireless Router, in addition to the Xplornet Internet Service suspend fee.
- Xplornet Wireless Router will not be automatically suspended / unsuspended as part of the Temporary Suspend for Xplornet Internet Services.
- When suspended, the Wireless Router will be reset to its factory default settings and the Wi-Fi service on the router will be disabled with no technical support for the router available to the customer while suspended.
- When unsuspended, the Wi-Fi Router will be re-enabled and the customer will have router support available to them when calling Customer Care.

Xplornet Xtra Care

- Xplornet Xtra Care is not suspended with the Access service.
- If the customer is currently paying \$7.50 per month for Xplornet Xtra Care, they will continue to pay this fee during the temporary suspension period.

[Click here](#) for more information on the Access Temporary Service Suspension Policy.

If you have any questions, please contact your District Sales Manager.

Xplornet Consumer Marketing

Temporary Suspend