

# Tidewater Telecom offers Seasonal Service

*Do you have less than a 12-month need for telephone/DSL service?*

With seasonal service, your monthly telephone line, access rate &/or DSL charges are reduced 50 percent.

**Benefits:** **R**educed rates, **R**etention of your current telephone number & **R**etention of your Directory Listing. Telephone service automatically reinstated at the end of your seasonal term (maximum 6 months). No need to call each spring and place a new install order, fill out an application or pay the installation fee.

\*\*\*\*\* To request this service you must return a new seasonal form each year. \*\*\*\*\*

**ENTER TELEPHONE #(s) for reduced billing** - \_\_\_\_\_

**Circle one:** Telephone only Telephone & DSL DSL only

If your telephone is on seasonal your DSL must be on seasonal or be disconnected. DSL, if disconnected, may be subject to a broken contract fee. A new application will be necessary, along with the install fee. Customers that are on bundled service and choose seasonal service for phone & DSL will automatically be changed to the comparable seasonal bundle. At least six months of full-rate billing is needed from the end of prior seasonal billing period. New service must be connected for thirty days prior to going on seasonal.

**During the period of seasonal billing your phone is disconnected.** ALARM SYSTEMS WILL **NOT** WORK on an inactive line and do not qualify for seasonal service. You may leave the telephone connected for an alarm system or voice mail and still put DSL on seasonal.

911 IS ACCESSIBLE

(If E911 call is made remain on the line as the dispatcher is unable to call you back.)

## **REDUCED BILLING PERIOD**

**Circle one:** SEPT-MAR OCT-APR NOV-MAY DEC-JUN OTHER / LESS THAN 6 MONTHS \_\_\_\_\_ - \_\_\_\_\_

The reduced rate becomes effective on the regular billing date (19<sup>th</sup>) and applies to full monthly billing periods only. Seasonal billing is available for a minimum of one month and a **maximum of six months**.

\* Tidewater Telecom, Inc. will not provide any installations, moves, changes or maintenance while telephone is on seasonal billing.\*

**CUSTOMER'S RESPONSIBILITIES:** If you are interested in seasonal service, complete fully and return this form to: **Tidewater Telecom, Inc., 133 Back Meadow Rd, Nobleboro, Maine 04555**. If you have any questions, call 207-563-9911; 785 exchange call 207-785-9911 (out of local area please call collect).

## **BILLING ADDRESS CHANGE**

Number where you can be reached while on seasonal: \_\_\_\_\_

**REMOVE CALLING PLAN** billed by Tidewater Telecom, Inc. YES NO N/A

**REMOVE FEATURES** (caller id, call waiting, toll restriction, voice mail, etc) YES NO N/A

*Note: Long distance toll plans and calling features (Call Waiting, Voicemail, etc.) will not be reinstated until the customer calls the business office to have them restored. An additional fee is charged to restore calling features.*

**Seasonal Charges:** There is a **one-time service order charge of \$4.40 per network**, billed at the end of your seasonal term, to restore your account to full service. Tidewater Telecom bills in arrears, therefore, you will see the change in billing charges 30 days after you begin and end seasonal service. Please call during regular business hours to restore seasonal service earlier than the date on the form. **An additional fee, minimum of \$100.00, will be charged if service is restored after hours or on weekends.**

**Disconnect your Coastal Telco Dial-Up Internet** YES NO N/A

Internet Dial-up service is not eligible for Seasonal half rate credit. There is a \$10.00 reconnect charge.

**Disconnect your Cable service** YES NO N/A

Cable service is not eligible for Seasonal half rate credit. There is a \$25.00 charge to restore service in the spring. Please call one week prior to actual date to place service order to reconnect your cable service.

**Signature of authorized person** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print name** \_\_\_\_\_