



NEK Broadband Seasonal Policy

As a Communications Union District, NEK Broadband is a non-profit municipal organization whose mission is to get high-speed, reliable internet to every address in the NEK with electrical service, especially those unserved or underserved. Your monthly service payments help us reach your unserved and underserved neighbors in the NEK, and cover the significant initial costs we incur to connect each address.

If you are not a year-round NEK resident, here are some options to consider regarding your monthly service with us:

- 1) You can continue to pay for your monthly service plan, even when you are not living at a served address. This would allow you to utilize your remote monitoring devices (cameras, security systems, temp/humidity monitors, etc). This also contributes directly to the above, expanding our network to reach your unserved and underserved neighbors in the NEK, and cover the significant initial costs we incur to connect each address.
- 2) You can choose a less expensive service package for the months you will not be living in the NEK. (see our service plans [here](#)) A less expensive service package allows you to utilize your remote monitoring devices. Choose a date to have your regular, faster service package automatically resumed.
- 3) You can choose to pause your service for up to six months for the time you will not be living at your NEK address. The pause will begin at the end of the monthly billing cycle (date of billing cycle). There is no pro-rating of your bill.
At the time you resume service, there will be a one-time fee of \$99*.
You will be asked for the date when you want your service to automatically resume.
You can choose this option once every calendar year.
- 4) You can choose to disconnect your service. Upon reinstatement of your service, there will be a reconnect fee of \$200 if the time is shorter than 6 months, or a reconnect fee of \$300 if the time is longer than 6 months.(you may be required to return equipment)
- 5) Pay up front - You can pay the full cost of installation - \$2000 and disconnect and reconnect once annually with no additional fees. You will also receive a monthly discount of \$10 off your service for 48 monthly payments. Your service needs a minimum of 3 month consecutive service before you pause service.

*As part of our mission to serve all of the Northeast Kingdom, especially those households who are unserved or underserved, when you signed up for service your installation was at no charge. NEK Broadband amortizes the cost of installation based on taking service for 12 months of the year.