



NEKCV Promotion Eligibility Policy – 30-Day Pre-Promotion Window

Purpose

This policy outlines eligibility for customers who started service shortly before the start of a promotional offer.

Policy Statement

Customers who activate service within 30 days prior to the official promotion start date may be eligible to receive the promotional offer, provided they meet all other standard promotion requirements.

Eligibility Criteria

- The customer's service activation date must fall within 30 calendar days before the promotion start date.
- The customer must meet all standard eligibility requirements associated with the promotion.
- The account must be in good standing (past-due balances no greater than two months).

Application of Promotion

- Eligible customers within the 30-day window may request to have the promotion applied to their account.
- The promotion will not be applied automatically unless otherwise stated.
- Approved adjustments will be applied as a bill credit or equivalent benefit, consistent with the promotion terms.

Exclusions

- Customers whose service activation occurred more than 30 days prior to the promotion start date are not eligible.
- Service reactivations, reconnections, or account reinstatements will not be considered new activations for the purpose of promotion eligibility.

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NEKCV is a Communications Union District (CUD) delivering high-speed internet services to support economic growth, community development, and digital equity across the Northeast Kingdom and Central Vermont.



- This policy does not apply to customers who have already received a similar or conflicting promotional offer.
- Business, bulk, or special contract accounts may be excluded unless explicitly included in the promotion terms.
- This policy does not apply to promotions that are explicitly exempt from the 30-day eligibility window.

Request Process

- Customers must contact customer support within three months of the promotion's effective date to request consideration.
- Supporting account details may be required to verify eligibility.

Review and Modifications

The company reserves the right to modify or discontinue this policy at any time without prior notice.

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