



NEK Broadband Seasonal Policy

September, 1, 2026

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.

Seasonal Service Policy

If you are not a year-round NEK resident, our seasonal service policy makes it easy to put your service on hold while you're away:

- **Call us** and let us know you would like to place your service on hold.
- **Seasonal hold fee:** \$19 per month with a planned return date. There is a 2-month minimum and a 9-month maximum. If you have bundled phone service and would like to keep your phone number, there is an additional \$6 per month number-hold fee.
- **No reinstallation required:** There's no need for a technician to visit. We can place your service on hold and restore it remotely, making it easy to leave your residence knowing your service will be ready when you return.

It is important that you provide us with a planned return date and contact us when you are back at your residence to reactivate your service.

If you do not provide a planned return date, the hold fee is \$24 per month while you are away. If your service remains on hold beyond the 9-month maximum, a \$300 reconnect fee will apply when you return, as the service will no longer qualify under our seasonal policy.

NEK Customer Service: (877) 635-3423

nekcvt.org | [877-635-3423](tel:877-635-3423) | info@nekcvt.org | PO Box 4012, St. Johnsbury, VT 05819

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.