

Seasonal Disconnect Policy 3/1/10

The customer agrees to the following:

1. The term of the seasonal disconnect time period will be a minimum of one month and a maximum of six months, and seasonal disconnect billing will start on the first day of a month.
2. Phone will have a monthly charge of \$5.00 during the seasonal disconnect period.
3. DVRs, set-top boxes and modems will be charged at the normal monthly rental rate during the seasonal disconnect period.
4. During the seasonal disconnect period, the customer will be billed on a monthly basis with normal payment policies.
5. To avoid a monthly DVR set-top box and/or modem rental charge, the customer can return rented equipment, or have the equipment picked up by Merrimac Communications with a scheduled appointment. A \$25 trip charge applies for equipment pickup.
6. If the customer chooses to return a rented DVR, Merrimac Communications wants to make it clear that the DVR will be put **BACK INTO INVENTORY** for possible rental to other customers. All recorded items will be erased when the equipment is brought in. A replacement box may **NOT** be readily available for reinstallation when the customer returns, depending on inventory levels.
7. Equipment rental returns need to include all accessories, i.e. power cords, coax attachments, remotes, etc.
8. The customer agrees to give Merrimac Communications a minimum of two weeks prior notice of their return and to schedule an installation time if equipment reinstallation is needed. **Note:** More than two weeks is recommended, if possible.
9. A \$15 seasonal reconnect fee applies. However, if a customer schedules an appointment to reinstall a DVR and/or set-top box in his or her home, Merrimac Communications will charge a \$25 trip charge fee in place of the \$15 seasonal reconnect fee.

Each monthly charge above is before sales tax and applicable fees.