



## High Speed Internet for the Home - Seasonal Suspension

Seasonal suspension temporarily deactivates your Ontera Internet account for only \$10/month. This allows you continued access to your Ontera email account, retention of your high speed modem and automatic restoration of your service upon your return. Seasonal suspensions are only available for residential customers subscribed to DSL or Cable High Speed Internet services.

### Terms and conditions:

1. The customer must have an active Ontera Internet service account for a minimum of two months. Customers on a Bundled offer are not eligible for account suspension.
2. The customer cannot be in a collections or arrears situation. If the account is in collections or arrears situation, full payment of outstanding amounts must be made in order to be eligible for the account suspension option.
3. \$10 monthly charge to suspend service.
4. During the suspension period, the customer's e-mail account will still be accessible through Ontera's Webmail (<http://webmail.ontera.net>).
5. The customer may suspend his or her account once per calendar year. Suspension must be for a minimum of a two month period. The total maximum suspension time permitted is six months.
6. During a suspension period the customer's High Speed Internet Access will not be available for use. The customer will not have access to any dial up hours and will not have the ability to upload, or make changes to their existing personal web space.
7. The customer is responsible for the high speed modem during a suspension period and is advised to disconnect the high speed modem from their computer and telephone/cable line, and store the modem in a safe place with the box and documentation it came with.
8. If suspension occurs during the customer's billing period, regular monthly charges for that billing period will be pro-rated and customer will receive a credit for this prorated amount during the first month of suspension of the following bill. During suspension, the customer will be billed the seasonal service charge but not the regular monthly charges. When the account is reactivated, the regular monthly charges will resume.
9. Reactivation will occur on the date requested by the customer.
10. These terms and conditions for the account suspension option are subject to change.
11. In addition to these terms and conditions, the terms and conditions of Ontera service agreement apply to the customer during a suspension period.
  - Acceptable Use Policy at [www.ontera.ca/en/legal\\_aup.html](http://www.ontera.ca/en/legal_aup.html)
  - Privacy Policy at [www.ontera.ca/en/legal\\_privacy.html](http://www.ontera.ca/en/legal_privacy.html)