



Request for Seasonal Hold

Date: _____

Customer Name: _____

Phone: _____ Fax: _____

The following information can be found in the modem System Control Center at <http://192.168.0.1>, under the System Information tab.

Serial #: _____ Site ID: _____

SAN and PIN: _____

Date to put service on hold: _____

Date to take service off hold*: _____

*Maximum six months from hold date. Service will automatically be reactivated and billed at date requested or at the six month date, whichever comes first.

Please note: Seasonal suspension of service can be requested once per calendar year of your Term with a maximum of 6 months on hold per calendar year. Requests are subject to a \$49.95 reactivation fee. Accounts on seasonal hold will be billed a standby charge of \$15.00 a month until service is reactivated. Period of time service is on hold will be added to contract end date to complete minimum contract term. Minimum of 2 business days is required to reactivate service.

Signature: _____ Date: _____

Galaxy Broadband Communications Inc.
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