

Baldwin LightStream Seasonal Disconnect Policy

Effective November 1, 2017 Baldwin LightStream's policy for seasonal disconnection of services is as follows for all customers in all service areas:

Baldwin LightStream customers have 2 seasonal disconnect choices.

- 1) Keep service connected and pay \$19.00 per month, no reconnect charge.
 - a. Customers must pay a \$19.00 a month seasonal disconnect rate. The vacation rate starts on the 1st of the month following the request for disconnection of services. The minimum number of months for the rate is two months and the maximum is five months. Customers must provide date of reconnection and billing will start on the 1st of that given month. Seasonal disconnect customers do not need to return their equipment and/or electronics and will not be charged a fee for the reconnection of services.
- 2) Disconnect all services, pay reconnection charges.
 - a. When no monthly seasonal disconnect rate is charged, customers must return all equipment and schedule a time for Baldwin LightStream to remove electronics if applicable (fiber customers). Voice customers will lose the assigned number. When reconnecting service, the customer will be charged a reconnect fee of \$129.95.