



# seasonal DISCONNECT



(641) 332-2000 | [www.guthriecentercom.com](http://www.guthriecentercom.com)

## FOR CONSIDERATION

Before disconnecting your services, here are a few things you may want to consider:

- ✓ **How long will you be away from your home?**  
If you will not be gone longer than 2 months, it may not be cost effective to disconnect your services.
- ✓ **Do you want your phone number in the phone book?**  
Disconnected phone numbers will not be listed in the phone book unless a monthly fee is paid.
- ✓ **Will you need access to your netINS email(s)?**  
In order to continue using your netINS email, you will need to pay a monthly fee per email address.
- ✓ **Do you use home monitoring devices?**  
Often times, home monitoring devices use Internet or phone services. If your devices are dependent on either, they will not work if you disconnect your services. Ask for more details regarding options for home monitoring.
- ✓ **Are you registered for watchTVEverywhere?**  
Your access to watchTVEverywhere will be suspended during the disconnect period.
- ✓ **Do you use the ManageMyTVs app?**  
Your access to ManageMyTVs will be suspended during the disconnect period.

## HOW IT WORKS:

Panora Telco does not require you to sign a contract to receive services, so there is no defined service period.

Services can be connected or disconnected at anytime. Related fees will apply.

### RELATED FEES\*

Disconnect fees:

- \$10 per service, plus
- \$10 service order fee.

Reconnect fees:

- \$20 per service, plus
- \$10 service order fee.

Email access fees:

- \$5 per email address per month

FiberTV Protection Plan:

- \$4.50 per month

Phone fees: (5 month maximum per year)

- 50% of monthly phone charges
- Phone number is retained and published in the phone book.

All equipment will remain in your home during the seasonal disconnect.

**If you have questions, call to us at (641) 332-2000.**

\*Taxes may apply. Disconnect/reconnect fees do not apply to voice services.

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