

Flight Video is here. Orbitel's goal is to transition all video customers to our new Flight Video service. Seasonal video customers leaving between March 1st and September 30th will need to return all video equipment. Customers will not have the option to reconnect legacy video equipment. This includes all TIVO, DVR, HD, Digital, DTA boxes and cable cards. Legacy video seasonal codes will not be available.

Customers that are directly connected (Meaning they have no video equipment. Only a coax cable directly to the back of the TV) will also have to transition to Flight Video (as long as they have our internet service). The legacy video will be trapped from the outside of the home. Seasonal video only customers who do not take our internet will be advised of our new video platform and provided options for internet service upon their return to our Arizona communities.

Customers returning from seasonal downgrade, reconnecting, or installing new service(s) will not have the option of legacy video services.

It is imperative that we can communicate with our customers while they are away. Please make sure to verify the following on every call.

- Bill to address
- Email address
- Phone number
- Balance due (we need to work to resolve past due balances before customers leave for the season).
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Orbitel has defined its Seasonal Period as March 1st through September 30th. During this time frame we have options available to best accommodate our customers while they are away.

- **Downgrade** the service and keep the equipment in the home. This option is for modems, routers, mesh units, EMTA's, and Force1 boxes. Equipment will be billed at rate card.

- SmartWifi - \$14.95
- Any customer getting a free SmartWifi will lose the campaign when downgrading to the 3Meg or 50Meg seasonal offer.
- Wireless Modem / EMTA - \$11.95
- Wired Modem / EMTA - \$8.95
- Mesh Unit - \$2.00
- Force1 Box - \$8.00
- Seasonal option is \$6.95 without our Force1. With our Force1 it is \$6.95 + \$8.95 for each Force1 box.
 - Must use codes IV100 + IV102 + IV440.
- Customers that choose to not have active internet services while away will need to have the 645S seasonal data code on the account so that the recordings are not lost while they are away.

- Internet and Force1 equipment MUST have occurrences on the equipment screen or else recordings will be lost.

Internet options include:

- 3Meg service at \$15.00 per month. Retention credits for HSD will be lost when taking this option.
 - Cobblestone and the Villages have a free 3Meg service option as part of their HOA agreement. Reference your rate sheet for instructions on how to apply the free 3Meg service for Cobblestone and the Villages HOA's.
- 50Meg service at \$29.95 per month. Retention credits for HSD will be lost when taking this option.
- Downgrade to a lower speed at rate card. (Ex. 1gig can downgrade to 250M). Applicable retention credits for HSD will remain on the account.
 - HOA communities with special pricing should receive this option first before offering the 3Meg or 50Meg seasonal option.
- Keep the current level of HSD service and downgrade video and/or phone. Applicable retention credits for HSD will remain on the account.
- Disconnect HSD service and just pay for the equipment. Retention credits for HSD are not applicable to equipment and will be lost.
- Return the equipment and pay nothing while away. A \$39.95 reconnection fee will be applicable to returning customers.
- IAP customers are not eligible for HSD seasonal

downgrade options. Video options include:

- Flight Stream @ \$6.95 per month while away plus \$8.95 for each Force1 box. Customers with their own equipment only pay \$6.95.
 - Keeps Flight Video credentials active.
 - Keeps recordings in place.
 - Must use codes IV100+IV102+IV440.
 - Equipment occurrences MUST remain on HSD and Force1 box.
- Keep cloud recordings while away. Access through mobile devices.
- Any cable retention credits applied to the account will be lost.
- Disconnect (customer owned equipment) pay nothing while away. A \$39.95 reconnection fee will be applicable to returning customers.
- Return the Force1 box to disconnect. Pay nothing while away. A \$39.95 reconnection fee will be applicable to returning customers.

Telephone options include:

- Seasonal phone - \$11.00 per month. Retention credits for phone will be lost when taking this option.

- HOA customers with special pricing will continue to be billed at the \$9.95 rate. There should not have been any retention credits on phone for these accounts. If found, make sure to review and clean up the account.
- Disconnect phone. The EMTA will need to be returned to the office to disconnect the service. If the EMTA is not returned the account can be seasonally downgraded until the customer can return the equipment.
 - Customers who disconnect phone will lose their phone number.
 - We cannot retrieve phone numbers once a disconnection is processed. Benefits of downgrade options:
 - Billing flexibility to offer the lowest rate while customers are away.
 - Keep internet access for security, thermostats, irrigation systems, occasional visits, etc.
 - Access to cloud video recordings.
 - Limited video streaming choices.
 - No Reconnection Fees.
 - Easy activation from the office.
 - No need to call ahead.
 - Keep your Orbitel Email Address Active.
 - Autopay remains active.
 - Voicemail remains active (if subscribed to our phone service).

**To activate services prior to October 1, please advise customers to call ahead to ensure we meet the customer expectations. **

- **Customer Owned Equipment.** This option is for customers that have their own modem/router and/or have downloaded the Flight Video app on a Firestick, Apple TV, or other smart device.

HSD options include:

- 3Meg service at \$15.00 per month. Retention credits for HSD will be lost when taking this option.
 - Cobblestone and the Villages have a free 3Meg service option as part of their HOA agreement. Reference your rate sheet for instructions on how to apply the free 3Meg service for Cobblestone and the Villages HOA's.
- 50Meg service at \$29.95 per month. Retention credits for HSD will be lost when taking this option.
- Downgrade to a lower speed at rate card. (Ex. 1gig can downgrade to 250M). Applicable retention credits for HSD will remain on the account.
 - HOA communities with special pricing should receive this option first before offering the 3Meg or 50Meg seasonal option. Acacia, Cobblestone, and the Villages.

- Keep the current level of HSD service and downgrade video. Applicable retention credits for HSD will remain on the account.
- Disconnect HSD and keep your Orbitel email while away for \$9.95 per month. Services will resume October 1. Retention discounts will be lost.
- Disconnect services and pay nothing while away. A \$39.95 reconnection fee will be applicable to returning customers.

Video options include:

- Flight Stream @ \$6.95 per month while away.
 - Keeps Flight Video credentials active.
 - Keeps recordings in place.
 - Must use codes IV100+IV102+IV440.
 - Equipment occurrences MUST remain on HSD.
- Keep cloud recordings while away. Access through mobile devices.
- Any cable retention credits applied to the account will be lost.
- Disconnect (customer owned equipment) pay nothing while away. A \$39.95 reconnection fee will be applicable to returning customers.

Benefits of customer owned equipment options:

- Billing flexibility to offer the lowest rate while customers are away.
- Keep internet access for security, thermostats, irrigation systems, occasional visits, etc.
- Access to cloud video recordings.
- Limited video streaming choices.
- No Reconnection Fees.
- Easy and convenient same day activation from the office.
- No need to call ahead.
- Keep your Orbitel Email Address Active.
- Autopay remains active.
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**To activate services prior to October 1, please advise customers to call ahead to ensure we meet the customer expectations. **

- **Disconnection** of all services is available for customers who do not want to pay any fee while away.

\$39.95 reconnection will apply.

- All cloud recordings will be lost.
- All Orbitel equipment must be returned to the office or picked up.
- Auto pay will have to be re-established.
- Email will be lost.
- Reconnection is next available.
- Phone number will be lost. A new number will be provided upon reconnection.

- All retention and promotional credits will be lost.