



## SERVICE SUSPENSION POLICY FOR ASSOCIATION MAINTENANCE DELINQUENCIES

IF the Association chooses to suspend a residents Opticaltel services due to delinquent Association maintenance fees please follow the process below:

1. Either the Property Manager or the Board of Directors must send an e-mail to [Support@opticaltel.com](mailto:Support@opticaltel.com) indicating the name of the resident and address to be suspended.
2. Phone service will still have the ability to call emergency 911 number. However, we can suspend just the internet and video without disturbing the phone service.
3. The account will be labeled an "HOA disconnect" until we receive in writing the authorization to restore services.
4. At no time will the service be suspended or restored without written direction from the Association.

If you have any questions please contact your Account Manager or Customer Service at 855-303-4237 or [support@opticaltel.com](mailto:support@opticaltel.com).

Thank you!