



SEASONAL SERVICE SUSPENSION POLICY

Terms and conditions in effect

Effective date: March¹ 2026

1. Purpose of the policy

This policy is intended to provide a framework for the terms and conditions applicable to the seasonal suspension of services offered by **Lumii Solutions**, both for residential subscribers and for certain business subscribers whose activities are seasonal in nature.

This policy allows eligible subscribers to temporarily suspend their services when they are not required, while keeping their account active.

2. Eligibility for seasonal suspension

2.1 Residential subscribers

Residential subscribers may request a seasonal suspension in the following cases, among others: second home or cottage, extended absence, and/or seasonal occupancy.

2.2 Seasonal business subscribers

Seasonal suspension is also available to business subscribers whose activities are seasonal, including ice cream parlors and dairy bars, fruit stands or market gardens, summer kiosks, and/or businesses or facilities that are only open during a specific period of the year. **Lumii Solutions** reserves the right to refuse to apply this policy to certain specialized or complex business services, depending on technical or contractual constraints.

2.3 General eligibility conditions

To be eligible, the suspension period must be a minimum of one (1) month and a maximum of six (6) months, the account must be up to date with no outstanding balance, and the request must be made through customer service channels.

3. Applicable fees

3.1 Complete seasonal suspension

- ✓ Monthly suspension fee: fourteen dollars and ninety-five cents (\$14.95) per month;
- ✓ No equipment rental fees during the suspension period;
- ✓ The account remains active but in "suspended" status.

Fees are billed monthly until reactivation or the end of the suspension period.

4. When the suspension takes effect

Any seasonal suspension shall apply exclusively at the end of the current billing cycle. No suspension may be applied retroactively, and no suspension may be applied during the cycle.

5. Additional options

5.1 Telephone number retention

Subscribers who wish to keep their residential or business telephone number during a complete suspension must pay the monthly number retention fee of twelve dollars and fifty cents (\$12.50) per month, in addition to the suspension fee.

5.2 Suspension of television service only

Subscribers who keep their Internet service active can suspend only television service, and the monthly equipment rental fee is seven dollars and ninety-five cents (\$7.95) per month. This option does not constitute a complete seasonal suspension.

6. Reactivation of services

When service is resumed after a suspension or cancellation, the reactivation fee is ninety-nine dollars and ninety-five cents (\$99.95). Reactivation is subject to service availability and the terms and conditions in effect at the time of the request.

7. Business subscribers – fixed-term contracts (3 or 5 years)

For Business subscribers bound by a fixed-term contract, seasonal suspension does not interrupt the term of the contract, does not extend the contractual commitment, and the contract expiration date remains unchanged, even if several seasonal suspensions are made over the years.

Seasonal suspension is a commercial measure designed to offer operational flexibility without changing existing contractual obligations.

8. General Terms and Conditions

Suspension and number retention fees are charged for as long as the suspension is in effect. No retroactive credit will be given for an undeclared suspension period. **Lumii Solutions** reserves the right to modify this policy in accordance with applicable laws and regulations, including *CRTC* requirements.

Responsibility for equipment


Seasonal suspension of services does not limit or exclude the subscriber's responsibility for equipment provided or rented by **Lumii Solutions**. In the event of termination of the agreement, the equipment must be returned in accordance with the terms and conditions set out in the General Terms and Conditions of Service. Any equipment returned broken, damaged, incomplete, or non-functional may result in charges in accordance with the applicable provisions.


9. Questions and requests

For any questions or to request a seasonal suspension, subscribers are invited to contact **Lumii Solutions** customer service.

LUMII SOLUTIONS

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 450-346-0057

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By filling out the form on our [Contact Us](#) web page

This *Policy* forms an integral part of **Lumii Solutions'** *Terms and Conditions of Service*.

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Développement Innovations Haut-Richelieu

Lumii Solutions

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