

# FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

PART 8 – Miscellaneous Services  
SECTION 9 – Vacation Get Away Service

2<sup>nd</sup> Revised Sheet 5  
Cancels 1<sup>st</sup> Revised Sheet 5  
Effective: April 9, 2025

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## 1. VACATION GET AWAY SERVICE

### A. GENERAL

Vacation Get Away service provides for temporary discontinuance of service at the customer's request without termination of the service.

### B. CONDITIONS

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.
2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral. (C)  
(C)  
(D)  
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(D)
8. Vacation Get Away Service will be available where technically feasible.
9. Charges for Vacation Get Away Service will be a monthly recurring fee. (C)

### C. RATES

Recurring Charge (C)

\$5.00 (I)