



Seasonal Hold Plan FAQ



Connecting You
to your **Best Life**

Reactivating Your Service

How do I restore services to active status?

Reactivation must be done during regular business hours:

- Reactivate your services by calling (800) 987-2362
- Visit your local CEMC/Cumberland Connect Office

Will I be charged an additional fee when I reconnect my service?

No, there is no additional charge to reactivate service unless the service is reactivated within the first 30-day seasonal hold enrollment period. If reactivated before the 30-day seasonal hold enrollment period, the member will be billed for the entire 30-day billing cycle.

Phone Service Details

Am I required to put all of my phone lines on hold?

Yes. If you have multiple lines under the same account, they will all be required to be put on hold.

If someone calls my business or residence during the seasonal hold enrollment period, will my voicemail still be active?

No, a recorded message will alert caller that the number is not in service.

Are 911 and 611 services available during the Seasonal Hold?

Yes, 911 and 611 services will be available during the Seasonal Hold.

Video Service Details

Can I watch my DVR recordings when my account is on hold?

DVR recordings are not available to watch while account is in Seasonal Hold status.

For more information, visit us online at
CumberlandConnect.org

We truly can't think of a better group of people to serve!

What to Know About Seasonal Hold

What is a Seasonal Hold Plan (SHP)?

The SHP allows members to put Cumberland Connect services on hold, at a reduced monthly rate, without canceling service.

Who is the SHP designed for?

Retirees, military members who are deploying, members with multiple homes, property-owners who rent out multiple properties, seasonal businesses, members experiencing financial difficulties, long-term and short-term travelers, or personal reasons (such as a hospital stay or simply someone wanting to take break from the digital world).

How will this affect my business/residential security system and smart home devices?

Wi-Fi connected devices will not work if Internet service is placed on hold. Phone connected devices will not work if Phone or Internet service is placed on hold.

When I reactivate my service, will I have the same static IP address?

Yes, if you subscribe to an Internet plan that includes a static IP, you will have the same static IP address when you reactivate service.

Will I need to return my CCFiber equipment (ONT, Router, STB, Cables, Mesh Extenders, etc.) during the seasonal hold enrollment period?

No, but the member is responsible for the security of all CCFiber equipment per our Terms and Conditions. Members can refer to the Cumberland Connect website Legal Page for more information.

What are the benefits of placing my account on hold?

Enrolling in the Seasonal Hold Plan allows you to put your services on hold and save money while you're away. You will get to keep your existing phone number and your Cumberland Connect Internet, Phone, and Video equipment so that you can easily, and quickly, reactivate your services when you return.



Enrollment Details

Are both residential & business members eligible to enroll in the SHP?

Yes, the Seasonal Hold Program is available to existing Cumberland Connect residential and business members whose accounts are in good standing.

Which CCFiber services can be put on Seasonal Hold?

Seasonal Hold is available for Internet, Phone, and Video services.

Is there a maximum length of time that my services can be put on hold?

There is no restriction on the length of time that you can place your services on hold. However, members may only have two seasonal holds per calendar year.

What if I don't want to put all of my CCFiber services on hold?

Members can place Internet, Phone, and Video plans on hold. Note: if the member is placing Internet on hold, Phone and Video must also be placed on hold.

Will I be required to sign an enrollment form?

Yes, you will be required to sign a Seasonal Hold Enrollment Agreement. This agreement is effective between Cumberland Connect and the member on the date signed by the member.

Is there an enrollment fee?

No, but the member does agree to pay \$5.00 per month for each service placed on a seasonal hold and will be effective the billing cycle following submission of the Seasonal Hold Agreement. The \$5 monthly seasonal hold fee does not include taxes, fees, and surcharges.

Can I set up the reconnect order when requesting the hold order?

Yes, you can set up the reconnect order at time of enrollment, but it is not required.

Billing, Rate, & Charges

Will I need to reestablish autopay or paperless billing through SmartHub after my hold period ends?

No, autopay and paperless billing will remain in effect after your services are reactivated.

How do I receive my Cumberland Connect bill while I am enrolled in the seasonal hold plan?

Members are required to enroll in autopay and paperless billing while enrolled in the Seasonal Hold Plan.