Suspension or Cancellation of Services Policy

You may cancel or temporarily suspend your internet service with Strada Communications at any time. You are responsible for all fees up until your requested date and must return any leased equipment within 10 days of your last date of service. Suspension of service does not require the return of equipment. Suspension or cancellation of services cannot be applied retroactively.

To Cancel Service:

- Have the account owner call the Strada Office at 309-496-3737
- Call before the next billing cycle and we will adjust your final bill; refunds will not be issued if notice is given within the same billing cycle
- Provide the final date of your service & make arrangements to drop off equipment
- Return your rented equipment to the Strada Office during business hours within 10 days of cancellation
- A Strada Team member will provide you with a copy of your terminated service agreement and documentation that your drop off was completed

If the equipment is not returned within 10 business days, you will be charged for the cost of that equipment. A Strada team member can help you determine which equipment you have if you are unsure:

- 844 Modem/Router Combination: $350
- 716 Modem: $250
- 804 Mesh Router: $150

Please note! If you are moving and know the next tenant of the property, we can make the transfer of services and equipment ahead of time to avoid any gaps in service.

To Suspend Service:

• Have the account owner call the Strada Office at 309-496-3737.

• Provide the beginning and end date of the suspension of service. Service must be suspended for a minimum of 30 consecutive days.

• During a full suspension, your internet connection will be turned off. Please keep in mind that any devices in your home that require an internet connection—including smart thermostats, security cameras, doorbells, alarms, and other smart-home devices—will not remain connected.

• You will not be billed for internet service during the suspension period. Regular billing and service will resume on the date you request.

• If your return date changes, please call the Strada Office so we can update your account.

Snow Bird / Seasonal Service Rate:

For customers who will be away from their home for an extended period but would still like to maintain an internet connection for essential smart-home devices, Strada Communications offers a Snow Bird / Seasonal Service Rate.

• The Snow Bird Rate provides a limited level of internet service intended to keep devices such as smart thermostats, security cameras, video doorbells, alarms, and similar smart-home equipment connected while you are away.

• The Snow Bird Rate must be used for a minimum of 30 consecutive days.

• Customers may remain on the Snow Bird Rate for a maximum of 6 months within any 12-month period.

• This rate is intended specifically for customers who are temporarily away from their residence for seasonal travel or an extended absence. **It is not intended or available as a year-round internet service package.**

• At the end of the requested Snow Bird period—or once the 6-month maximum has been reached—the account must return to one of Strada Communications' regular internet service packages.

• Customers should contact the Strada Office at 309-496-3737 to request the Snow Bird Rate and provide the anticipated beginning and end dates.

• If your return date changes, please contact the Strada Office so we can adjust your service accordingly.