

vivint military policy

protecting those who protect us

Overview

At Vivint, we are grateful to all the men and women who sacrifice so much to protect our country. We have had the opportunity to provide services to many military personnel and their families over the years, and we are familiar with the unique challenges these families face. This military policy is designed to better allow our employees to take care of our customers with military connections. Please keep these guidelines in mind when fielding any contract- or service-related questions from military servicemen and women.

Current Policy **Cancellations Policy**

We will cancel a contract for an active duty or reserve military personnel who is being deployed to a place we cannot provide service. We will cancel their contract if they:

- Are deployed overseas OR
- Are moving onto a military base AND
- Can provide proof of deployment via deployment orders

Moves Policy

Military moves within the U.S. are treated as following:

- Less than 1 year into contract: FREE activation, installation, and equal equipment as original account -- *the \$99 fee is waived*
- More than 2 years into contract: FREE activation, installation, and equal equipment as original account *with contract extension*

If a military family moves from one house to another house within the U.S., even if the servicemember in their family was deployed to that location, this is not grounds for terminating a contract.

Deferments

Military personnel can defer payment in the event of a temporary assignment away from their permanent residence.

Clarifications

Please note that although we are eager to help military personnel and their families in every situation, this does not mean that we can cancel a contract at any time for any reason. Because military cancellations are often handled on a case-by-case basis, we encourage our employees to direct any customers with military service contract issues to call our trained Customer Care representatives. Also note the following items:

- There is no active policy for veterans or dependents. If the contract is in a spouse's name (and not under the name of the active duty military member), they do not qualify for military treatment under our current policy and should call us to work out a compromise.
- There are no special discounts for military personnel. If you are offering a customer a discount, please do not imply that it is related to their military service or imply that they are receiving extra benefits as a military member. We do not want to mislead our customers.
- The Servicemember Civil Rights Act (SCRA) does not apply to our contract. Many military personnel believe that contracts like ours are part of the SCRA and can be put on hold while they are deployed. The SCRA does not apply to service contracts like an alarm system.