

REFUND POLICY

Refunds of \$10.00 or more are automatically processed, typically within 90 days of service disconnection. Credit balances less than \$1.00 will not be refunded. To request a refund check, contact customer service at 352-854-0408.

TERMINATION BY YOU

Unless you have signed a minimum term addendum, you may terminate this Agreement for any reason at any time by notifying Cablevision of Marion County, LLC in one of three ways: (1) send a written notice to the postal address of your local Cablevision of Marion County business office; (2) send an electronic notice to the email address specified on our website or (3) call our customer service line during normal business hours. Subject to applicable law or the terms of any agreements with governmental authorities, all applicable fees and charges for the Service(s) will accrue until this Agreement has terminated, the Service(s) have been disconnected, and all Equipment has been returned. We will refund all prepaid monthly service fees charged for specific Service(s) after the date of termination (less any outstanding amounts due Cablevision of Marion County for the Service(s), affiliate services, Equipment, or other applicable fees and charges).