



## Vacation/Deployment Suspension Policy

**While you are on vacation or deployment you can suspend your services if you meet the following requirements:**

- Will be away for a minimum of 2 weeks and not more than 6 months.
- Account is enrolled in Automatic payments and credit card on file has at least 6 months remaining prior to expiration.
- Account is in good standing (no past due balance).

\*While your account is suspended there is a \$4.95 Service Administration Fee. If you are a cable customer, you will also be billed for each set top box rental fee.

### **To suspend your Americable service:**

#### **Call our Americable office:**

**Yokosuka:** 241-2288 (DSN) opt. 1

**Atsugi:** 264-2288 (DSN) opt.1

**Sasebo:** 252-2172 (DSN) opt. 1

**Iwakuni:** 253-2288 (DSN) opt.1

046-896-2288 (Commercial) or 305-257-8843 (Stateside Number) opt. 1

#### **Email customer service:**

**Yokosuka:** yokosuka@americable.com

**Atsugi:** atsugi@americable.com

**Sasebo:** sasebo@americable.com

**Iwakuni:** iwakuni@americable.com

**Online:** Log in to your account at [www.Americable.net](http://www.Americable.net) and choose Auto-Suspend.

Americable Office's are open Monday-Friday from 0730-1630.

**After Hours: Contact Technical Support 7 days a week from 0600-2400 at 241-2288 (DSN) or 046-896-2288 (Commercial) or 305-257-8843 (Stateside) opt. 2**