

# Vivint Military Policy

## Protecting and connecting our military families.

### Policy

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 take care of our customers serving in the military.

### Cancellation Policy

We will cancel a service agreement for an active duty or reserve military personnel who is being deployed. We will cancel the service agreement upon receipt of a copy of official orders for relocation.

### Move Policy

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

- Military members who need to move their Vivint system to a new residence can do so without paying the standard \$99 activation fee or extending the terms of their agreement. Any upgrades or increase in the number of points of installed equipment must still be paid for.

**Note:** If a military family moves from one off-base house to another off-base house within the U.S., without being deployed to that location, this is not grounds for terminating a service agreement.

### Deferment Policy

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

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 service agreement at any time for any reason. Because military cancellations are often special exceptions, customers with military service agreement issues can contact Military Support at 855.368.8568.

### Additional Policy Details

Also note the following items:

- There is no active policy for veterans or dependents. We will make considerations if the service agreement is in a spouse's name and not the name of the active duty military member.
- There are no special discounts for military personnel. If you are offered any kind of a military discount, please contact Military Support at 855.368.8568.
- The Servicemember Civil Rights Act (SCRA) does not apply to service agreements like an alarm system. Vivint service agreements are not part of the SCRA; however, Vivint offers a deferment policy of up to six months.

## Vivint Military Policy FAQs

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#### FAQs

Q: Can I cancel my service agreement if I'm deployed?

A: Yes. You can cancel your service agreement if you are deployed, for whatever reason. You will need to provide deployment orders or proof of relocation.

Q: Can I cancel my service agreement if I move onto a base?

A: Yes. You can cancel your service agreement when moving onto a base, for whatever reason. You will need to provide deployment orders or proof of relocation.

Q: Can I cancel my service agreement if I'm discharged from the military?

A: No. Being discharged from the military is not grounds for terminating a service agreement. You have the option to transfer your service agreement to a family or friend, or to move your system to a new location (\$99 fee waived).

Q: Can I cancel my service agreement if I'm medically discharged from the military?

A: Yes. You can cancel your service agreement if you are medically discharged from the military.

Q: What happens if I move?

A: Military members who need to move their Vivint system to a new residence can do so without paying the standard \$99 activation fee or extending the terms of their agreement. Any upgrades or increase in the number of points of installed equipment must still be paid for.

Q: Does the military policy apply to veterans?

A: No. Our military policy applies only to active duty servicemembers.

Q: Are there special discounts for military personnel?

A: No. We do not provide discounts on service for military personnel.

Q: Does the Servicemember Civil Rights Act (SCRA) apply to Vivint service agreements?

A: No. The SCRA does not apply to Vivint service agreements; however Vivint offers a deferment policy of up to six months.