



HIGH SPEED INTERNET Account Hibernation Walkthrough

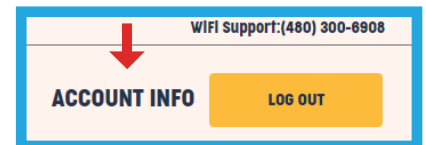
DISCLAIMER: This walkthrough is strictly for **Recurring Billing** account.

1. Login to your account using your credentials.
2. Click the **"Account Info"** Button on the top right side of the page.
3. Click your **"Pause Service Log"** on the right side of the page.
4. Choose the period you wish to Hibernate **or** Select **"Pause Service Now"** and click **"Pause Service"**.
5. To reactive your account: Please wait to be **ON-SITE**. Login on the Sun Portal Splash page. **THIS MUST BE DONE ONSITE ONLY VIA YOUR WEBROWSER.**

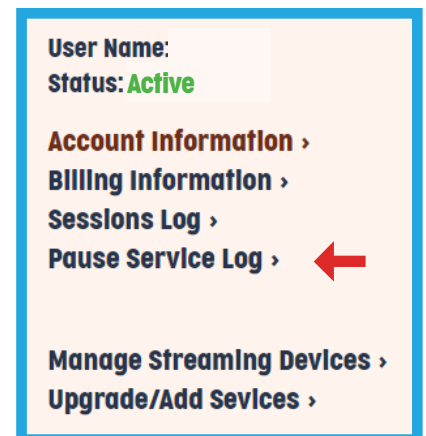


If you have any questions or trouble hibernating your account, please contact our customer support team at **602-235-0591**, send an email to support@jabbacom.com or scan the QR code.

Step 2



Step 3



Step 4

