

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 review to cancel a service agreement for active duty or reserve military personnel who are PCSing or deploying for 90 days or longer, is moving on base, is retiring after 20+ years of service, or is being medically discharged. The review process will begin within three to five business days upon receipt of a copy of official orders. 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.

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 moving fees. Any upgrades or increases 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 monitoring payments for up to 12 months in the event of a temporary assignment away from their permanent residence.

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 of the active-duty military member.

- Vivint will review for military personnel retiring after 20+ years of service, if it postdates installation of the system.
- 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 Relief Act (SCRA) does not apply to service agreements like an alarm system. Vivint service agreements are not part of the SCRA; however, Vivint will work with military personnel as best we can.

Vivint Military Policy FAQs

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FAQs Q: Will Vivint review to cancel my service if I'm being deployed?

A: Yes. Vivint will review to cancel your service agreement if you are deploying for six months or longer. You will need to provide deployment orders or proof of relocation.

Q: Will Vivint review to cancel my service if I move into a base?

A: Yes. Vivint will review to cancel your service agreement when moving onto a base. You will need to provide orders or a copy of the on base lease agreement.

Q: Will Vivint review to cancel my service if I'm being discharged from the military?

A: No. Being discharged from the military is not grounds for termination of 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 (fees will be waived).

Q: Will Vivint review to cancel my service if I'm medically discharged from the military?

A: Yes. Vivint will review to cancel your service agreement if you are medically discharged from the military, given the discharge takes place after installation. You will need to provide medical discharge paperwork.

Q: What happens if I move?

A: Military members who need to move their system to a new residence can do so without paying the standard fees. 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 service members.

Q: Are there special discounts for military personnel?

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

Q: Does the Service member Civil Relief Act (SCRA) apply to Vivint service agreements?

A: No. The SCRA does not apply to Vivint service agreements; however, Vivint will work with military personnel as best we can.