

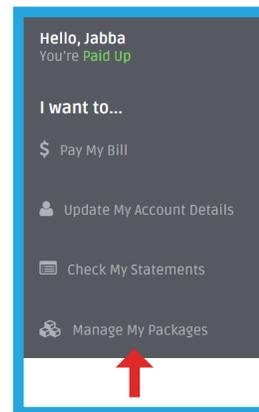


HIGH SPEED INTERNET Account Hibernation Walkthrough

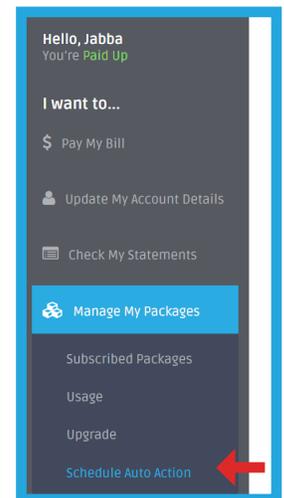
***DISCLAIMER*:** This walkthrough is strictly for **Recurring Billing** account, daily and weekly accounts don't apply.

1. Login to your account using your Jabba credentials.
2. Click the **"Manage Package"** Button on the left side of the page.
3. Click **"Schedule Auto Action"** under the Manage Package dropdown.
4. Click the **"Add New Auto Action"** Button.
5. Choose the period you would like your account Hibernated for. Check the boxes that apply and click **"Save"**.
6. To reactive your account: Please wait to be **ON-SITE**. Login on the Jabba Portal Splash page.
THIS MUST BE DONE ONSITE ONLY VIA YOUR WEBROWSER.

Step 2



Step 3



Step 5

Step 4



The pencil will allow you to edit your hibernation.
The Trashcan will delete the hibernation action.
The Plus sign will let you add another hibernation action.

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