



#### ▲ Selling your Home:

You must return all equipment whether it is rented or part of the bulk contract as owners are always responsible for all equipment.

- The Optical Network Terminal (ONT) must stay connected in the unit/home.
- You may request that Summit Broadband pick up the equipment for a \$50 pick-up fee or you can return it to a Summit Broadband store.
- If you have phone service with Summit Broadband, the phone number(s) need to be ported to another company or cancelled. The port usually takes 7-10 business days; therefore, it should be done in advance.

#### ▲ Buying a Home:

Please visit our store to set up a new account and to pick up new equipment. Proof of ownership, such as a copy of the **Deed out of your closing paperwork** will be necessary to set up new service. It is Summit Broadband's policy that all customers adding services over and above the bulk will need to provide a Social Security number or a Deposit.

#### ▲ Adding a Renter to your Account:

All accounts will be in the Owner's Name, but the Owner can add a Renter as an authorized User on the Account. Owner may come into Store or send an email/letter to Summit Broadband to add a renter.

If unable to verify Customer Proprietary Network Information (CPNI / Password & Pin #), the owner has two options:

- Go to a Summit Broadband storefront and provide identification and verbal authorization. The Store rep will take a copy of the ID and attach to the account.
- Email, fax or send a dated letter via US Mail authorizing the person, with a copy of the owners' identification. Letter must include account number, owner's name, unit address, and best contact number for the owner.
- Adding a la carte service over bulk requires the owner's Social Security number or a deposit provided from the owner.
- The deposit stays with the account. Any arrangement concerning the security deposit made between the owner and the renter is between those two parties with no involvement from Summit Broadband.
- The Billing Statement can be sent to the owner or the renter, however, the owner is responsible for any unpaid charges and all equipment in the unit and the account will remain in the Owner's name.

Bonita Springs Store Location

24520 Production Cir.

Bonita Springs, FL 34135

Located in the Vogue Interiors Plaza facing US 41

Naples Store Location

1443 Rail Head Blvd.

Naples, FL 34110

**Store Hours: Monday- Saturday 9 a.m.- Noon & 1 p.m. - 5 p.m.**