

**Main Office:** 4558 35th Street, Orlando, FL 32811  **Phone:** 407-996-8900

**Southwest Office:** 24017 Production Circle, Bonita Springs, FL 34135  **Phone**: 239-444-0400  **www.summit-broadband.com**

March 8, 2018

Dear Property Manager,

We want to provide a seamless transition experience ***when an owner sells their residence***, and ***when a resident is setting up new service***. We appreciate your taking the time to review these procedures.

This outlines the proper steps to take when a unit is sold and when a unit is purchased:

1. The owner must return all equipment whether it is rented or part of the bulk contract, ***with the exception of the PON (Passive Optical Network) which is the light colored box connected to the wall*** - - this must stay in the unit.
2. Owners are always responsible for all equipment, even if there are renters. If equipment is missing, the owner will be billed.
3. Resident can request that we pick up equipment, there is a $50 pick-up fee.
4. The current unit owner’s account will not be cancelled until equipment is returned and the new owner will not be able to start service until this is completed.
5. If the resident has phone service with Summit, the phone number(s) need to be transferred to another company. The transfer usually takes 7-10 business days, therefore it should be done in advance.
6. New owner should either contact Summit Broadband at 239-444-0400 or visit one of our store locations to set up a new account. *Proof of ownership will be necessary to set up new service.*

**2 Store locations:** 2367 Vanderbilt Beach Rd, Suite 812, Naples

24520 Production Circle, Suite 2, Bonita Springs

Summit Broadband appreciates your cooperation in this matter. Please pass this information on to your residents.

Thank you.