

▲ Account Set ups

- An account at a property with bulk must be under the owners' name.
- On non-bulk properties, they can have the account be under the renter's name (there is no bulk or HOA involved).

New Residents setting up services for Bulk Properties

▲ New Owners

1. Present proof of ownership which is scanned to the account once established.
2. The Previous owner's account must be disconnected
 - IF the account was not disconnected and there is still equipment on the account.
 - new Owner or HOA need to return the former owners' equipment to a storefront. Except for the ONT.
 - The HOA's have been made aware of this.
 - If the equipment is not found the previous owner needs to be billed for the equipment and the account disconnected.
3. An SS# or deposit is required for any additional service.

▲ Setting up BULK Property Renter Account

- The owner must authorize them if they are adding services.
- The owner must approve the renter getting added services. The renter would be added as an authorized user.
- Adding service also require the SSN# of the Owner or a \$250 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 none of our concern, that is between those two parties.
- The billing can go to the owner or the renter, but the owner is responsible for any unpaid charges and all equipment in the unit.
- The mailing name can be changed to send the bill to the renter, but the account remains in the owner's name.