

Dear Property Manager,

August 31, 2016

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. Below are 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 2 white wall mounted boxes (pictured below),*** these must remain 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.