



Wiggins Bay Foundation

August 28, 2025

Fellow residents, we have received assurance that Summit Broadband has resolved the performance issues. In addition, we have corroborated improved service levels with Wiggins Bay residents who have already upgraded. As a result, the Wiggins Bay Foundation Board has made the decision to restart Summit upgrade appointments. As many of our owners are not in residence, we have negotiated an extended deadline for upgrades to be completed. You have until **August 31, 2026**, to complete the upgrade without any additional charges.

Tips for a smooth upgrade;

When you call to schedule your appointment, you will be asked for your address, account and PIN number. If you do not know your account or PIN number, you will need to provide at least **two** of the following pieces of information.

- Last four digits of the invoice number printed on your most recent statement
- Last four digits of your primary method of payment on file
- Account Number
- Email address on file
- Phone Number on file

If you are unable to provide these details you should visit the Summit Broadband office off Old 41 at 1443 Rail Head Blvd. Naples, 34110. Be sure to have ID with your Naples address.

There are 4 ways to schedule an appointment.

1. Phone: 877-678-6648
2. Email: Care@asksbb.com
3. Online Chat: www.summitbb.com
4. Summit Broadband office at 1443 Rail Head Blvd. Naples, 34110

TiVo boxes: You get up to 2 TiVo boxes and remotes. Note the remote voice search feature is not yet fully functional, Summit anticipates it will be fully operational early next year.

Additional TVs: If you have more than 2 TVs and want to stream all the channels in our package, the TVs must either be compatible with the SBB TV APP, or you must buy an Amazon Firestick. You may choose to lease additional set top boxes from Summit Broadband for \$9.99 a month. A list of compatible TVs is included below.

Access: A reminder that the technicians need access to the back of your TV's getting TiVo boxes so be sure to arrange for any furniture movement happens prior to the appointment. The technicians will not move furniture.

Login: The technician will need to log you in to SBB TV. The day before or day of your appointment, you will receive an email from Summit Broadband with instructions on setting up your login. Watch for the email and check your spam folder.

Internet Signal Strength: The technician will test the internet signal strength throughout your home. In the event there is not an adequate signal our contract provides for one extender. Note the extenders can cause challenges with remote devices, such as thermostat and water detection units. Inform the technician about monitoring devices.

Routers: Summit provides an Evolution router but if you own a router, you can leave it in place. If, after installation, your router needs to be rebooted more than once a month you need to contact Summit broadband customer care, using any of the four options listed above, to schedule a technician visit.

Wiggins Bay Foundation Board of Directors

Gina Chilcoat, Bill Knab, Sue McGill, Mo Shallcross, Mike Snyder

Summit Compatible Equipment

Smart TVs

- Amazon Fire TV Omni 4 K Series
- Fire TV Omni (2021), 4K43M600A, 4K50M600A, 4K55M600A, 4K65M600A, 4K75M600A
- Amazon Fire TV 4 Series 4K UHD
- Fire TV 4-Series (2021) – SKU's ending with N400A
- Amazon Fire TV Edition (OS 5+)
- Element: 2017 4K AFTRS
- Insignia: (2018) HD – NS-24DF310NA19, (2018) 4K – NS43DF710NA19, NS-50DF710NA19, NS55DF710NA19, (2020) 4K – NS-43DF710NA21
- Toshiba: (2018) 32LF221U19, (2018/19) 43LF621U19, 55LF621U19, 43LF711U20, (2020) 50LF621U21
- Android Tv (OS 8+)
- Sony: Z9G, Z8H, A9G, A9F, Z9F, A8H, A8G, A1E, A8F, X950H, X950G, X900H, X850G, X800H, X900F, X850F, X830F, X780F, X750H, X750F, X940E/ X930E, X900E, X805E, X800E, X720E
- Sharp Smart TVs: XU, UA6800X, AL1X, UE630X, LE580X
- Phillips: 5000, 5704
- Hisense: H55, H65, H8, H9, H55, H6570, H6590
- Smart TV
- Samsung (Tizen OS 5.0+) – 2019 models and newer
- LG (webOS TV 4.5+) - 2019 models and newer

TV Streaming Stick

- Amazon Fire TV (Fire OS 5+)
- Fire TV 4K Max (2021, Fire TV Stick Gen 2 (2016), Basic Edition (2017), Fire TV Stick 4K (2028), Fire TV Stick (2020), Fire TV Stick Lite (2020)
- Android TV (OS 9+)
- TiVo Stream 4K, Chromecast with Google TV (2020) (excludes Google Cast support)

TV Retail Streaming Set-Top-Box

- Apple (tvOS 14+)
- Apple TV (A1625), Apple TV 4K (A1842), Apple TV 4K (A2169)
- Android (OS 8+)
- nVidia: Shield TV (2017, 2019), Shield TV Pro (2017, 2019)
- Xiaomi: Mi Box, Mi Box S 4K HDR
- Ematic: Jetstream AGT418 STB (OS9+)
- Amazon Fire TV (Fire OS 5+)
- Fire TV Gen 3, pendant (2017), Fire TV Cube (Gen 1, Gen 2)

TV Android Operator Streaming Set-Top-Box

- Android (OS 9+)
- KAON KSTB2020, ARRIS VIP6102W, AMINO AMIGO 7X V2, Evolution Digital EVO PRO (OS 10+)

TV Smart Soundbar

- Amazon Fire TV (OS 6+)
- Fire TV Edition Anker Nebula D3000 (2019)
- Android TV (OS 9+), JBL Link Bar

Web Browser

- Google: Chrome 89+, Mozilla: Firefox 87+, Microsoft: Edge 89+, Apple: Safari 13+