



# Wiggins Bay Foundation

## Summit Broad Band Upgrade - Scheduling Instructions:

There are 3 ways to schedule an appointment:

1. Phone: 855-615-9791 for install orders only
2. Email: [care@summitbb.com](mailto:care@summitbb.com)
3. Online Chat: [www.summitbb.com](http://www.summitbb.com) (most efficient)

You must schedule your appointment with Summit, they will not contact you.

- If you call say “I live in Wiggins Bay and I need to schedule my upgrade”
- If you chat choose “Add Internet Services”

Residents have through **December 2025** to take advantage of complimentary installation and training. (\$75.00 charge after 12/31/25)

Prepare for your Installation:

- The resident or their representative must escort the technician for the duration of the appointment. The person must be over 18 years or age.
- The technician will need access to the connection points on your TVs and wall outlets, WiFi Router and existing Cable Box. **Technicians are not allowed to remove large TVs flush with the wall or large furniture pieces blocking access.**
- You will receive an e-mail 24 hours before your install asking you to set up a password for your account. **Have the email address and password available for the technician!**
- Please have your WiFi Router Name and Password available for the technician. We advise that any questions or concerns are addressed while the technician is present.
- Our contract provides you with 2 TIVO set-top boxes with voice remotes. To connect additional TV's that you want linked into the Summit Broadband Channels you have options;
  - Smart TVs with the Summit Broadband SSB-TV app will be ready to go and the technician can assist you with first time log in.
  - If your TV is older or is a smart TV without the app (Samsung or Roku) you can either buy an Amazon Firestick (under \$50) or rent additional boxes from Summit for \$9.99/month.
- Write down any questions to ask the tech prior to the install. For example: I haven't purchased an Amazon Firestick yet, how do I log into SBBTV on my 3<sup>rd</sup> TV?



If you have a custom audio/video system, it is recommended you have an AV company of your choice on-site following your installation.

Phone 877-678-6648 for technical support following your installation.