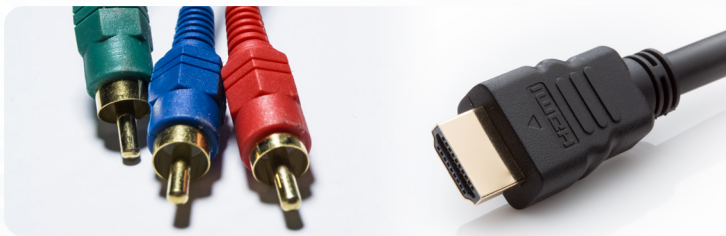


Following are some recommendations we suggest if you plan to leave your Florida home for an extended period of time. The steps outlined below will help prevent the need to call in for service or setup when you return.

Please leave your cable boxes plugged in to the wall (both power and the cable that goes into the back of it). If you are concerned with leaving these plugged in due to lightning activity while you are away, you can disconnect the wire from the box that is connected to your television. If your cable box is damaged due to lightning while you are away, we will replace it free of charge. We ask that you do this because we cannot send updates to your equipment if it is not plugged in.

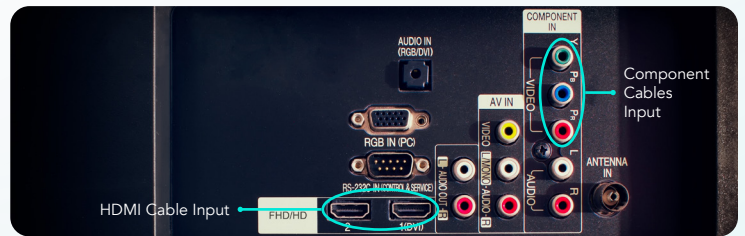
What Do I Unplug?

Please unplug your HDMI or Component cable from the back of your TV or cable box.



Component Cables

HDMI Cable



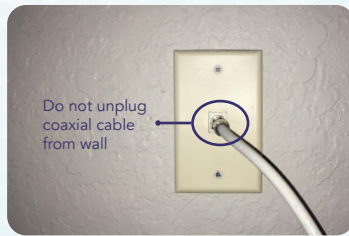
Rear View of TV

What Do I Leave Plugged In?

Please do not unplug your set-top box, cable modem or your Optical Network Terminal (ONT).



Set-Top Box



Coaxial Cable in Wall



Cable Modem



Optical Network Terminal (ONT)

If You Place Services on Vacation Hold

If you would like to place items on vacation hold while you are away, please send an email to deactivation@summit-broadband.com one week prior to your departure, and you will receive a confirmation email stating that your services (beyond bulk) have been put in vacation mode within 48 hours.

Two weeks prior to your return, please email reactivation@summit-broadband.com indicating your name, address / account number and return date. We will activate your services so they are ready when you return.

Thank you for being part of the Summit Broadband family!