



SEASONAL RESIDENT PROCESS WITH RETAIL SERVICES

WHEN YOU ARE PREPARING TO LEAVE YOUR FLORIDA HOME

1. Send an e-mail to support@opticaltel.com with the date of your departure announcing the date you wish to suspend RETAIL service. IF you do not subscribe to RETAIL services you do not have to contact us. This task can be achieved two weeks prior to departure.
2. You will be responsible for payment for the current month of services. No charges will be accrued for the month of service following your suspension request date.
3. We recommend you leaving your set top box plugged in and ON with the ability to receive power. You can unplug your television.

WHEN YOU ARE PREPARING TO RETURN TO YOUR FLORIDA HOME

1. Send an e-mail to support@opticaltel.com with the date of your return announcing the date you wish to restore RETAIL service. IF you do not subscribe to RETAIL services you do not have to contact us. This task can be achieved two weeks prior to arrival.
2. Your billing will begin the date of your restoration date and will be prorated for the remainder of the month.
3. Reconnect your televisions to power and IF you do not have a smooth start up of television service please call 855-303-4237. This is the only number you should be contacting to restore services.

Thank you!

Fibernow Management