Equipment Return Policy- Article no. 1201

Introduction

Equipment Return Information

- **All equipment** with an **MRC *must*** be **returned**; **see full list of equipment charges, here**
- To avoid unreturned equipment charges, ***our equipment*** must be returned **prior to**, or **on the day services are disconnected**; charges calculate **starting** the **day** of disconnection
- **Converters** and their **Remote Controls** must be returned
- **Internal ONTs*** a customer can **access** like a cable modem **must be returned**
    - ONT's are disconnected by the green fiberoptic jack, caution customers not to look into the plug
    - Some ONT's have the green jack hidden behind and access door near the base, (Calix 854G) for these, the access door must first be removed

  ***see exception for Hunter St. below**
- **External ONTs** in Chicago, IL (Site 14, Co 10) ***not*** in a **locked case must be returned**
- **In CA, OR** and **WA, Smart Home Panels must be returned**

Equipment that Stays with the Property and Customer-Purchased Equipment

- **24-hour EMTA back-up batteries** *purchased* by a customer should **not** be returned
- **Internal ONTs** located at **4325 Hunter St.** *remain* with the unit, and should **not** be returned
- **External ONTs** that are **not accessible** should **not** be returned
- **In Texas**, **Alarm Equipment** should **not** be returned

Resolution Steps

Three Ways to Return Equipment

- **Customers** can drop off equipment at their **Local Office****
- Customers can visit **our website** to send a **pre-paid Equipment Return Label** to their email; a **tracking number** is provided once the request is submitted
- For a **fee**, a **technician** can **pick up** equipment at the **service address**; see the **IR Policy** to add all applicable fees
    - Technicians **cannot** provide **paper** receipts; entering an email address into their handheld device, the technician can send the receipt **via email**

No Local Offices in Philadelphia, PA (Site 39, Co 43) or San Luis Obispo, Los Angeles and San Jose, CA

Special Information for enTouch, TX HOAs and Non-GPON Symmetrical

(formerly Wave G)

- HOAs in enTouch TX *except* **Sidney Bulk** coordinate **annual opt-out events** to collect equipment, which is picked up at their community center
- **Non-GPON Symmetrical** (formerly Wave G):
    - Customers can return **VDSL modems and routers** to a **Local Office** or by visiting **our website** to send a **pre-paid Equipment Return Label**
    - **All other** equipment must be **picked up by a technician**

Seasonal Disconnect

- Ensure all seasonal MRCs are on all occurrences
- Ensure equipment is assigned to the correct occurrence
- **Balance the account**

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