

THE **EASIEST** PART OF YOUR MOVE

TWO PIECES OF EQUIPMENT—**TWO EASY WAYS TO RETURN**

If you want to avoid potential fees, don't forget to disconnect your Fiberspring service before moving day!

ALL YOU NEED TO DO IS RETURN THE TWO PIECES BELOW (WITH THEIR POWER CORDS):

1



ONT (OPTICAL NETWORK TERMINAL)

Location can vary depending on installation, but this device is usually installed in the basement near the electrical panel.

WIRELESS ROUTER

Location can vary depending on installation, but this device is usually installed on the first floor or most central part of the home.

If it has been documented in our records that the wireless router was never installed or that the router was returned during the life of the Fiberspring account, this piece of equipment is not required to terminate service.

2



WE OFFER TWO EASY, CONVENIENT WAYS TO RETURN THE EQUIPMENT TO SHEL:

- 3** Drop off the devices to our office location at **85 Main St., South Hadley, MA** during business hours; **Monday-Friday from 8:30 AM-4:30 PM.**
- 4** Call **Customer Service at 413-536-1050** to schedule an appointment for one of our technicians to come to your home to collect the equipment at no cost to you!