



RESIDENT MOVE IN MOVE OUT PROCESS

MOVE IN

All televisions must be out of their box(es) and in place prior to an installation. Self installations – equipment will be delivered 7-10 days from the date the order is placed. Simply call OpticalTel at 855-303-4237 for specific Association details.

MOVE OUT

Regardless whether you receive a monthly statement from OpticalTel or not. Call OpticalTel at 855-303-4237 to disconnect and close your Opticaltel account for your video, internet and/or phone service.

Any OpticalTel equipment is the responsibility of the resident not the Association or management, therefore, we request that you call Customer Service at 855-303-4237 to schedule a pick up.

At no time, should management or the Board of Directors accept OpticalTel equipment for return.

Thank you.

OpticalTel Management