



SEASONAL OWNER CREDIT PROCESS

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 Opticaltel services. This task can be achieved two weeks prior to departure. Only written documentation will be accepted.
2. Proof of ownership is required. This program is not applicable for tenants.
3. You will be responsible for payment for the current month of bulk services (services paid through your association maintenance fees). No charges will be accrued for the month of service following your suspension request date.
4. We recommend you leaving your receiver/set top box plugged in with the ability to receive power. You may 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 Opticaltel services and a contact phone number. This task can be achieved two weeks prior to arrival.
2. A \$45 reconnection fee will be applied to your account regardless if you have subscribed to retail services (services that you would receive a separate bill from Opticaltel and NOT part of the Association's maintenance fees). If you do not have Opticaltel services above what is in the bulk contract Opticaltel will begin the process of providing a check to the owner upon written notification of restoration of services 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!