

SERVICE AREA	GA	
New Service Transfer/Moving	✓	A customer in Georgia can start new service with Stream by enrolling online or calling in to the call center. If the customer is moving and would like to transfer their service they must call in and talk to an agent to make this change.
Transfer/Moving	✓	Stream allows your customers to move and keep their current contract. Have your customer request a transfer of service when they call in.
Turn on/Switch	✓	The average time for a customer to become active is: Turn On: 5 days / Switch: 6 days
Switch Date	✓	Remember any switch submitted on or after the 20th of each month gets set for the following month. So a switch submitted on April 20, will become a Stream customer on May 1. *Note: depending on when your switch completes, you could have a month where you have AGL Base Fees twice on your first invoice. If this happens, your second invoice will not have an AGL Base Fee.
Account Numbers	✓	Turn On: Customer will need their SEP CODE Switch: Customer will need their AGLC #
Average Billing	✓	Once the customer's account is active, they can call in and request average billing.
Deposits	✓	Customers have 3 options to decrease or waive their \$150 deposit, if required: 1. Sign up on the 12 month premium product with a lower deposit amount 2. Be a customer in good standing 3. One of the various waivers (i.e. over 65, Military, etc.)