

Whip City Fiber Disconnect Service Equipment Return Form









We hate to see you go...

Please contact the Whip City Fiber Customer Service team at **413-485-1251** or **833-923-2255** and notify them of the disconnect date (*Please note that we cannot back date disconnects*). We recommend keeping the equipment at your home, unless you have our Mesh System. If you choose to return the equipment or if you have our Mesh System, you can ship it back to us. The mailing address is **40 Turnpike Industrial Rd, Westfield, MA 01085**. Please fill out the form below and included it with your shipment. Once your account is closed, we will send you a final bill.

Account Holder's Name	
Account Number	
Service Address	

Equipment Being Returned

<p>NETGEAR R7000 Router</p>  <p><input type="checkbox"/> Check if Returning</p>	<p>SmartRG SR400ac Router</p>  <p><input type="checkbox"/> Check if Returning</p>	<p>ADTRAN 834-5 Router</p>  <p><input type="checkbox"/> Check if Returning</p>
<p>Ooma Telo – Phone Service</p>  <p><input type="checkbox"/> Check if Returning</p>	<p>Nokia Beacon 3 – Mesh System</p>  <p><input type="checkbox"/> Check if Returning</p>	<p>Plume SuperPods – Mesh System</p>  <p><input type="checkbox"/> Check if Returning</p>

IMPORTANT: Please do not remove the Optical Network Terminal (*white box found on the inside of your home where the service enters the home*) or the Network Interface Device (*box located on the outside of the home where the fiber enters*).