

Frequently Asked Questions

Question: What should I do if Summit Broadband services will not be installed prior to Spectrum services being disconnected?

Answer: You should contact Spectrum at 1.855.366.7132 one week prior to the ROE agreement expiration date of October 16, 2022, and transition your services to retail rates to avoid service interruption. Once contact is made with a Spectrum representative, make it very clear that you wish to transition your services to a retail package that does not require a contract and does not carry any early termination fees (ETFs).

Question: Once I convert to Summit Broadband, will I still be able to use my spectrum.net email address?

Answer: You will be able to access your spectrum.net email for 60 days after service disconnection. For more information, please visit www.spectrum.net/support/manage-account/disconnecting-services. For information on how to auto-forward emails to a third party email account, please visit www.spectrum.net/support/internet/automatic-email-forwarding-bhn-twc.

Question: What do I do if I still want to keep my Spectrum services and not install Summit Broadband?

Answer: If you wish to maintain your Spectrum services, the only action you will need to take is to contact Spectrum one week prior to October 16th, 2022, and transition your services to retail rates. There is no action that you need to take with Summit Broadband.

Question: Can I use my own router on your Internet service?

Answer: Although we recommend that you use our Wi-Fi 6 router to have the best in-home experience, you can certainly use the router that you currently own. We recommend that you consult your Summit Broadband technician to determine if your equipment will support your new 500 Mbps symmetrical Internet speeds with Summit Broadband.

*In-home Internet speeds may vary based on the specific equipment specifications/limitations of the customer-owned equipment.

Question: What if I just want your TV services, but not your Internet service?

Answer: IPTV is the delivery of television content over the Internet. In order to function properly, we will need to install our Internet service. That said, if you wish to continue subscribing to Spectrum Internet service, you can do that without issue. You will just need to ensure the devices in your home (e.g. laptop, tablets, mobile phones, etc.) are connected to the correct Wi-Fi network.

Question: What if your Internet service is out, will I lose my Summit Broadband TV services?

Answer: Because IPTV service delivers content over the Internet, your TV services will no longer function if your Internet service is not functioning. That said, from a network reliability perspective, our network uptime is +99.99%, so your services will consistently be available.

Question: What if I want to upgrade to your home phone service, will I lose my phone number?

Answer: You will be able to port your phone number to Summit Broadband. It is important that you do not disconnect your home phone service with Spectrum until Summit Broadband services are successfully installed.

As part of our bulk agreement, we are extending unlimited Digital Phone Plus at \$0.00/mo for the first 12 months (taxes/fees/surcharges not included). At the end of the promotion, unlimited Digital Phone Plus is only \$29.99/mo.

Question: What if I have a magicJack, will it work on Summit Broadband?

Answer: magicJack is an Internet-based telephone service, and it will function seamlessly on your Summit Broadband Internet service.

Frequently Asked Questions (Cont.)

Question: Can I get Summit Broadband services at a later date, if I do not want to transition my services now?

Answer: Free professional installation is available for 12 months after the start of the installations. You can certainly wait, and transition to Summit Broadband services at a date/time that is convenient for you.

Question: What if I choose to not complete the initial fiber-in install, and decide to get it installed at a later date? Will the install be substantially longer, or will 2 separate appointments need to be scheduled?

Answer: By not completing the initial fiber-in install, your future installation appointment may take approximately 3-4 hours to complete. By completing the initial fiber-in install, your future install appointment should only take approximately 1-2 hours.

Question: Once installed with Summit Broadband services, how do I pay my bill? How do I set-up autopay?

Answer: Once installed, you can visit <https://webcare.summit-broadband.com/esp/Registration> and complete the registration process using your Summit Broadband account number and the customer PIN that was created when you scheduled your installation appointment. You will be able to view your bill, set-up autopay, view your channel lineup, and more!

Question: How do I return Summit Broadband equipment, if need be?

Answer: Customers will be able to return their equipment by visiting www.summitbb.com/returns to request an equipment return box and return label be drop-shipped to their home.

Question: Your IPTV and Internet services are brand new to us. Will you be hosting any customer-education events after our services are installed?

Answer: Yes. Coupled with the customer-education that will be conducted by your technician on the day of installation, we will be facilitating IPTV workshops starting later this year. Individual invitations will be sent to those residents who were recently installed, requesting that they RSVP for the respective workshop session.

Question: Do you have a back-lit remote control?

Answer: Currently Summit Broadband does not have a back-lit remote control.

Question: Can I use the SBB View app on a Amazon Firestick, TiVo 4K Stream, Apple TV, or Roku box/stick?

Answer: Yes. Visit www.summitbb.com/support and select on SBB View for more information on how to download the SBB View app on the above listed devices.

Question: When do my Summit Broadband services become active?

Answer: Your Summit Broadband services will become active immediately, post-completion of the install by your Summit Broadband technician.

Question: Do you have a Seasonal suspend program?

Answer: Yes. The Seasonal Convenience Plan can only be applied to retail services that are not already in the bulk agreement. To qualify, residents must have their account on the Seasonal Convenience Plan (SCP) for a minimum of 3 months, up a maximum of 9 months. The cost to place your account on the Seasonal Convenience Plan is \$8/mo. For more information on our Seasonal Convenience Plan, please visit www.summitbb.com/support and select the 'How can I place my account on the Seasonal Convenience Plan?' help directory article.