

January 19, 2024

Dear Resident-

Summit Broadband has identified approximately ~200 optical network terminals that are out of specification, which could lead to service-related issues in the future. If you are receiving this communication, you are one of the ~200 customers.

Summit Broadband will be reaching out to you, if not already, to schedule an appointment for a technician to visit your home. They will be completing a full audit of your equipment and signal coming into your unit. Once the technician is able to identify what the root-cause is that is causing your optical network terminal to be out of specification, they will work towards resolving the issue.

For those that have been contacted prior to and were potentially concerned that this was a malicious scam, rest assured, it is not.

Thank you for your patience and understanding.

Sincerely,

Summit Broadband

Danny Gonzalez

VP, Customer Experience

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