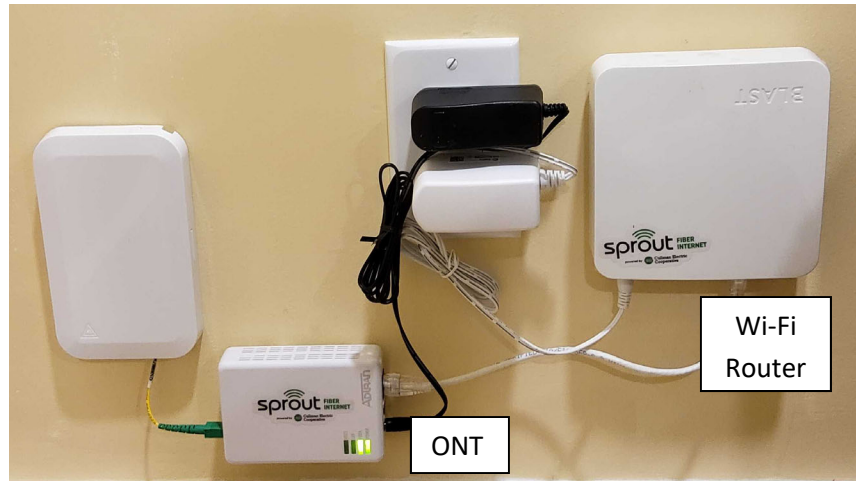


Removing and Returning Sprout Fiber Internet Equipment

Once your account is inactivated, equipment charges of \$100 per applicable piece are applied. If you return the equipment in good working condition, we will remove the equipment charges from your balance due.

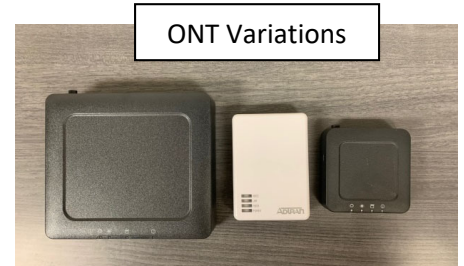
Any inactive account with a balance due for more than 30 days is subject to collections by a third-party agency per the Service Agreement. The service agreement is on our website at [cullmanec.com /legal-information](http://cullmanec.com/legal-information).

Equipment inside your home may look like similar to this photo.



Please remove and return ONLY the following pieces of equipment.

- 1) **ONT** – either a white, grey, or black box. Disconnect the green fiber connector first by pinching and pulling the cable at the base of the ONT. This cable and its box remain in the home. Disconnect the other two cords. Remove the ONT by sliding it to the side. There are two keyholes that slide over two screws in the wall. **Return the black power cord as well.**



- 2) **Wi-Fi Router/Extenders** – if you have been issued one of our routers, you'll have one or more of the following:
 - a. Sprout BLAST u4: a white box about the size of a slice of bread mounted to the wall using keyholes and screws (similar to the ONT mounting). Remove it by sliding it to the side. **Return the white power cord as well.** Extenders are similar in look, but plug directly into wall outlet.
 - b. Sprout BLAST u6: a grey or white tower that typically sits on a shelf or piece of furniture around waist height. **Return the black power cord as well.**
 - c. Plume SuperPod: a silver hexagon shape that plugs directly into a wall outlet. If you have extenders, you may have more than one in your home.

Return the router, any power cords, extenders, and the Ethernet cord that connects the ONT to the router.



Other equipment is to remain in place, including the outside equipment mounted near the power meter, and remains the property of Cullman Electric Cooperative/Sprout Fiber Internet.

Drop Off Instructions

All requested Sprout Fiber Internet equipment must be returned to the Cullman Electric Cooperative office.

If during business hours, you may drop off your equipment with a cashier.

If outside of business hours, you may drop off your equipment in the office vestibule area. Place the equipment in one of the provided padded envelopes. Write your name and phone number on the outside of the envelope before dropping it inside the collection box. Do not leave the equipment outside of the collection box.

1749 Eva Rd NE, Cullman

or 31132 US HWY 278 W, Addison

