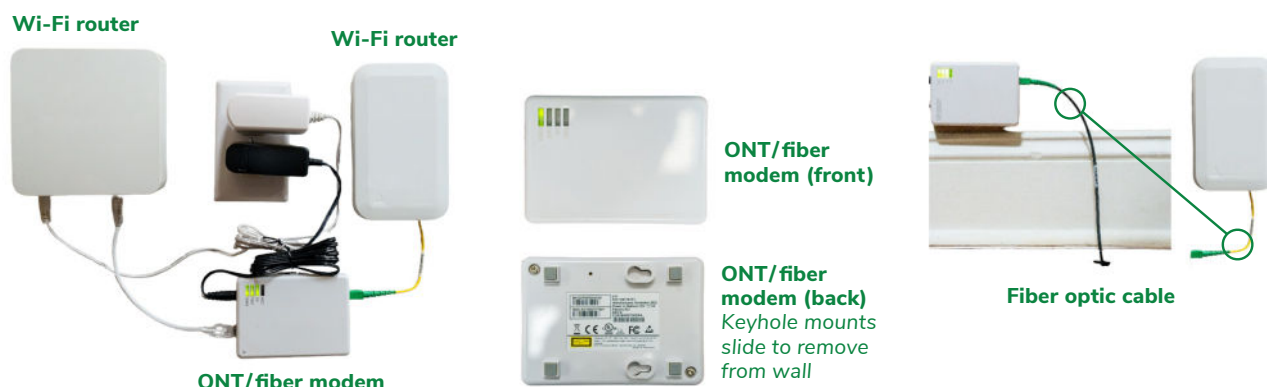


Removing and Returning Sprout Fiber Internet Equipment

When you cancel your service, there is equipment to return to avoid charges.

Equipment inside your home may look similar to these photos.



Remove Sprout's ONT/fiber modem

- Unplug the power cord.
- Unplug the Ethernet cable that connects to the Wi-Fi router.
- Gently pinch and pull the green tip of the fiber optic cable. The cable and any hardware securing it to the wall or floor should remain in the home.
- Remove the ONT from the wall by sliding it off the keyhole mounts.

Remove Sprout's Wi-Fi router(s)

A wall-mounted router is removed similarly to the ONT by unplugging cords and sliding it off the keyhole mounts.

A free-standing router simply needs to have the power cord and Ethernet cable unplugged.

ONT/fiber modem and Wi-Fi router variations

There are several models of ONTs and routers, so the ones in your home may not look like the ones in the photos. Each piece has a serial number and it's assigned to your account. Contact us if you'd like to confirm what equipment needs to be returned. All power cords must be returned.

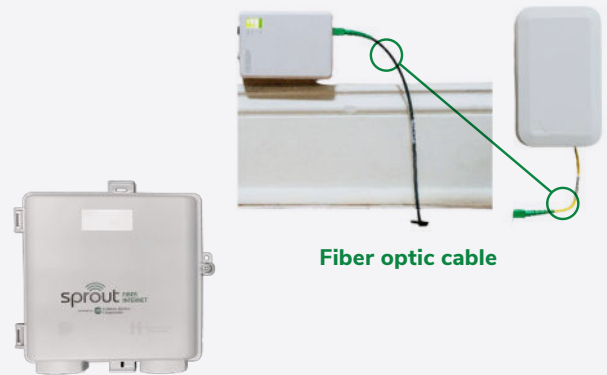
Please contact us if you have an outdoor ONT/fiber modem or an outdoor Wi-Fi router for additional removal instructions.



! Do not remove the fiber optic cable

It will remain in the home. This cable comes from the wall or floor and connects to the ONT/fiber modem. It may be connected to a wall plate or a small box. The wall plate or box is also to remain in the home. These items are the property of Cullman Electric Cooperative/Sprout Fiber Internet.

Outside the home, typically next to the power meter, the Sprout box also remains. These items are the property of Cullman Electric Cooperative/Sprout Fiber Internet.



Equipment return

Return the ONT/fiber modem, routers, and their power cords to the Cullman Electric Cooperative/Sprout Fiber Internet office.

If equipment is not returned, a charge of \$100 per piece is applied to the account balance. Unpaid account balances are subject to collections.

You can return your equipment to a Sprout representative during regular business hours or use the dropbox in the office entrance vestibule near the payment kiosks. The dropbox and payment kiosks are available at any time.

Dropoff instructions

- Place the ONT/Modem, the Wi-Fi router(s), and the power cords in the provided padded envelope.
- Seal the envelope and place it in the dropbox.
- Do not leave the equipment outside of the dropbox.

Additional details

If all assigned equipment is returned, any applied non-returned equipment charges will be removed from the account balance.

A return confirmation will be emailed to the email address on file for the account.

Final bill payments can be made at the kiosks, over the phone, in person, or through your Sprout Account Portal. Final account balances not paid are subject to collections.

Accounts with final credit balances will be issued refunds.

Additional policy information about canceling service and account balances can be found in the service agreement.

Dropoff locations

1749 Eva Rd NE, Cullman



31132 US HWY 278 W, Addison



Have Questions?

Contact us at **256-737-3200** or **sprout@cullmanec.com**

