

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. If you choose to return the equipment, you can ship it back to us. Please fill out the form below and included it with your shipment. Once your account is closed, we will send you a final bill with any adjustments.

Account Holder's Name	
Account Number	
Service Address	

Equipment Being Returned

<p>SmartRG Router and Power Cord</p> <p><input type="checkbox"/> Check if Returning</p>		
<p>Ooma Telo and Power Cord</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*).

From:

**WESTFIELD GAS + ELECTRIC | WHIP CITY FIBER
PO BOX 990
WESTFIELD, MA 01086-0990**

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STEPS TO RETURN EQUIPMENT:

- ① Securely package the SmartRG Router and/or Ooma Telo in a shipping box and include the return form. (We suggest a medium-size US Postal Service Flat-Rate box.)
- ② Affix the shipping label to the outside of the box and send your package using the shipper of your choice, or as we suggest, the USPS.
- ③ Retain the shipping receipt for your records.