







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 for the next customer, unless you have our Mesh System. If you choose to return the equipment, the mailing address is **40 Turnpike Industrial Rd, Westfield, MA 01085**. Please fill out the form below and include it with your shipment. Once your account is closed, we will send you a final bill.

Account Holders Name	
Account Number	
Service Address	

Equipment Being Returned

NETGEAR R7000 Router  <input type="checkbox"/> Check if returning	SmartRG SR400ac Router  <input type="checkbox"/> Check if returning	ADTRAN 834-5 or 854-V6 Router  <input type="checkbox"/> Check if returning
Ooma Telo – Phone Service  <input type="checkbox"/> Check if returning	Nokia Beacon 3 – Mesh System  <input type="checkbox"/> Check if returning	Plume SuperPods – Mesh System  <input type="checkbox"/> Check if returning

IMPORTANT: Please do not remove the Optical Network Terminal (*white or black Nokia 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*).