**Remote Transfer of Service – Request Form**

Please gather account details for the new customer and create an account for them if one does not already exist. If the existing customer has not authorized the transfer of service, please reach out to the existing customer and proceed from Form Section A. If the existing customer has already authorized the transfer of service, please proceed from Form Section B.

**Please remember that a remote transfer may not be performed if:** a) The existing customer does not approve the request; b) The POE-injector is missing; or c) the new customer requests to move any of the equipment on or in the building.

*Form Section A – Speaking to the Existing Customer*

Please verify the account information from the existing customer and confirm that you are speaking to the account holder. Once this has been established, verify that the existing customer authorizes the transfer of service to the new customer. If the existing customer agrees, please ask the existing customer the following questions:

1. **Are there any recent service issues that you have been experiencing?** Y/N   
   (If yes, please gather details)
2. **Are you able to connect to the internet currently?** Y/N   
   (If yes, proceed to question number 8)
3. **Are you familiar with the location where the service line enters the building?** Y/N
4. **Do you see a cord coming from the wall or from a service jack on the wall?** Y/N
5. **Is that cord currently connected to a small box, roughly the size of a bar of soap?** Y/N   
   (If no, determine if the existing customer knows where this device – called a POE – is. If the existing customer has lost the device, then wrap up the phone call and schedule an install date for the new customer.)
6. **Is the cord connected to the box in a port labelled either POE or marked by a lightning bolt?** Y/N  
   (If no, please have the customer plug the cable into this port)
7. **Is there a light on the small box?** Y/N  
   (If yes, verify the color of the light, and ask if it is flashing – if it is red or flashing, then wrap up the phone call and schedule an install date for the new customer.)

In BillMax, verify if the existing customer has a managed router package. If the existing customer does not, please proceed to question number 9.

1. **I see that you have one of our managed routers on your account. Please be sure to leave all of the equipment connected in the home for the next occupant.**
2. **I see that you have a personal router. There should be a cable plugged into your router’s Internet port: this port may be labeled WAN or have a picture of a globe on it. Please be sure to leave this cable and the small box it connects to for the next occupant. The small box should stay plugged into both a power outlet as well as to a service jack on the wall.**

*Form Section B – Speaking to the New Customer*

If the new customer is at the service location at the time of your call, please proceed from question number 1 below. If the customer is not at the service location, please proceed from question number 6.

1. **Are you familiar with the location where the service line enters your home?** Y/N
2. **Do you see a cord coming from the wall or from a service jack on the wall?** Y/N
3. **Is that cord currently connected to a small box, roughly the size of a bar of soap?** Y/N   
   (If no, determine if the new customer knows where this device – called a POE – is. If the new customer cannot find the device, then schedule an install date with the new customer.)
4. **Is the cord connected to the box in a port labelled either POE or marked by a lightning bolt?** Y/N  
   (If no, please have the customer plug the cable into this port)
5. **Is there a light on the small box?** Y/N  
   (If yes, verify the color of the light, and ask if it is flashing – if it is red or flashing, then schedule an install date for the new customer.)

In BillMax, verify if the existing customer had a managed router. If yes, please proceed from question number 6. If they did not, please proceed from question number 7.

1. **I see that the previous occupant used a managed WiFi router that we issued to them. Would you like to use your own router, or would you prefer to continue with a managed router lease?** Y/N  
   (If the new customer would like to use their own router, please proceed to question number 9)
2. **Will you be using your own WiFi router with our service, or would you prefer to lease a managed router from us?**   
   (If the new customer would like to use their own router, please proceed to question number 10)
3. **What would you like the name of your home WiFi network to be?** (verify spelling and document their request)
4. **What would you like the password for your home WiFi network to be?** (verify spelling and document their request)
5. **Do you need any of the on-site equipment or the equipment mount to be moved at this time?** Y/N  
   (If yes, then schedule an install date with the new customer)