

Moving Out?



PLEASE TAKE A MOMENT TO LET US KNOW WHEN YOU ARE MOVING OUT. IT IS YOUR RESPONSIBILITY TO CLOSE YOUR **HOTWIRE COMMUNICATIONS®** ACCOUNT, EVEN IF YOU ONLY HAD THE SERVICES PROVIDED IN YOUR AMENITIES PACKAGE.

Simply follow these steps and we'll take care of the rest:

1. Contact Hotwire Customer Service at 800-355-5668.
2. Speak to a Customer Service representative. You will need to provide the date you wish to have your service terminated and your forwarding address.
3. If you **DO NOT** have Hotwire equipment to return, the customer service representative will simply close your account and terminate your service on the date requested.
4. If you **HAVE** Hotwire equipment - the customer service representative will schedule an appointment for a Hotwire technician to pick up your equipment.

Do NOT return Hotwire equipment to your Property Management office.

IMPORTANT NOTE:

There is a minimum fee of \$400 per box for unreturned equipment and this will automatically be applied to your account for each piece of equipment that is not returned to Hotwire Communications in advance of your account being closed.