



Made To
Connect

Dear Valued Customer:

Our thoughts go out to everyone that is being affected by Hurricane Milton. Rest assured that we are working diligently to restore impacted services.

This is a gentle reminder that **our service(s) require power to function properly. Prior to contacting us, please confirm that your home electricity is back on.** If your electricity has not yet been restored, you can click on the link below and select your power company to report an outage, sign up for outage alerts, and receive an estimated time of restoration.

[How can I find out when my power will be restored after a storm?](#)

If you currently have electricity from your power company or if you have power from a generator, but your TV, Internet and/or Phone services are not working, you can follow these simple steps to restore your service(s):

1. Check your cable connection. If your coaxial (if applicable) or ethernet connections are loose, you may not be able to connect to the Internet. Please tighten those connections.
2. If you have a modem and/or router, unplug the power from both. Wait two (2) minutes, then plug the power back into the electrical outlet. If you are using a portable generator, please ensure that they are plugged into the generator.
3. Reboot your computer and/or device. Many Internet connectivity issues are resolved by shutting down and/or restarting your computer/device.
4. If you have a surge protector, make sure it is plugged in and that it does not need to be reset.

If you are still experiencing an interruption to your service after following these troubleshooting steps, please contact our Customer Care team by chatting with us online at **summitbb.com** or calling us at **1-877-678-6648**. **Please expect higher than normal wait times as many of our customers have been impacted by the storm.**

We are committed to the communities that we serve and understand how important it is to keep our customers connected to what is important in their lives. Thank you for allowing us to serve you and please be safe.

Sincerely,

Summit Broadband Team