

Equipment Return

We're Sad to See You Go!

Thank you for being an EPB Fiber Optics customer. We appreciate your business, and for taking the time to return our equipment. If you have any questions, don't hesitate to call 423-648-1372 anytime, day or night.

To avoid equipment charges on your next bill, please return equipment to one of the locations listed below as soon as possible. These fees will be credited to your account as soon as equipment is returned.

EPB BRAINERD BRANCH | 830 EASTGATE LOOP | MONDAY - FRIDAY 8:30AM-5:30PM

EPB HIXSON BRANCH | 2124 NORTHPOINT BLVD. | MONDAY-FRIDAY 8:30AM - 5:30PM

EPB SMART NETWORK

ROUTER



Subscribers to EPB Smart Network will have one WiFi router that looks like the one pictured. It will be connected to your indoor fiber optic connection box, or located near your main computer terminal or in a central location to maximize your home's WiFi network signal. Please return both the router and power cord.

SET TOP BOX(S)



Please return all set top boxes and power cords.

- Fi TV Select includes a set top box for every connected TV
- Fi TV includes a set top box on your main TV

REMOTE CONTROL(S)



Each set top box includes one remote control that looks like the one pictured (either black or silver). Please return one remote for every set top box.

SWITCH (FI TV SELECT ONLY)



No matter how many set top boxes you have in your home there is only one switch, and it is connected to your main set top box. If you have Fi-Speed Internet and are keeping the service, retain the switch for your internet service. If you are discontinuing both TV and Internet services, please return the switch and associated cords.

ACCESS POINT(S) (FI TV SELECT ONLY)



Each set top box includes one access point (if you only have one set top box, you may or may not have an access point). Access points are connected to your set top box(es) using an Ethernet cord. Please return all access points included with your service.