

Local Office Information

Address

**956 Massachusetts Ave
Arlington, MA 02476-4509**

Monday - 9:00am - 5:00pm
 Tuesday - 9:00am - 7:00pm
 Wednesday - 9:00am - 5:00pm
 Thursday - 9:00am - 7:00pm
 Friday - 9:00am - 5:00pm
 Saturday - 9:00am - 1:00pm
 Sunday - Closed

**518 Union Ave
Framingham, MA 01702**

Monday - Friday 9AM - 1PM and 2PM - 5PM
 (Closed between 1PM and 2PM)
 Saturday - Closed
 Sunday - Closed

**1224 Hyde Park Ave
Hyde Park, MA 02136-2805**

Monday - Friday 9AM - 1PM and 2PM - 5PM
 (Closed between 1PM and 2PM)
 Saturday - Closed
 Sunday - Closed

Office Functions:

Accept Payments	YES
-Cash	YES
-Check	YES
-Credit Card	YES
-Money Orders	YES
Walk-in Service	YES
Drop Off Equipment/ Returns in person	YES
After Hours Payment / Equipment Drop Box	Arlington, MA - YES Framingham, MA - YES Hyde Park, MA - NO

Cable Equipment Swaps

Proof of identification or CPNI information required!

Digital Box	YES
HD Box	YES
DVR Box (HD Capable)	YES*
TiVo 2 Tuner	YES*
TiVo Wireless Adapter	YES
TiVo 6 Tuner (MoCA)	NO‡
TiVo 4 Tuner (MoCA)	NO‡
TiVo Single Tuner (MoCA)	NO‡
TiVo Mini	NO‡
MoCA Bridge (ECB)	NO‡
TiVo Stream	YES
CableCARD	YES
Remote Control	YES

***Even Swaps ONLY - 2 Tuner for 2 Tuner, DVR for DVR**

‡Tech needed to install

Data/Phone Equipment Swaps

Proof of identification or CPNI information required!

Existing Data customers only!

Existing Equipment:	Can be Swapped for:
DOCSIS 2.0 Modem	DOCSIS 2.0 Modem
DOCSIS 2.0 Modem	DOCSIS 3.0 Modem
DOCSIS 3.0 Modem	DOCSIS 3.0 Modem
3-in-1 Modem/Router/MoCA	NO‡
1 Gig Modem	NO‡
1 Gig 4-in-1 Modem/Router/MoCA/Phone	NO‡
DOCSIS 2.0 E-MTA (Modem + Phone)	DOCSIS 3.0 E-MTA
DOCSIS 3.0 E-MTA (Modem + Phone)	DOCSIS 3.0 E-MTA
Older Routers	Newer WiFi Router
WiFi Router	WiFi Router

‡Tech needed to install

Customer Additional Equipment Pick-Up

Proof of identification or CPNI information required!

Digital Box	YES
HD Box	YES
DVR Box (HD Capable)	YES
TiVo 2 Tuner	NO*
TiVo Wireless Adapter	YES
TiVo 6 Tuner (MoCA)	NO‡
TiVo 4 Tuner (MoCA)	NO‡
TiVo Single Tuner (MoCA)	NO‡
TiVo Mini	NO‡
MoCA Bridge (ECB)	NO‡
TiVo Stream	YES
CableCARD	YES
Remote Control	YES
Additional Remotes (\$15 fee)	YES
Cable Modem	YES
HLAN/Routers	YES
HDMI Cords (no charge)	YES
Y Pb Pr Cords (no charge)	YES
3-in-1 Modem/Router/MoCA	NO‡
1 Gig Modem	NO‡
1 Gig 4-in-1 Modem/Router/MoCA/Phone	NO‡
E-MTA (Modem + Phone)	NO‡

***Swaps ONLY - 2 Tuner for 2 Tuner**

‡Tech needed to install.