

**Local Office Information**

<b>Address</b>	<p><b>Bradley Place Business Center</b>  <b>2640 West Bradley Place</b>  <b>Chicago, IL 60618</b></p> <p>Monday, Tuesday - 9:00am - 5:00pm          Wednesday, Thursday - 9:00am - 7:00pm          Friday - 9:00am - 5:00pm          Saturday - 9:00am - 1:00pm          Sunday - Closed</p>
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**Office Functions:**

<b>Accept Payments</b>	<b>YES</b>
-Cash	<b>YES</b>
-Check	<b>YES</b>
-Credit Card	<b>YES</b>
-Money Orders	<b>YES</b>
<b>Walk-in Service</b>	<b>YES</b>
<b>Drop Off Equipment/ Returns in person</b>	<b>YES</b>
<b>After Hours Payment / Equipment Drop Box</b>	<b>YES</b>

<b>Cable Equipment Swaps</b>  <b>Proof of identification or CPNI information required!</b>	Digital Box	<b>YES</b>
	HD Box	<b>YES</b>
	DVR Box (HD Capable)	<b>YES*</b>
	TiVo 2 Tuner	<b>YES*</b>
	TiVo Wireless Adapter	<b>YES</b>
	TiVo 6 Tuner (MoCA)	<b>NO‡</b>
	TiVo 4 Tuner (MoCA)	<b>NO‡</b>
	TiVo Single Tuner (MoCA)	<b>NO‡</b>
	TiVo Mini	<b>NO‡</b>
	MoCA Bridge (ECB)	<b>NO‡</b>
	TiVo Stream	<b>YES</b>
	CableCARD	<b>YES</b>
	Remote Control	<b>YES</b>
	<p><b>*Even Swaps ONLY - 2 Tuner for 2 Tuner, DVR for DVR</b></p> <p><b>‡Tech needed to install</b></p>	

**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	<b>NO<sup>‡</sup></b>
1 Gig Modem	<b>NO<sup>‡</sup></b>
1 Gig 4-in-1 Modem/Router/MoCA/Phone	<b>NO<sup>‡</sup></b>
DOCSIS 2.0 E-MTA (Modem + Phone)	<b>DOCSIS 3.0 E-MTA</b>
DOCSIS 3.0 E-MTA (Modem + Phone)	<b>DOCSIS 3.0 E-MTA</b>
Older Routers	<b>Newer WiFi Router</b>
WiFi Router	<b>WiFi Router</b>

**<sup>‡</sup>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
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.**