

Local Office Information

Address	<p>Brookland Plaza - 3734 10 St. NE Washington, DC 20017</p> <ul style="list-style-type: none"> • Closest metro Stops: Brookland/Catholic University of America (CUA) – red line <p>Monday- Friday - 8:00am - 6:00pm Saturday - 9:00am - 2:00pm Sunday - Closed</p> <p>-----</p> <p>5756 Georgia Avenue NW Washington, DC 20011</p> <ul style="list-style-type: none"> • Closest metro Stops: Takoma Park (red line) or Fort Totten (green/yellow line) <p>Monday - Wednesday - Friday: 9:00am - 5:00pm Tuesday & Thursday - Closed Saturday - Closed Sunday - Closed</p>
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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	Payments Only; No Equipment

Cable Equipment Swaps

Proof of identification or CPNI information required!

Existing Customers only!

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

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

**** DVR Boxes are only available to Cable+Phone or A la carte Cable customers.**

‡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 Dual Tuner	NO*
TiVo Wireless Adapter	YES
TiVo 6 Tuner (MoCA)	NO‡
TiVo Quad 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 - Dual Tuner for Dual Tuner**

‡Tech needed to install.