



WELCOME TO  
**Summit Broadband**

FOCUSED ON  
**Fiber. Florida. You.**





# Welcome to the Summit Broadband Family

Thank you for choosing Summit Broadband for your home! We are excited to provide all of your home entertainment and communication needs. Our fiber-optic network will provide the fastest Internet speeds, amazing picture quality and excellent call quality.



Experience ultrafast Internet with speeds up to 2 Gig (that's 2,000 Mbps Upload and Download speeds) with unlimited usage – no data caps or throttling.



Manage your TV viewing both in your home and when you are on the go.



Instant access to hundreds of your favorite networks in high-definition.

Whether connecting with those who matter most, streaming high-definition content, working from home, or enjoying your favorite online activities, we connect you quickly, seamlessly and with no restrictions. We're glad you have selected us to keep you connected to what's important in your life for years to come.

[summitfiber.com](https://summitfiber.com)

## Create and Manage Your Summit Broadband Account

Easily manage your Summit Broadband account with **My Account** and get the most out of the following features:



**View and Pay Your Bill** - Review your billing details on demand.



**Manage Payment Options** - ACH, Credit Card, PayPal, Venmo, Apple Pay, Google Pay and more!



**Set Up and Update Automatic Payments** - Save time and avoid needing to manually pay your bill every month.



**Troubleshoot Your Services** - Refresh your own equipment without having to call customer service.



**Upgrade Your Services** - Upgrade your Internet speed, add premium channels, and more!



**Where's My Tech** - the ability to see where your tech is on the day of your service or installation appointment and more!

### Follow these steps to create your online account:

1. Go to [www.summitbb.com/myaccount](http://www.summitbb.com/myaccount)
2. Select **If you have an account with Summit Broadband, register for the customer portal here**
3. Enter in your **Account Number**
4. Enter in the PIN you created when establishing your account. If you do not have a PIN established, please email us at [care@asksbb.com](mailto:care@asksbb.com)
5. Select **Register**



# A Superb Television Viewing Experience



With SBB TV powered by TiVo® you can enjoy a wide variety of high-definition channels, and manage your TV viewing both in your home and when you are on the go.\*

Plus enjoy other innovative features such as:



Advanced  
Interactive Guide



Voice Remote  
powered by Google



Cloud DVR



Restart TV



And more!



Download the SBB TV app to your smart device via:



App Store (IOS)



Google Play Store (Android)

\*On the go viewing availability subject to out of home rights by the network channel.


# SBB TV

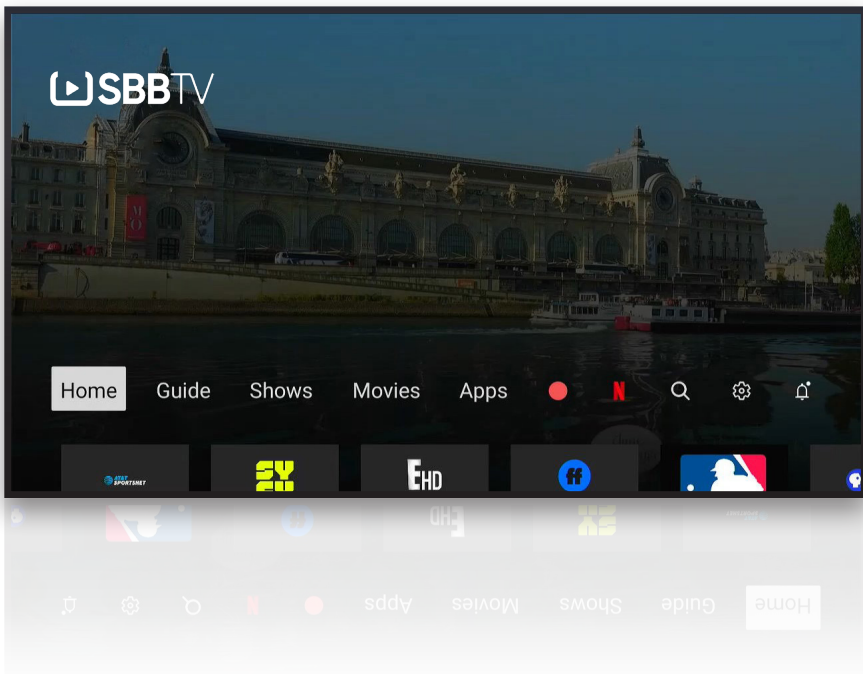
## Quick Tips



With SBB TV you will get total access to the TV programming you love, and much more! You'll get hundreds of channels, as well as access to streaming providers, all from one simple device. Find, watch, record, and stream with SBB TV.

### The Main Menu

The main menu is the starting point for just about everything you do with the SBB TV service. From the main menu, you can easily access popular destinations like the Home screen, the Guide, Shows, Movies, and Apps. To get to the main menu, just press the TiVo button  on your remote control.



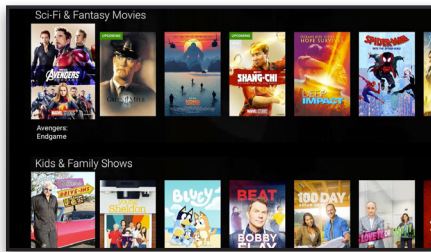
# SBB TV

## Quick Tips

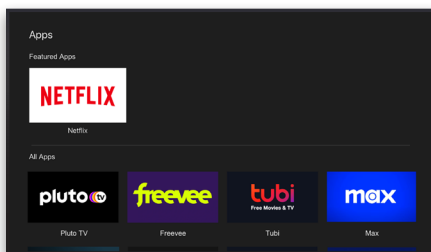


### The Home Screen


The Home screen is your hub for finding great things to watch. Browse categories like Sports, News, Kids, and Popular Shows, or check out live sports or shows on now.

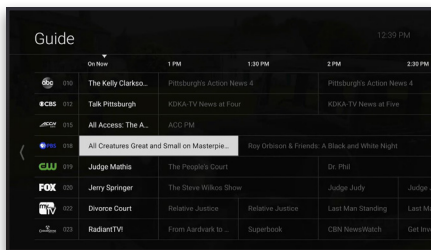


When you find something you like, just select it to see details, watch, or set up a recording.




### Apps: Streaming Solved

Choose **Apps** from the main menu or press the **Apps** button  on your remote control to see all your apps.



### The Guide: Never Miss a Thing

Choose **Guide** from the main menu, or press the **Guide** button  on your remote control to see what's on and what's coming up.



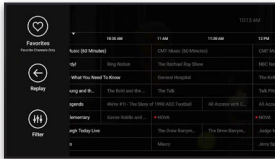
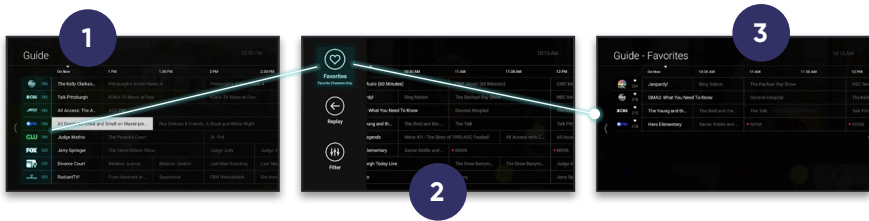
# SBB TV

## Quick Tips



### Favorite Channels

Use the **Guide** to set your favorite channels. Move to the Channel column and select each channel you want to set as a favorite. The small heart icon will be filled in. Whenever you want the **Guide** to show only your favorites, just move all the way to the left and choose **Favorites** from the panel that appears.

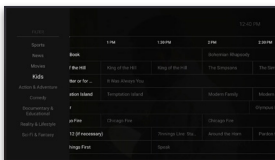
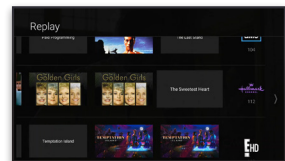


### Use the Guide's Superpowers

Use your remote to move all the way to the left of the guide. A panel opens with **Favorites**, **Replay**, and **Filter** options.

### Turn Back Time with Replay

Missed your favorite show? No problem! Just choose **Replay** to choose from previously aired shows that are available to watch.



### See Just what You Want with Filters

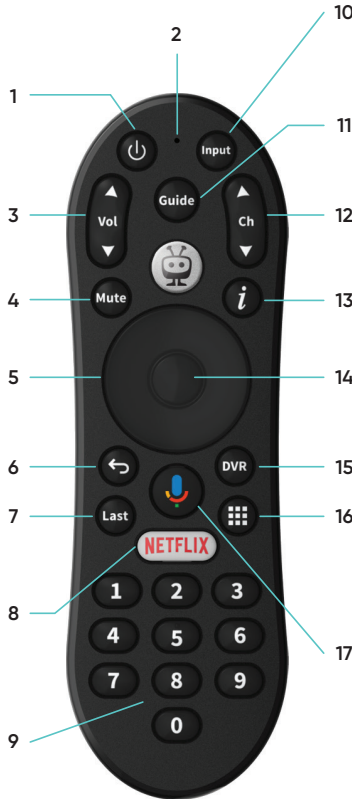
Don't feel like talking? Use text search to enter a title, actor name, or keyword.


# Voice Remote

powered by Google



1. **POWER** turns the TV on or off.
2. **MICROPHONE** for Voice Search.
3. **VOL** controls the volume on your TV.
4. **MUTE** turns the sound on or off.
5. **CONTROLLER** navigates using the **UP, DOWN, LEFT** or **RIGHT** areas.
6. **BACK** opens the main menu or returns to the previous screen.
7. **LAST** goes to the channel you last viewed.
8. **NETFLIX** launches the Netflix app.
9. **NUMBER BUTTONS** enter numbers (e.g., channel numbers or Parental Controls PIN).



10. **INPUT** selects the input for your TV.
11. **GUIDE** takes you to the on-screen Guide.
12. **CH** changes the channels up and down.
13. **"i"** shows more information about what you're watching.
14. **OK**, in the center of the Controller, accepts the current selection.
15. **DVR** lets you schedule and access your recordings.
16. **APPS** takes you to all your apps.
17. **VOICE SEARCH** finds your shows. On some remotes **VOICE SEARCH** looks like this. 




Scan QR Code For  
More SBB TV Information  
or Visit [summitbb.com/support](https://summitbb.com/support)

# watchTVEverywhere


## Your Favorite Networks On The Go!


Watch your favorite programs from any device, anytime! All you need is an Internet connection on your smartphone, tablet, laptop or your favorite streaming device to stream your favorite content.

### Features

 **FREE** online access to the networks that are part of your Summit Broadband TV package.

 Register up to six (6) users.

 Enjoy live sports coverage on the NFL Network, WatchESPN, and many more!

 Catch up on an entire season or previous seasons of your favorite programs.



\*Certain channels may not be available in some viewing areas. Using a mobile network may incur data charges; check your wireless provider's rate plan for details. Some TV networks may limit the number of devices you can use at the same time. Almost all watchTVEverywhere programs are available on PC, laptops, tablets and mobile phones. Several networks are also available on Apple TV, Chromecast, and Xbox.

## watchTVeverywhere (Contd.)

### How to Register

- Visit [www.wtve.net](http://www.wtve.net)
- Select **Register** to complete the registration process.\*
- Enter in your Summit Broadband account number and the full name, as listed on your Summit Broadband account. In addition, enter in the **New User Information** to create your watchTVeverywhere account.



100+ of your favorite channels available  
for viewing anytime, anywhere!

\*It may take up to 24 hours after you have completed the registration process before you can access certain content providers. For assistance in setting up watchTVeverywhere, visit [summitbb.com/support](http://summitbb.com/support) or call 1.877.678.6648.

## The Future of High-Speed Internet, Available Today

Congratulations! You just leveled up your Internet. Our state-of-the-art fiber-optic network offers the latest in technology by delivering ultra-fast Internet, now with speeds up to 2 Gig, which is far superior to copper wire based DSL or coaxial cable from cable service providers.

In other words, Internet service powered by our fiber-optic network is a game changer in technology, speed, data capacity and reliability. So go ahead and enjoy our ultrafast Internet to the fullest without restrictions, with equal download and upload speeds that allow you to stream high-definition 4K and 8K content, stream music, maximize your online gaming experience, and videoconferencing while browsing the web on all devices, all at once without buffering.

For more information, or if you need to upgrade your speed, visit [summitbb.com/myaccount](https://summitbb.com/myaccount) or call **1.877.678.6648**.\*



- Equal download / upload speeds
- Unlimited Data
- No Throttling or Lag
- Up to 57x Faster Uploads than Cable
- Up to 100x faster than Wireless 4G LTE and 5G

\*Fiber-optic Internet, up to 57x faster uploads than cable service, compared with Internet cable service with uploads of up to 35 Mbps from different providers. 2 Gig uploads is up to 100x faster uploads than wireless 5G and 4GLTE speeds with upload speeds of 7-32 Mbps and 7-20 Mbps from wireless services such as T-Mobile, Verizon and others. **2 Gig service may not be available in all areas. Check for service availability.**

## Wi-Fi 6E Mesh Router

Our next generation Wi-Fi mesh router has the latest in technology with Wi-Fi 6E.

### How do I get Wi-Fi 6E?

Wi-Fi generations rely on new hardware, not just software updates. Both a Wi-Fi 6E router and Wi-Fi 6 devices will be needed to achieve the full benefits of Wi-Fi 6.

### What problems does Wi-Fi 6E solve?

Traditionally, Wi-Fi performance becomes unpredictable under load. Wi-Fi 6E addresses congestion by increasing capacity to connect a larger number of devices to the network which provides a better, and more reliable, Wi-Fi experience.

### Will my old devices work?

Yes, non-Wi-Fi 6E devices will still work like normal, but they won't be able to achieve the speed and efficiency of a Wi-Fi 6E device.

### Features

- Increased capacity
- Improved battery life
- Optimized for multi-device wireless environment
- Improved security



Wi-Fi 6E Mesh Router\*



Wi-Fi 6 Mesh Extender\*

\*Wi-Fi equipment models may vary from shown.

# Quick Tips to Troubleshoot Internet Issues

## Restart or Refresh Your Modem and Router

A simple solution to fix your Internet issues is rebooting your Wi-Fi router/modem. Just unplug them for a minute and then plug them back in. If the problem persists, visit [summitbb.com/myaccount](https://summitbb.com/myaccount) to send a refresh signal to your equipment and restore service.

## Restart Your Device(s)

Turn your device off and on to give the operating system a chance to clear things in case it's frozen or not recognizing the network.

## Test Your Wi-Fi on Different Devices

If Wi-Fi connects on one device but not on the other, then you know that your Internet connection is fine and it's the respective device that's having the problem.



## Update your Network Name and Password

For instructions on how to update your Wi-Fi network name and password, scan the QR code.



## Self-Help Videos

You can also view troubleshooting video tutorials by visiting [summitbb.com/supportvideos](https://summitbb.com/supportvideos).

## Quick Tips for Placing your Wi-Fi Router

For the best Wi-Fi coverage, try to place your router in the center of your home.

### Avoid placement nearby:

- Microwaves or other appliances
- Thick Walls
- Behind Furniture
- Corners



## Plume Home App



We have teamed up with Plume to bring you Plume Home app. An AI-driven Wi-Fi solution designed to elevate your Wi-Fi experience and protect your home network. Wi-Fi management, cyber-security, control, and visibility made simple, at **no extra cost to you!**



Enjoy reliable, consistent, fast Wi-Fi adapted to your needs



Choose what devices and content & kids can access



Protect against online threats, unwanted ads, and hackers



Turn connected devices into motion sensors

Other features include adding custom profiles and set up content filters for each device, speed test, schedule an internet freeze and more.

Download the Plume Home app to your smart device via:



App Store (IOS)



Google Play Store (Android)

Once you download the app, please follow the on-screen step by step instructions.

For technical support, please contact us via chat at [summitfiber.com](https://summitfiber.com) or call us at **877.678.6648**.

## Keep in Touch and Talk All You Want with Unlimited Calling

Stay connected with friends and family and enjoy excellent call quality. Our Unlimited US & Canada Plan includes unlimited calls to all 50 states, US Virgin Islands, Canada, and Puerto Rico. Additional long-distance plans are available. All plans include popular features such as call waiting, caller id, three-way calling, voicemail, call forwarding and more. To add our phone service, visit [summitbb.com/myaccount](http://summitbb.com/myaccount) or contact us at **1.877.678.6648**.



### Setting up Voicemail

From your digital phone:

1. Dial \*98
2. Create a PIN (Personal Identification Number). Your temporary PIN is the last four digits of your digital phone number. You will be prompted to enter and confirm a new PIN.
3. During setup you will be prompted to record your name. Once recorded, your name will be played back to you to determine if you want to keep it or re-record it.
4. Dial 1 to change your greeting
5. Dial # to keep your greeting

### Retrieving Voicemail

Voicemail can either be accessed from your digital phone or remotely from any other phone.

#### From your digital phone:

Dial \*98 and enter your PIN, followed by #

#### From another location/phone:

1. Dial 407.996.6245 and when prompted, enter your phone number, followed immediately by #
2. When prompted, enter your PIN, followed immediately by #

## Managing Voicemail

<b>Dial 1</b>	To repeat the message
<b>Dial 2</b>	To save message as new
<b>Dial 3</b>	To delete your message
<b>Dial 4</b>	To reply
<b>Dial 5</b>	To send a copy
<b>#</b>	To leave as saved

You may also visit our support page at [phone.summit-broadband.com](http://phone.summit-broadband.com) and search under our Home Phone section to view and set up call features online.

## Quick Reference Guide

### Feature Quick Access Code List

<b>*77</b>	Anonymous Call Rejection - Enable
<b>*87</b>	Anonymous Call Rejection - Disable
<b>*72</b>	Call Forwarding Unconditional - Enable
<b>*73</b>	Call Forwarding Unconditional - Disable
<b>*92</b>	Call Forwarding Delayed - Enable
<b>*93</b>	Call Forwarding Delayed - Disable
<b>*90</b>	Call Forwarding Busy - Enable
<b>*91</b>	Call Forwarding Busy - Disable
<b>*63</b>	Selective Call Forwarding
<b>*371</b>	Find Me Follow Me - Enable
<b>*372</b>	Find Me Follow Me - Disable

<b>*69</b>	Automatic Recall
<b>*70</b>	Cancel Call Waiting
<b>*82</b>	Calling Name Delivery Blocking - Override
<b>*67</b>	Calling name Delivery Blocking - Single
<b>*78</b>	Do Not Disturb - Enable
<b>*79</b>	Do Not Disturb - Disable
<b>*60</b>	Selective Call Rejection
<b>*74</b>	Speed Dial (one-digit)
<b>*75</b>	Speed Dial (two-digit)
<b>*98</b>	Voicemail

### Our Retail Store Locations

We have various retail storefronts available for you to visit. Our retail customer experience representatives can assist with account activation, bill payments, equipment returns/pick-up, remote controls, lineups, and any other account related needs you may have. Visit [summitfiber.com](https://summitfiber.com) and go to the **Contact Us** section for store details.

### How to Contact Us



**Chat with Us** - Visit [summitfiber.com](https://summitfiber.com) and receive instant digital support by a live Customer Support Specialist. Simply select the chat icon on the bottom right of the screen to get started.



**Facebook Messenger** - Message us on Facebook via our handle [@SummitBroadbandFL](https://www.facebook.com/SummitBroadbandFL).



**Send Us an Email** - Email us at [care@asksbb.com](mailto:care@asksbb.com) and one of our Customer Support Specialists will reply back as soon as possible.



**Call Us** - Our Customer Support team is ready to assist. Simply call **877.678.6648** to speak with us.

### Follow Us

Connect with us on our social media channels for updates, content, and more!



[@SummitBroadbandFL](https://www.facebook.com/SummitBroadbandFL)



[@SummitBroadbandFL](https://www.instagram.com/SummitBroadbandFL)



[@SummitBroadband](https://twitter.com/SummitBroadband)



[@summitbroadband631](https://www.youtube.com/@summitbroadband631)

## Wi-Fi & Account Information

### Summit Broadband Wi-Fi Info

Network Name: \_\_\_\_\_

Password: \_\_\_\_\_

[summitbb.com/myaccount](http://summitbb.com/myaccount)



### Summit Broadband Account Info

Please have the following information when calling Summit Broadband customer support.

Account Number: \_\_\_\_\_

CPNI Password: \_\_\_\_\_



## Questions?

We're here to help. Visit us at [summitbb.com/support](http://summitbb.com/support) or call us at **1.877.678.6648**.







[summitfiber.com](http://summitfiber.com)