

## Equipment Requirements (for Seasonal Shut-downs)

Summer will be coming to an end soon and many of our seasonal customers will be leaving for the winter. We have some requirements for seasonal shut-downs. Due to the fact that we have two separate distribution networks (cabled/non-wireless and wireless) we have two different requests:

For our **cabled/non-wireless** (digital set top box, black modem) customers – if you are in an RV and your RV is remaining on-site/on your lot over the winter, please do not return your equipment. If your equipment remains in the Jaffray area in your RV, we can do a free disconnect and then a free reconnect in the spring/when you return. If your RV is not remaining on-site/on your lot over the winter, please return all of your equipment (digital set top box modems, remotes, and cords) with your name on it to the Jaffray Sports shop.

For our **wireless customers** (white dish/antenna on the outside of your home/RV) – we need to be aware of your departure date as we need to communicate with your equipment while it is still powered up. Please call or email and set up a disconnect date in advance so that we are able to do this. Failure to notify us will require us to roll a truck which will result in a \$25 charge to you. We would really rather not have to do this as it is a waste of our time and your money!

Thank you for your patronage over the years and we look forward to seeing you all next year.

\* fyi – this email will be sent out again on August 30, September 15, October 1.

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