

1.0 OVERVIEW AND PURPOSE

This procedure provides information and detailed steps required to return Lakeshore Fiber internet equipment when service has been terminated or equipment has been replaced.

2.0 LIST OF EQUIPMENT TO RETURN (IF APPLICABLE)

Ciena ONU



Eero 7 Basic



Eero 7 Pro



Eero 7 Max



Eero 7 Outdoor



Eero POE 6



Eero Gateway POE



Eero & Ciena Power Cable



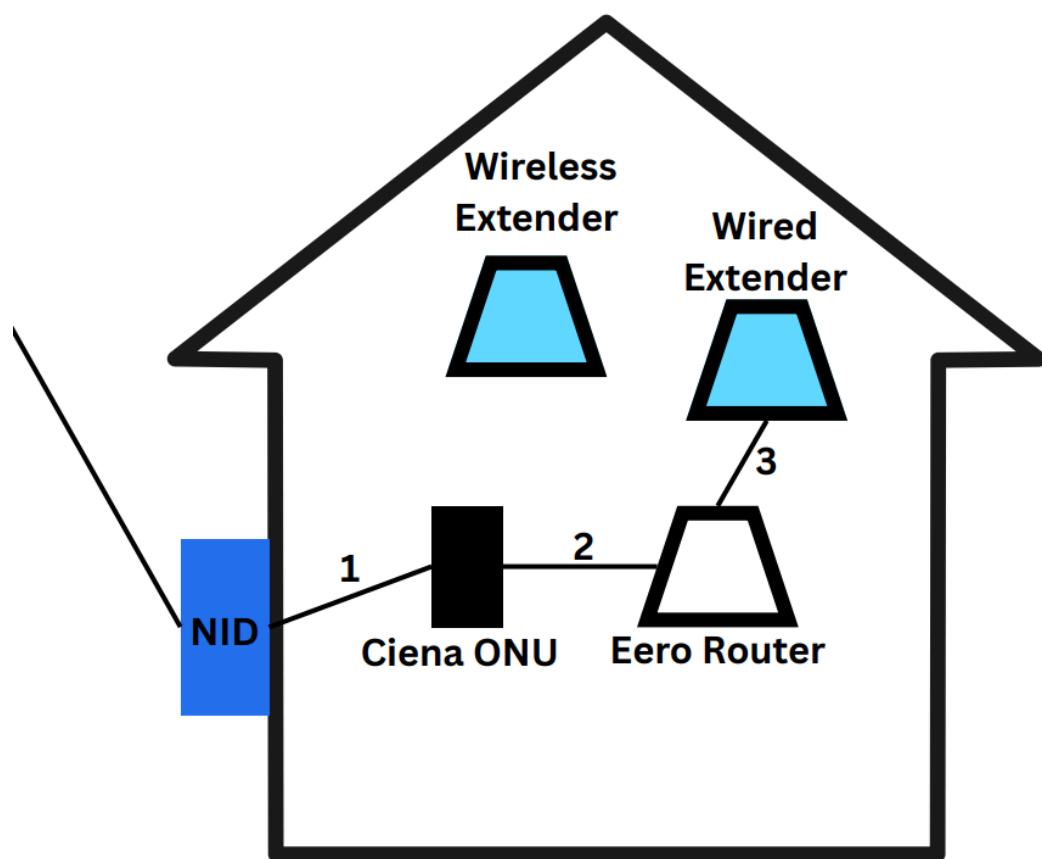
Ethernet Cable



3.0 EQUIPMENT AND NETWORK ILLUSTRATION

The illustration below may assist in understanding the setup and location of the devices and accessories to be disconnected and returned.

1 - Optical Cable | 2 & 3 - Ethernet Cable(s)



Components of the Lakeshore Fiber Internet Service

4.0 PROCEDURE

1. Unplug all Ethernet (2,3) and Power Cables from the Eero Router(s) and Ciena ONU.
2. Disconnect the Optical Cable (1) from the Ciena ONU. You can cut this cable at any point to remove it from your living space and then discard it.
3. Place the Eero Router(s), Ciena ONU, and Ethernet Cables in a bag or container.
IMPORTANT: Please also include all power cables for each equipment item.
4. Using the checklist below, validate that all applicable return items have been collected.
5. Call Lakeshore Fiber Customer Service at (989) 321-9889 to schedule equipment pick-up.

Please Note: The fiber connection box (NID) on the side of your home can remain in place. If this presents any issues or concerns, please call Lakeshore Fiber Customer Service.

RETURN CHECKLIST

€ Ciena ONU (Optical Terminal Unit)

€ Ciena ONU Power Cable

€ Eero Device(s)

€ Eero Power Cable(s)

€ Ethernet Cable(s)

Equipment Return Procedure