



Local Office Information – Texas

1100 E Howard Lane, Bldg 6 Austin, TX 78753

Walk-in Services:

- **Payments** by Cash, Check, Credit Card, or Money Order
- **Drop Off Equipment / Returns** in person
- **After Hours Payment / Equipment Drop Box**

Equipment Available for Swap:

Proof of identification or CPNI information required!

Cable:

- TiVo Stream
- CableCARD
- Remote Control(s)
- IPTV Equipment

Data:

- Any Cable Modem (DOCSIS 2.0 will be swapped for DOCSIS 3.0)
- Cable Modem
- HLAN/Routers*
- eero (Base and/or Beacon)*
- 3-in-1 Modem/Router/MoCA*
- 1 Gig Modem*

* Must not have a TiVo on Account, Excludes Nighthawk XR1000 Gaming Router

Equipment Available for Pick -Up:

Proof of identification or CPNI information required!

Cable:

- TiVo Wireless Adapter
- CableCARD
- Remote Control(s) (\$15 per additional)
- IPTV Equipment
- TiVo Stream
- HDMI cable (no charge)
- Y Pb Pr Cords (no charge)

Data:

- Cable Modem
- HLAN/Routers*
- eero (Base and/or Beacon)*
- 3-in-1 Modem/Router/MoCA*
- 1 Gig Modem*

* Must not have a TiVo on Account, Excludes Nighthawk XR1000 Gaming Router

Equipment Unavailable for Swap or Pick-Up (Technician needed):

Cable:

- AnyTiVo
- TiVo Wireless Adapter
- TiVo Mini
- TiVo Stream 4K
- MoCA Bridge (ECB)

Data:

- HLAN/Routers**
- eero (Base and/or Beacon)**
- DOCSIS 3.1 Equipment
- 3-in-1 Modem/Router/MoCA**
- 1 Gig Modem**
- EMTA (Modem + Phone)
- 1 Gig 4-in-1 Modem/Router/MoCA/Phone
- Nighthawk XR1000 Gaming Router

Mobile:

- SIM cards (Self Install only)

** If Account has TiVo



Local Office Information – Texas

7595 W US Highway 190, Belton, TX 76513

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Equipment Available for Swap:

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Cable:

- TiVo Stream
- CableCARD
- Remote Control(s)
- IPTV Equipment

Data:

- Any Cable Modem (DOCSIS 2.0 will be swapped for DOCSIS 3.0)
- Cable Modem
- HLAN/Routers*
- eero (Base and/or Beacon)*
- 3-in-1 Modem/Router/MoCA*
- 1 Gig Modem*

* Must not have a TiVo on Account, Excludes Nighthawk XR1000 Gaming Router

Equipment Available for Pick -Up:

Proof of identification or CPNI information required!

Cable:

- TiVo Wireless Adapter
- CableCARD
- Remote Control(s) (\$15 per additional)
- IPTV Equipment
- TiVo Stream
- HDMI cable (no charge)
- Y Pb Pr Cords (no charge)

Data:

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Local Office Information – Texas

500 Fisk Ave; Brownwood, TX 76801

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Equipment Available for Swap:

Cable:

- TiVo Stream
- Remote Control(s)
- IPTV Boxes

Proof of identification or CPNI information required!

Data:

- eero (Base and/or Beacon)*

Equipment Available for Pick -Up:

Cable:

- TiVo Stream
- IPTV Boxes
- Remote Control(s) (\$15 per additional)

Proof of identification or CPNI information required!

Data:

- eero (Base and/or Beacon)*

* Must not have a TiVo on Account

Equipment Unavailable for Swap or Pick-Up (Technician needed):

Cable:

- HD/DVR Combo (Obsolete) –
- Replacing with IPTV Only

Data:

- ONT (remains on house)
- eero (Base and/or Beacon)**

Mobile:

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** If Account has TiVo



Local Office Information – Texas

6441 Saratoga Blvd Corpus Christi, TX 78414

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- Remote Control(s)
- IPTV Equipment

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Local Office Information – Texas

500 Tittle Rd Suite 400 Lewisville, TX 75056

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Local Office Information – Texas

2401 E I-20 Service Rd Odessa, TX 79766

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- CableCARD
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- IPTV Equipment

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6480 N. New Braunfels Ave San Antonio, TX 78209

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Local Office Information – Texas

401 Carlson Circle San Marcos, TX 78666

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7200 Imperial Dr Waco, TX 76712

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