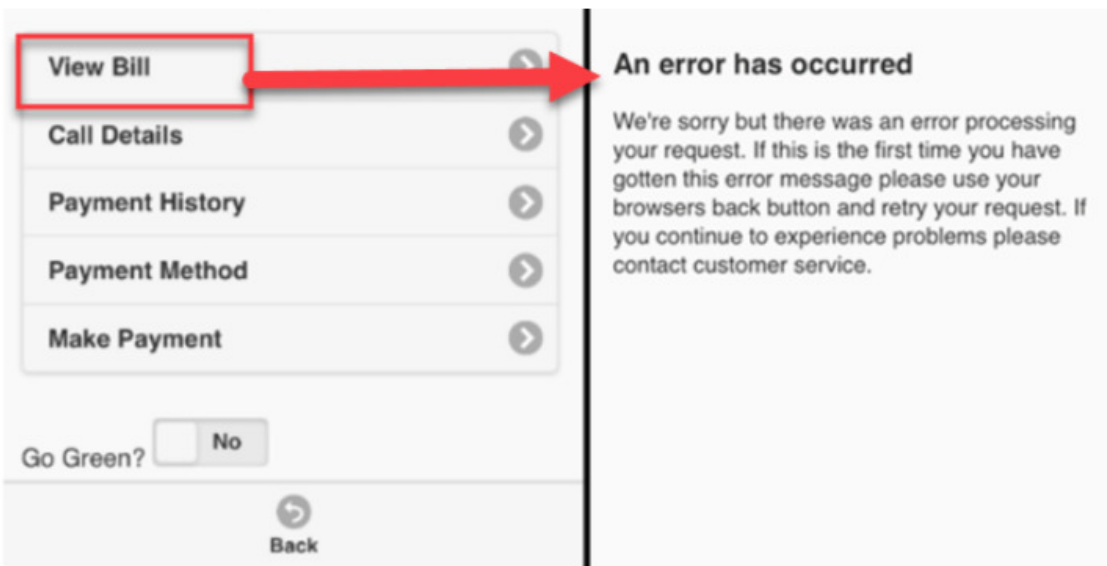


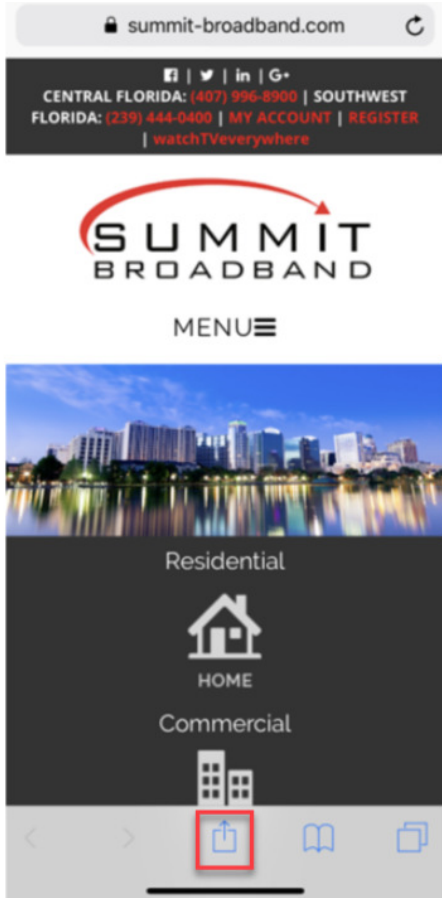
Dear All,

Currently, Customers using iOS (iPad, iPhone) devices using Safari are unable to access their bill online. Our current "My Account" or ESP software does not support Safari on our mobile site. Our recommended way for customers to access their account is to force the browser to use the Desktop version of the site, or download the Google Chrome app.

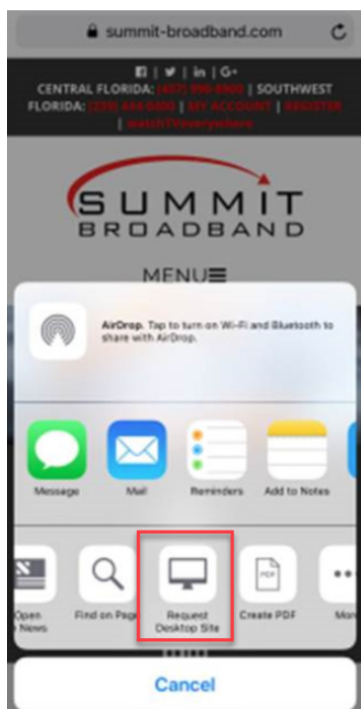


Customers using iOS devices using Safari, are able to force the webpage to the desktop site on Safari on iOS.

1. Go to Summit-Broadband.com
2. Click on the box with arrow pointing up at bottom (see image below)



3. Scroll right, then click Request Desktop Site

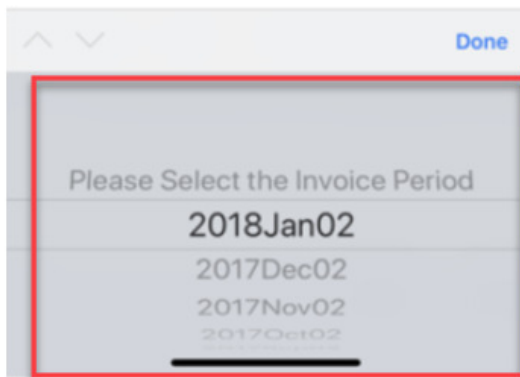


4. Enter User Name and Password

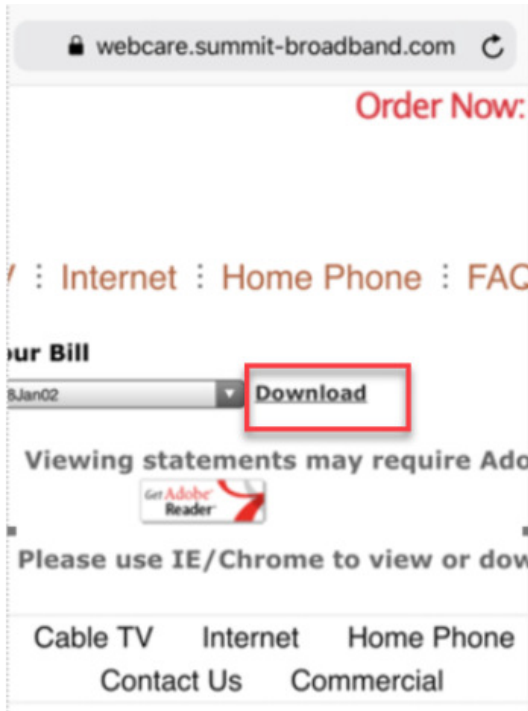


5. Click View/Print your bill (left Column)

6. Select the date of the statement you like to view, click done



7. Click Download

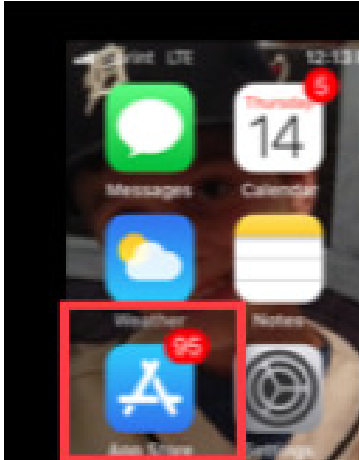


8. New Displays Statement

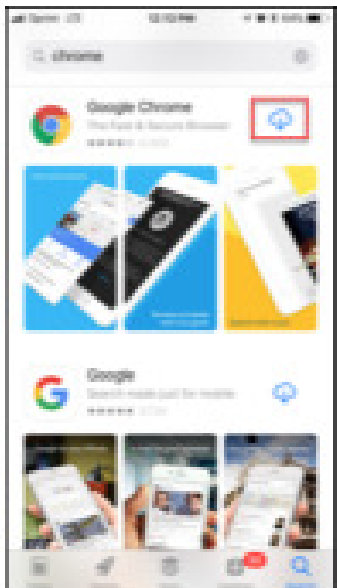


Customers may also download the Google Chrome App on their iOS device to access their monthly statement.

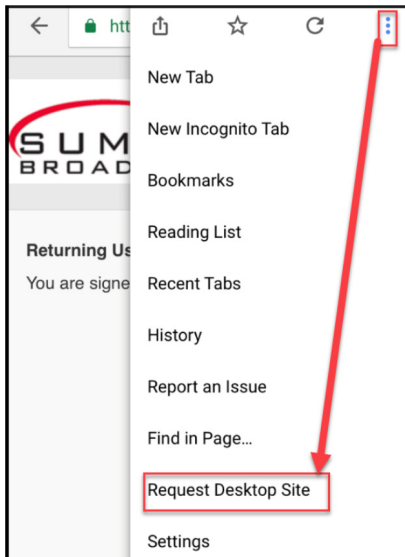
1. Visit the App Store



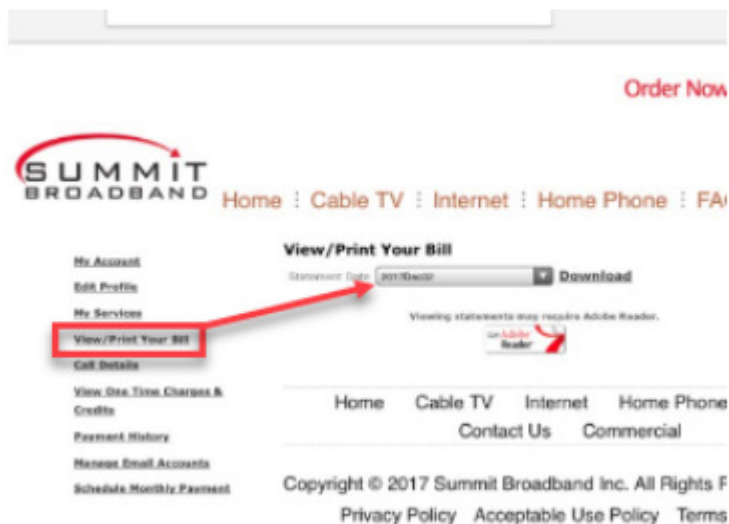
2. **Search** for "Chrome" in the app store and **Download** the Chrome App on your iOS.



3. **Open** the Chrome App and go to Summit-Broadband.com site.
4. **Click** the three dots at the top right, then **click** request the desktop site iOS device using the Chrome app or Click Desktop at the bottom of the window.



5. **Click** view/print Your Bill and **Select** statement date to view their preferred month's statements.



Need Help!

Pelican Bay Members can also contact the Pelican Bay Hotline: 239-529-1500 and a Customer Care Specialist will guide you through the set-up.

Summit Broadband