



PO Box 1330 Wilkes-Barre, PA 18703

Electronic Service Requested

Name Change Request Form

Astound Broadband permits the name on an account to be changed in the event of marriage, legal name change, divorce, death, or power of attorney. If a contract exists on the account, the person now assumes the remaining time and terms of the contract. Please complete this form and return to Astound Broadband.

Requests may take up to 14 business days in order to be processed. The request will be denied if the required documentation does not accompany this form. Submitting false documentation or misrepresenting your identity may result in legal action in which case you may be penalized to the fullest extent of the law.

Name changes are Not Permitted on accounts where a new person will be taking over the account unless in the case of death or power of attorney.

Existing Customer Information *Please Print*

Name: _____ Account: _____
Street Address: _____ Contact Number: () _____
Apartment/Suite/Floor: _____ Social Security Number: _____
City, State, Zip: _____ Update Preferred Email Address (Y/N)? _____

New Preferred Email Address (if Y)

Signature: _____ Date: _____

Or Check if Deceased ☐

*The new customer will have to access to the prior history on this account.

New Customer Information *Please Print*

Reason for Change

Name: _____
Contact Number: () _____
Social Security Number: _____
Date of Birth: / /

☐ Marriage

☐ Power of Attorney

☐ Death

☐ Legal Name Change

I understand I am responsible for debit/credit balance and the company owned equipment assigned to this account. I will be charged for lost, stolen, unreturned, or damaged equipment. By signing this form, the signer indicates agreement with Astound's Customer Terms and Conditions. A copy of these terms is located here: <https://www.astound.com/policies-disclaimers/termsconditions/>.

Signature: _____ Date: _____

Required Documentation

Marriage/divorce certificate
Legal name change documentation
Death - name change form only
Power of attorney certificate

Return form & documentation to:

Fax: (703) 434-8197
Astound Broadband
Attention: Name Change Dept.
PO Box 1330
Wilkes-Barre, PA 18703