

Reschedule your Service Call

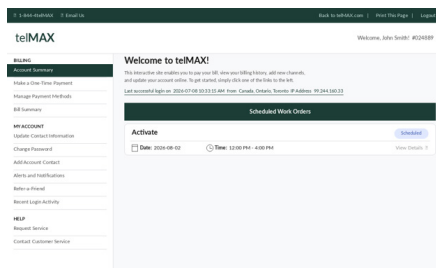


How to Reschedule Your Appointment

Follow the steps below to reschedule your appointment online through your My telMAX account:

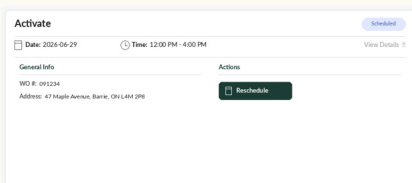
1 Log into your My telMAX account

- A:** Go to mybroadbandaccount.telmax.com and log in using your telMAX credentials. Once logged in, you will land on the Account Summary page where your upcoming appointment is displayed under Scheduled Work Orders.



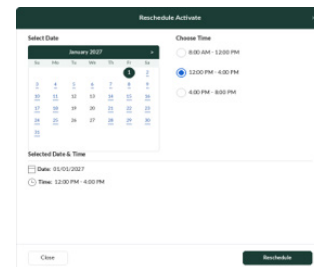
2 Expand your appointment details

- A:** Click “**View Details**” on your Activate work order to expand the card. In the Actions section, click the “**Reschedule**” button to open the scheduling window.



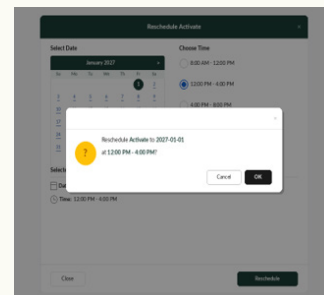
3 Reschedule by picking a new date and time

- A:** A scheduling window will appear. Use the calendar to pick a new date and choose a **time window that works for you**. Your selection will appear in the Selected Date & Time summary.



4 Confirm your new appointment

- A:** Click the “**Reschedule**” button at the bottom of the window. A confirmation pop-up will appear asking you to verify the change. Click “**OK**” to finalize.



5 You're all set!

- A:** Your Scheduled Work Orders section will immediately update to show your new appointment date and time. A confirmation email will be sent to your email account on file.



For further assistance, please visit:

telMAX.com/support or

email: activation@telMAX.com