



**IMPORTANT INFORMATION
ABOUT YOUR SPECTRUM SERVICE**

See below for details.

BLANK LINE HERE

<Date>

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<Address>

<City, State, Zip>

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Dear <Current Resident>,

We are pleased to inform you that Camelot Residence's Association, Inc renewed an agreement has with Spectrum to provide Internet, and TV services effective April 29, 2024. On this date your current property-provided Bulk services will automatically transition to the new Bulk services.

Property-provided Bulk Services				
	Internet	Internet Equipment	TV	TV Equipment
Current	Spectrum Internet®	Modem and Router	Spectrum TV Select	3 Receivers
New	Spectrum Internet® Ultra g with Advanced WiFi	Modem and Router	Spectrum TV Essentials	1 Xumo Stream Box

About Spectrum TV Essentials

- Spectrum TV Essentials is only viewable through the Spectrum TV App using a streaming device. Essentials includes over 70+ channels.
- Effective April 29, 2024, you will no longer be able to view TV Select using your Spectrum Receiver. To prevent an interruption in service, download and install the Spectrum TV App on an eligible streaming device before the effective date.

About Upcoming your Internet & WiFi

- You will receive Spectrum Internet Ultra with speeds up to 500 Mbps and Advanced WiFi.
- If you do not have a modem and router, you will need to call **1-855-326-5115** to order equipment on or after April 29, 2024.

See the **Frequently Asked Questions** on the reverse side of this letter for additional instructions.

IMPORTANT: If you have questions, or want to make changes to your account, call 1-855-326-5115 on or after May 10, 2024, as representatives will only be able to make changes to your account after that

Your Spectrum bill will include fees for equipment or services you have in addition to the Bulk services included in your property’s agreement. The Bulk services provided by your property will display on your bill at no charge.

As a resident of this property, the many benefits of Spectrum Internet, TV, Voice, and Mobile services are available to you. Spectrum may also have the right to exclusively market certain services to this property; Spectrum may not be the exclusive provider of these services at this property, services from other providers may be available.

Sincerely,
Gavin Deakin
Vice President, Spectrum Community Solutions Operations



Frequently Asked Questions

Q: What TV services are included in my new TV package?

A: Your bulk services include Spectrum Internet Ultra with speeds up to 500 Mbps, plus Spectrum TV Essentials with 70+ channels†, plus On Demand content

Spectrum TV Essentials is only accessible through the Spectrum TV App using a streaming device such as Xumo, Samsung Smart TV, Roku, XBOX One, or Apple TV. No Spectrum Receiver is needed.

Q: What Spectrum Equipment will I need?

A: You can get one (1) modem, one (1) router, and one (1) Xumo Stream Box at no charge.

Xumo offers all your favorite apps pre-installed, the ability to search across both live TV and your apps and includes a voice-activated remote.

Spectrum Internet Ultra requires a compatible modem and router. Call a Spectrum Representative at **1-855-326-5115** to see if you require a new modem and router. Please keep in mind that while there is no charge for equipment, you will be responsible for any loss, theft, or damage.

Q: How is TV Essentials different from your previous TV service?

A: With Spectrum TV Essentials, local broadcast channels are not included (NBC, CBS, ABC, etc.).

Go to spectrum.com/Cable-TV/Channel-lineup to view the TV Essentials channel lineup.

TV Essentials is not viewable through a Spectrum Receiver. For the best viewing experience for all channels, you can download the Spectrum TV App through the Google Play App Store or Apple App Store and sign in with your Spectrum username and password.

Q: Can I keep my current channel lineup and Spectrum Receiver?

A: Yes, to keep your current channel lineup and continue to use your Spectrum Receiver, call **1-855-326-5115** to speak to a Spectrum Representative about an option to upgrade your service to Spectrum TV Select.

Q: Is Spectrum Voice included in this package?

A: No, Spectrum Voice is not included. You can upgrade to Spectrum Voice for an additional charge.

Q: What should I do with my existing TV equipment?

A: Returning equipment is easy. Bring your equipment to any The UPS Store location. UPS will package and ship your equipment at no charge to you. Just mention that it is a Spectrum equipment return. Keep the receipt for your records. Visit theupsstore.com for location.

Q: How do I connect my devices to the new Spectrum internet equipment?

A: Follow the instructions in the My Spectrum App to install and activate your modem and router. Once your equipment is activated, you can view and edit your network name and password, which is needed to connect your devices to your new network. Visit spectrum.net/page/connect-your-devices.

Q: How do I download and use the My Spectrum App?

A: You can download My Spectrum App through the Google Play app store or Apple app store. Login with your existing Spectrum username and password or create a new username and password.



Save over \$1,400 on your mobile phone bill for the first year over AT&T and Verizon[^]
Visit spectrum.com/facts for details.

All equipment or services outside the agreement will be an additional charge. INTERNET: Speeds based on wired connection. Actual speeds (including wireless) vary and are not guaranteed. TV: †Channel availability based on level of service and not all channels available in all markets or locations. Account credentials may be required to stream some TV content online. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. SPECTRUM MOBILE: Service not available in all areas. Per line activation fee, Spectrum Internet and Auto Pay required. Other restrictions apply. [^]Savings based on 2-line comparison of Spectrum Unlimited versus AT&T Unlimited Extra[®] and Verizon Unlimited Plus plans, plus monthly fees. Data usage limits vary by carrier. Taxes and fees based on HarrisX Billing Snapshots calculation of average taxes and fees charged to postpaid accounts. Visit spectrum.com/facts for details. Reduced speeds after 30 GB of usage per line. All rights reserved. All trademarks are the property of their respective owners. ©2024 Charter Communications.