



# WELCOME TO YOUR NEW FULLY CONNECTED HOME

ELW Woods Landing Condominiums now offers you the power and cutting-edge technology of Spectrum TV® and Spectrum Internet®. As a Spectrum customer, you can count on the best entertainment at an incredible value!



## SPECTRUM TV SELECT

- 125+ channels\*
- Entertainment View
- Sports View
- Access to the Spectrum TV App. Download at [Spectrum.net/spectrumtvapp](https://Spectrum.net/spectrumtvapp)
- One Spectrum Receiver
- One Digital Video Recorder (DVR)
- 50,000+ On Demand choices



## SPECTRUM INTERNET ULTRA

- Fast Internet speeds up to 500 Mbps  
*(wireless speeds may vary)*
- One (1) Modem
- One (1) Router
- No data caps



## UPGRADE YOUR SERVICE\* TO INCLUDE:

- Other Spectrum TV channel packages and premium channels like HBO® and SHOWTIME®
- Spectrum Voice®, with unlimited local and long distance calling in the U.S., Canada, Mexico, Puerto Rico and more

*\*Upgrades are billed separately*

**TO ACTIVATE YOUR SERVICE OR LEARN MORE ABOUT UPGRADES**

**CALL (855) 326-5115**

Spectrum mobile™

## UNLIMIT YOUR DATA PLAN.

*Spectrum Internet® required*

- ▶ Switch and save up to 60% on your bill\*\*
- ▶ 5G Nationwide included

**MOBILE UNLIMITED**

**\$ 29<sup>99</sup> / MO PER LINE\***

- Unlimited talk, text and data
- All-in pricing with no added taxes or fees
- Reliable service + the latest devices

*(Reduced speeds after 20GB usage per line)*

*Spectrum may have the right to exclusively market certain services to this property. Spectrum is not an exclusive provider of any services at the property. Services from other providers may be available.*

General Terms: TV: †Channel and HD programming availability based on level of service. Account credentials may be required to stream some TV content online. INTERNET: Available Internet speeds may vary by address. Wireless speeds may vary. VOICE: Taxes and fees included in price. SPECTRUM MOBILE: Service not available in all areas. Per line activation fee, Spectrum Internet and Auto-pay required. Other restrictions apply. Visit [Spectrum.com/plans](https://Spectrum.com/plans) for details. \*\*Savings based on single-line comparison of unlimited plans among major nat'l carriers as of 08/2022; prepaid excl. data usage limits vary by carrier. †Offer valid for new customers adding lines or for current mobile customers adding Unlimited lines to existing service. Smartwatch does not qualify as a line. Unlimited: Reduced speeds after 20 GB of usage per line. All trademarks are the property of their respective owners. ©2022 Charter Communications.

# Spectrum

## SERVICE FAQ

### Q: WHAT SERVICES ARE INCLUDED IN MY PACKAGE?

**A:** Your services include Spectrum TV® Select with 125+ channels†, Entertainment View, Sports View, On Demand content plus Spectrum Internet® Ultra up to 500 Mbps.

You can view your channel line up by visiting [Spectrum.net](https://Spectrum.net), creating an account and downloading the Spectrum TV App.

### Q: WHAT SPECTRUM EQUIPMENT WILL I NEED?

**A:** You can get one (1) Spectrum Receiver, 1 Digital Video Recorder (DVR), 1 modem and 1 router at no charge.

*Please keep in mind that while there is no charge for equipment, you will be responsible for any loss, theft or damage to the equipment.*

### Q: HOW DO I SET UP MY SERVICE?

**A:** Residents with existing Spectrum service can call **(855) 326-5115** to order service and have a self-install kit mailed to your home.

Residents who are new to Spectrum can visit [Spectrum.com/servicesetup](https://Spectrum.com/servicesetup) to order service and a self-install kit. To set up your account, you will need your address and phone number.

Call us at **(855) 326-5115** on or after the service effective date, which will be indicated on a Spectrum postcard that will be mailed to you. Information and services will not be available before this date.

### Q: CAN I UPGRADE MY SERVICE?

**A:** Yes, you can upgrade your Spectrum TV package, add premium channels like HBO®, sign up for Spectrum Mobile™, and add reliable home phone services with Spectrum Voice®.

To upgrade, call Spectrum Customer Service at **(855) 326-5115**. You will be billed separately for any additional upgrades, services, or equipment.

 **HAVE MORE QUESTIONS?**  
We are here 24/7 to support you.

 **CUSTOMER SERVICE:**  
Give us a call at **(855) 326-5115**

 **VISIT US ONLINE:**  
[Spectrum.com/community-solutions/resident-support](https://Spectrum.com/community-solutions/resident-support)

### 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: WHO DO I CONTACT IF I HAVE A PROBLEM WITH MY SERVICE?

**A:** There are several ways to get support with Spectrum. Create an account on [Spectrum.net](https://Spectrum.net) to view Popular Support topics and download the My Spectrum App to manage your bill, services and equipment. You can always call Customer Service 24/7 at **(855) 326-5115**.

### Q: WHERE DO I RETURN MY EQUIPMENT?

**A:** Returning equipment is easy, you can choose one of the following options:

- FedEx: Drop off the equipment at any FedEx location or use the FedEx label provided in the self-installation kit. If you return your equipment via a FedEx location, keep the receipt for your records.
- UPS: Bring your equipment to any *The UPS Store* location. UPS will package and return your equipment at no charge to you, just mention that it is Spectrum equipment return. Keep the receipt for your records.
- You can call Spectrum Customer Service to ship your equipment back (fees apply).

### Q: WHAT DO I DO IF I ALREADY HAVE A SPECTRUM ACCOUNT?

**A:** Your billing will automatically adjust to reflect the services included in your community's services. Any service outside of that (i.e. Phone, International TV, other premiums) will continue to be billed to you directly.