

PARK VILLAS NORTH: NOTICE FOR RESIDENTS WITH DTAS: CALL 833.697.7328 OR VISIT A SPECTRUM CABLE STORE TO MAKE ARRANGEMENTS TO SWAP YOUR DTA FOR HD/DVR BOXES

## Upgrading our Cable TV and Internet service – DTA boxes

You are receiving this additional notice because Spectrum’s reporting shows that you currently have at least 1 Cable Box – a “DTA” box - in your home that **will no longer work on/after July 18<sup>th</sup>**. This document will help you to identify your DTA box(s) and help to swap them out prior to the conversion date.

**As of June 18<sup>th</sup>, 2023 your unit is showing as having at least 1 DTA:**

Quantity:

7980 MISSION CENTER CT, UNIT B	2
7976 MISSION CENTER CT, UNIT H	1
7984 MISSION CENTER CT, UNIT D	2
7978 MISSION CENTER CT, UNIT E	1
7976 MISSION CENTER CT, UNIT A	1
7980 MISSION CENTER CT, UNIT D	1
7962 MISSION CENTER CT, UNIT A	2
7984 MISSION CENTER CT, UNIT B	1

If you have DTA box(s) and are not on this list, go ahead and follow the instructions below  
If you are on the list but don’t have DTA box(s), you can ignore these instructions.

### What is a DTA Box?



DTA (Digital Terminal Adaptor) Boxes are small (approx. 4inX4inx1in size), rudimentary cable boxes that Time Warner Cable made available at no cost (for a limited time) when they went through their ‘All-Digital Conversion’. TWC distributed a number of these boxes as an

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option for customers to keep TVs working, without having to pay the full cost of \$11.49/month at the time.

Spectrum's full HD/HDDVR Boxes offer many things that DTAs do not (On-Screen Guide, HI Def Picture, ability to view more channels, On/In Demand, and PPV). On the Spectrum Cable Platform, additional boxes are \$10.99/month (but you can elect to Stream vs. paying for a box, see below:)

**What do I have to do?**

You need to swap out your DTA box(s). There are two options:

**Swap each DTA out for a HD/HDDVR Cable Box.** To get new box(s), you can:

- A. Call Care on 833.697.7328 and arrange for box(s) to be shipped to you. There is no cost for this. \*Recommended\*
- B. Pick up new boxes at a Spectrum Cable Store. There is no cost for the swap. The Closest Spectrum Cable Store is: 4839 Clairemont Dr. Unit A San Diego, CA 92117

**NOTE: If you want to pick up equipment at a Cable Store, it is best to Call Bulk Care @ 833.697.7328 to setup your order prior to going into the Store. Store Agents do not work on Bulk Accounts very often and it can take longer than calling.**

- C. If you need assistance, call Bulk Customer Care @ 833.697.7328 and schedule a tech come out and replace the boxes for you. This may cost you up to \$50 (for the visit). For options (a) and (b) you will need to return your DTA box(s) by dropping them at the store, or at any UPS store. For option (c), the tech will take your DTA box(s) away.

Installing the new box(s) yourself is pretty much a "plug and play" exercise – just to unplug the DTA, and then plug in the new box. You will likely have to swap out the power supply, and possibly the cord from the back of the box to your TV. Once done, you can activate the box(s) by calling Care on 833.697.7328.

**Connect to Cable TV via the Spectrum TV App (No Equipment Charge).**

If you prefer, you can use the Spectrum TV App to receive every channel in your Cable Package. The TV App is free to use, but you will need a Spectrum Internet Connection (coming as part of this upgrade) and a compatible device (Roku, Apple TV, eligible Smart TV, etc.).

If you elect to use the TV App, you will need to return your DTA box(s) by dropping them at the store, or at any UPS store.

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**What if I don't swap out my DTA box(es)?**

DTA boxes will cease to function on/around July 18<sup>th</sup>. This means you will not be able to watch TV if a DTA box is feeding it. If this is not an issue for you, you can wait to swap out your box(s). If you want to continue to watch TV, you must swap them out for HD box(s) or use the Spectrum app per the instructions above.

**Important Notice:**

Spectrum Care Agents will not know about the pending conversion to the community's new Spectrum Agreement until July 18<sup>th</sup>. **When you make contact, please let the rep know that you want to exchange your DTA(s) for 'Spectrum Compliant Equipment'**. This will allow you to make the exchange without having to mention the new Agreement/Conversion Date.

**Billing:**

When you exchange your DTA for a Cable Box, you will start paying for it. Cable Boxes cost \$10.99/month. DVR Service is optional and carries a separate fee (\$12.99-\$20.00/month depending on # of DVR Boxes in your home)