

CABLE NOTICE: PLEASE NOTE THAT SPECTRUM BULK CARE AGENTS WILL NOT KNOW ABOUT THIS NEW ARRANGEMENT UNTIL JULY 18TH, 2023

Announcing our Community-Wide Cable TV and Internet Service

When?	July 18 th , 2023
What?	Moving from Individually Billed Internet to Community-Wide TV and Internet Service
Why?	Combining our purchasing power to realize exceptional savings for TV & Internet Service
What will change?	Every home in Park Villas North is able to receive Spectrum TV Select & Ultra (500/20mbps) Internet as part of their HOA Dues. NOTE: HBO will NO longer be provided as part of the HOA's package. You will receive One HD or DVR (recording) Cable Box You will receive ONE Spectrum Modem You will receive ONE Spectrum Wi-Fi Router You will be eligible for additional services on an individually billed basis
Do I have to do anything?	Read on
I have questions!	Read on

What do I have to do to prepare for the transition?

If you already have Spectrum as your TV &/or Internet Provider: The transition will be easy. On July 18th, your services will convert to the Park Villas North Package. You will no longer be billed directly by Spectrum for your Internet (**beginning with your next billing cycle, see below**). For many, billing will go to \$0. The only billing you will see is for anything above/beyond what is being provided. (Current customers please read about the 'billing conversion' below). If you only have Spectrum TV or Internet, as of July 18th, you will be able to call in and arrange for the additional service to be added to your account (optional). NOTE: If you have TV or Internet now and you do not want the other service provided... you do not have to get it. But the HOA will be charged regardless.

If you do not have Spectrum for your TV &/or Internet Provider: Starting July 18th, you will be able to subscribe to Spectrum TV &/or Internet, paid by your HOA Dues. Although you are not obligated to use Spectrum as your provider, doing so will enable you to realize the savings that the HOA has negotiated. On/after July 18th, you will call into Spectrum Bulk Care @ 833.697.7328 to setup your account (do not call before the 18th as the new package will not update on Spectrum's billing system until that day). You will set up a new account under your name as you are responsible for maintaining any equipment you obtain from Spectrum, and make installation arrangements (see below for install options). Depending on your preferred method of installation, there may/may not be a charge. If you would prefer to stay with your current TV &/or Internet Provider, you are welcome to do so. However, your HOA Dues will not be reduced.

I have Spectrum now, will my current equipment continue working?

Almost all deployed equipment will continue to work, with the exception of the old 'DTA Boxes' (Digital Terminal Adaptors – see picture below). These will *not* work after the conversion. It is likely that you do not have one of these as they have been phased out over the past months and years.



NOTE: IF reporting shows that you have a DTA, you will receive a separate notice (8 homes in PVN still have DTAs).

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(Picture of DTA, only 4inX4inX1in)

All other Cable Boxes will continue working, but, you are welcome to return/swap out what you have. If you need more than 1 Cable Box, each will only cost you \$10.99/month under the new plan (plus any applicable/optional DVR Service Fee). Extra equipment/channels are charged directly to your individual account, not the HOA's.

Virtually all existing modems/routers will continue to work (personally-owned or Spectrum/TWC provided), but older models may not be capable of providing the full 500mbps. We recommend calling in to ensure your device can handle the full speeds. If not, you can switch to the new, supplied modem/router to ensure optimum performance. If your current modem cannot provide the full 500mbps, it will continue working, only at the top speed it is capable of.

If you continue to use a personally-owned device, please know:

- You may not get the full 500mbps speed
- If you need to call Spectrum support, troubleshooting may take longer or may be impossible.
- If a tech comes to your home to perform a trouble call, they will not be able to work on any equipment not provided by Spectrum.

NOTE: If you are currently renting your modem and/or router from Spectrum, you will no longer be paying– both devices are included in the new plan and will automatically transition. However, if they are dated, they may not be able to handle the new speeds. Swapping them out for newer models would be recommended.

Getting New Equipment (new accounts or current account swaps):

To obtain, return or exchange devices, you have three options:

- a) Self-Install*: You can exchange your current devices via mail to Spectrum (no cost). Call 833.697.7328
- b) Self-Install*: You can visit a Spectrum store (no cost). The Closest Spectrum Store(s) are located 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 account prior to going into the Store. Store Agents do not work on Bulk Accounts very often and it can take longer than calling.
- c) Professional Install**: A Spectrum technician can bring and install your devices. Depending on the circumstances, you may be charged up to \$50 for this visit. Call 833.697.7328

*If you would like to ensure that your installation does not cost any money, request a Self-Install option. Once you have your equipment, attempt to install it yourself. If you are unable to get it working, Spectrum will route a tech to your home to perform a 'Rescue'. This does not cost any money. So you can have a tech come out at no cost, so long as you first *attempt* a Self-Install.

NOTE: You must return any equipment that you have swapped or no longer need – you may continue to be billed until you do so. You can return unwanted/outdated equipment at any Spectrum Cable or UPS Store, be sure to get a receipt.

What about billing?

Spectrum will not start charging the HOA for Internet Service until **30 days after** July 18th. This provides time for non-Spectrum residents to make installation arrangements without the HOA being billed. Additionally, not billing for the 1st 30 days prevents current Spectrum Customers from being double-billed. Current Subscribers are liable to pay their full bill for the billing-cycle dated June 19th

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through July 18th (covering services *through* the effective date). Because Spectrum bills in advance, each current subscriber will pay through at least July 18th (most billing cycles will go beyond the 18th). However, since the HOA is not billed until August 17th there will be no overlap between your individual billing-cycle and the HOA's initial billing-cycle.

If you only use the Spectrum provided devices, and you are happy with the new channel line-up, *your bill will be \$0 per month.*

What if I have my Spectrum landline phone bundled with Internet?

Your phone will continue working as-is. If it is 'bundled' with your internet service, the cost for the Home Phone will become \$19.99/month and your internet will be included in the new package.

Will I have to change any Time Warner email addresses I use (@twc.com, @rr.com)?

No, these will continue be valid, although Spectrum reserves the right to eliminate them at any time.

Will TV channel numbers change?

Channel numbers will not change.

What if I would like to keep HBO?

You can still subscribe to HBO on an individually-billed basis. HBO is currently \$15/month.

Can I upgrade my Internet speed if 500 Mbps is not fast enough for me?

Yes. You will be able to upgrade to Gig Internet (\$60 per month)

Can I subscribe to additional channels, equipment, or services?

Yes. You are able to subscribe to additional channels, equipment and services on an individual-billed basis. To view what other options you have, visit Spectrum's Rate Card @ <https://www.spectrum.com/browse/content/ratecard>

Note: Spectrum often offers Promotions for some channels/services. If there is a Promotional Offer available for what you would like to add to your account, you will likely qualify to receive the discount for however long it is offered (typically 12 months).

Additional services/channels are not tied to any Contract. You can come/go as you please.

What if I still have questions?

You can call Spectrum Bulk care at 833.697.7328 on/after July 18th. If they are not able to answer your questions, you can email our Spectrum Account Executive John Coulson at:

john.coulson@charter.com.

Note: John cannot perform order entry or schedule any installations. He is available in an advisory capacity only. However, he is happy to do whatever he can to make the transition as easy as possible for you.

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