

SPECTRUM EQUIPMENT EXCHANGE

The Specifics of Indigo Pines Condo's New Spectrum Bulk Conversion are listed down below for your convenience.

- a. Residents' new bulk billing conversation Date is: 07/14/2023
- b. Spectrum's Dedicated Bulk Call Center's phone number is: 1-(833) 697-7328
- c. On the conversion date, you should begin calling in to the above listed phone number to order your new equipment/service, and to also see what your new Spectrum bill will be. Note – an individual bill for you will be zero if you only subscribe to the below stated services of the contract.
- d. Those services are: Spectrum TV Select Plus ENT & Sports Pack and 500 Speed Internet/Wi-Fi
- e. The equipment included in the above package are: 1 HD Box, 1 HDDVR including DVR service, 1 modem and 1 router

For any applicable equipment changes/additions or reductions, please see below:

1st action of choice – would be to ship out the new equipment with return equipment labels and you will be walked through how to swap out the boxes over the phone. If the services do not work through this phone call or you have difficulty in completing this with the agents, Spectrum will send a tech out to complete the installation for no additional charge. Afterwards, you can return your old equipment to any UPS store or to any Spectrum store as well.

2nd action of choice – You could pick up the new equipment from a Spectrum store and again call Spectrum so that you can get help in knowing how to swap out the equipment. If the services do not work through this phone call or you have difficulty in completing this with the agents, Spectrum will send a tech out to complete the installation for no additional charge.

3rd action of choice – If absolutely necessary, you can request a professional installation if/when needed. In this option you could be charged the \$49.99 installation fee.