

Purpose of This Document

Please do not share this document with your neighbor we will be sending this out according to our rolling installation

This document is a guide for residents when establishing services with Spectrum and describes how to set up a customer account and how to schedule the installation of services.

Services Provided to Residents

Spectrum will provide cable tv and internet services to each resident site. Services include:

- Two set top boxes for cable tv
- The Select cable tv package as highlighted in the channel lineup previously provided to residents
- A cable modem and Wi-Fi enabled router for internet services. Spectrum provides the Ultra tier internet service currently delivering 400 mbps downstream
- Professional installation of services at each resident site

Setting Up a Customer Account

You'll need to provide:

- Name of the Account holder (must be named on the site lease)
- Birthdate of Account holder
- Phone number of Account holder
- Address including site number:
 - 29129 Johnston Road Lot XXXX (do not include dashes)
Dade City, FL 33523
- Four-digit pin number used to secure your account
- Number of tv's to receive a cable box (2 cable tv boxes are included, more may be added at an additional charge to the resident)
- The representative will discuss the price for additional services (extra tv's or premium channels) that will be billed directly to the resident
- Your availability to schedule the installation in the next 1-3 days. The representative will schedule the installation at the end of the call

With the above information available you're ready to call Spectrum!

Creating a Customer Account

1. Call **855-326-5115** which will connect you to the Spectrum Community Solutions line. If you already have Spectrum services at another home location, your phone number may already be associated with a customer account. You may be asked if you are calling about the account associated with the number you are calling from and you will respond **"No"**. If you do not have Spectrum services elsewhere, please skip to step 2.
2. You will be asked to provide a phone number associated with your account, an account number or you should say **"I don't have an account."**
3. You will be asked if you are calling about a recently placed order, setting up new service, or something else. You should say **"Setting up new service"**
4. You will be asked to provide your zip code. You should say **"33523"**
5. You will be transferred to a representative to help you further.

The representative will confirm your address: 29129 Johnston Road Lot XXXX Dade City FL 33523. **Do not use dashes in the site number!**

The representative will ask for your name and email address.

The representative will ask you for the number of tv's for which you want a cable box installed. Remember, **2 tv's are included**. Let the representative know if you want additional cable boxes for more than 2 tv's. Remember, they will confirm that you are adding charges that will be billed directly to you.

The representative will offer additional tv services such as higher priced tv packages (more channels or premium channels and they will ask if you want a DVR. All of these additional services come with an additional charge and will be billed directly to you.

Next, the representative will ask you about internet services. They will confirm the Ultra package will be installed with a speed of 400 mbps.

The representative will then ask if you want other services such as home phone or a mobile phone package. Spectrum partners with Verizon so you may consider moving to the Spectrum mobile phone service. These optional services will be billed directly to you, too.

When all services are confirmed, the representative will ask you security questions such as your date of birth, four-digit pin number, or phone number to associate with the account. If you have a Spectrum account in another location, please use a different phone number for this account to avoid confusion.

Finally, the representative will schedule the installation. Please schedule the installation at your earliest convenience in the day. A morning installation is better than scheduling late in the afternoon.

Confirming Your Account

After completing the call with Spectrum you will receive several email messages to confirm your account. Please follow the instructions in the email messages to set up online access to your Spectrum account.

Installation

On the day of installation, you will receive a text message to track the location of the installation technician. The link on the text message will show you the expected time of arrival and when in route you'll see the time the technician should arrive.

When the technician arrives, before they start to work, please confirm the services they are going to install. They should be prepared to install the 2 (or more) tv's the internet equipment. Please do not let them start work before you confirm your order with them.

While completing the installation, you will show them where you want the wires in your home for each tv and for the internet service. They will make suggestions if necessary. They should make everything neat and tidy and install the equipment exactly where you need the services located.

Once service installation is complete, test the tv's and internet service. You can test the internet by going to speedtest.net from any device to test the internet speed. For the internet, you should be getting a minimum of 400 mbps download. Test the Wi-Fi in close proximity to the Wi-Fi router in order to minimize any performance loss by being too far from the router. If possible use a wired computer to test the speed. When that's not possible, use a Wi-Fi device understanding that the speeds might be a little less, particularly if you're father away from the router.

Once the installation is completed satisfactorily, please notify the Travelers Rest office **(352-588-2013)** that your services are installed. For future technical issues or service changes you will contact Spectrum directly at **855-326-5115**.

Spectrum Installation Instructions