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# Attachment 2

Spectrum Pacific West, LLC (“Charter”)  
Responses to Sections B(1), B(2), and C

Notices to New Customers and  
Annual Customer Notices

Spectrum Pacific West, LLC  
Response to Section B(1)  
Notices to New Customers

# Notice to New Customers

(currently in use)



ELECTRONIC SERVICE REQUESTED



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ItemCode: WK-TRD-VID /  
VIDEOTIERNM: SPP SELECT



# HELLO

WELCOME TO SPECTRUM.

You'll now have access to:

- ▶ Fast, consistent download speeds with Spectrum Internet™.
- ▶ Enhanced security and privacy with Advanced Wi-Fi.
- ▶ Nationwide 5G and no contracts with Spectrum Mobile™.
- ▶ Your favorite sports, news and entertainment on Spectrum TV™.
- ▶ Reliable unlimited nationwide calling with Spectrum Voice®.



Spectrum mobile™

ADD MOBILE UNLIMITED LINES ANYTIME

**\$29.99**  
per line

- ▶ First line and every line
- ▶ UNLIMITED talk, text and data, including Nationwide 5G
- ▶ No contracts, no added taxes or fees
- ▶ Upgrade your plan at any time

Visit [SpectrumMobile.com](https://SpectrumMobile.com)

**SPECTRUM MOBILE:** Limited time offer, subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. Service not available in all areas. Per line activation fee. Spectrum Internet and Auto Pay required. Other restrictions apply. Visit [spectrum.com/mobile/plans](https://spectrum.com/mobile/plans) for details. Offer valid for new customers adding lines or for current Mobile customers adding Unlimited lines to existing service. UNLIMITED: Reduced speeds after 20 GB of usage per line. Smartwatch does not qualify as a line. To access 5G, 5G compatible phone and 5G service required. Not all 5G capable phones compatible with all 5G service. Speeds may vary. Visit [spectrum.com/mobile/5G](https://spectrum.com/mobile/5G) for details. Services are subject to all applicable service terms and conditions, subject to change. ©2023 Charter Communications.

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## WE'RE SO GLAD THAT YOU'VE CHOSEN SPECTRUM.

Now that your services are set up, keep reading for tips to help you get started.

Spectrum is elevating the customer experience by bringing together Internet, Advanced WiFi and Mobile to deliver seamless connectivity. Experience a fast, secure connection across all your devices both in and out of your home.

Your current Spectrum plan includes:

- ▶ **Spectrum Internet**<sup>®</sup>: You have access to fast, consistent download speeds.
- ▶ **Advanced WiFi**: Enjoy enhanced security and privacy that works to protect all your connected devices. Plus, use the My Spectrum App to manage which devices can access your network.
- ▶ **Spectrum Mobile**<sup>™</sup>: Take advantage of unlimited talk and text plus nationwide 5G—all with no contracts.
- ▶ **Spectrum TV**<sup>™</sup>: Stream your favorite programs anytime, anywhere with the Spectrum TV<sup>™</sup> App.
- ▶ **Spectrum Voice**<sup>™</sup>: You get reliable unlimited nationwide calling with no dropped calls, no extra taxes and no added fees.

### INTERNET AND ADVANCED WIFI VISIT [SPECTRUM.COM/INTERNET-WIFI](https://spectrum.com/Internet-Wifi)

to learn more about valuable Internet and Advanced WiFi features like these:



Security  
Shield



Parental  
Controls



MSA  
Self-Service



Network  
Management

### MOBILE VISIT [SPECTRUM.COM/MOBILE-WIFI-SERVICES](https://spectrum.com/Mobile-Wifi-Services)

to learn more about your Mobile features, including:



WiFi  
Calling



WiFi  
Access Points



Call  
Guard



International  
Calling Plans

TO ACCESS YOUR  
CHANNEL LINEUP:  
VISIT [SPECTRUM.NET/SELECT](https://spectrum.net/select)



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XUMO: 0 / ItemCode: WK-TRD-VID  
/ VIDEOTIERNM: SPP SELECT



### CUSTOMIZE YOUR TV LINEUP WITH ENTERTAINMENT VIEW

- ▶ Only \$12 more per month.

- ▶ Access 70+ PREMIUM channels.



- ▶ Find something for everyone with MORE entertainment.

Visit [Spectrum.com/Cable-TV](https://spectrum.com/Cable-TV)

### ADD SPECTRUM WIFI PODS

For just **\$3** a month

- ▶ Extend fast WiFi into every room of your home.
- ▶ Eliminate dead spots throughout your home that could be caused by structural interference.
- ▶ Depending on your home's size and shape, one or two Pods typically do the trick.

Visit [Spectrum.net](https://spectrum.net)

**ENTERTAINMENT VIEW:** Limited-time offer; subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. Taxes, fees and surcharges extra and subject to change during and after the term; installation, equipment and additional services are extra. Your first month's billing may be prorated to reflect a partial month of billing. Channel availability based on level of service and location. Services subject to all applicable service terms and conditions, subject to change. Services are not available in all areas. Restrictions apply. All trademarks are the property of their respective owners.

**WIFI PODS:** Pricing subject to change.

### OWN A SMALL BUSINESS?

Experience the benefits of business-grade Internet and Voice services. Plus, enjoy business-specific features at the best value with best-in-class customer support.

**CALL 1-844-310-1189**  
to elevate your business.



120 BERNARD F0000029



## CREATE YOUR ACCOUNT

Download the **My Spectrum App** to create your Spectrum username and password. Your username enables you to learn about your service and manage your account 24/7.



## DOWNLOAD THE MY SPECTRUM APP

On your mobile or other smart device, go to the Apple App Store or Google Play to download the My Spectrum App. Once you set up a username and password, you'll be able to:

- ▶ Manage and control your WiFi network
- ▶ Choose how you'd like to receive notifications
- ▶ Get tips and step-by-step instructions to make the most of your products' features
- ▶ Troubleshoot equipment from your home with our virtual agent



## ENROLL IN AUTOPAY & PAPERLESS

Take one more thing off your to-do list by enrolling in autopay and paperless. Once you create your username and password and download the My Spectrum App, simply log in and you will find the Auto Pay and Paperless options on the homepage.



## ACCESS TO ADDITIONAL INFORMATION

- ▶ Video Customers—See all your TV choices with the most up-to-date listing of the stations and networks in your area at [Spectrum.net/Channels](https://www.spectrum.net/channels) or call 1-855-313-0659. For information on the standard services and rates in your area, visit [Spectrum.com/RateCard](https://www.spectrum.com/ratecard).
- ▶ Accessible formats of Spectrum's full legal policies can be found at [Spectrum.com/Policies](https://www.spectrum.com/policies) and [Spectrum.com/Privacy](https://www.spectrum.com/privacy).
- ▶ For residents for the following states—California, Maine, Nevada and Virginia—visit [Spectrum.com/Privacy](https://www.spectrum.com/privacy) for a copy of the Spectrum Privacy Policy and any state-specific privacy notices.



## HELP WITH DEVICE INSTALLATION/ACTIVATION

Cable—Having trouble installing your equipment? Visit [Spectrum.net/SelfInstallHelp](https://spectrum.net/selfinstallhelp) for helpful tips.

Mobile—Receive help activating your device at [Onboarding.Spectrum.net](https://onboarding.spectrum.net). You'll need your username and password to activate your service.

If you still feel unsure, call us at **1-855-897-7945** and a representative will walk you through the process.



## UNDERSTANDING YOUR BILL

Your first statement will include the first month of billing for services, equipment, lease fees, installation charges, taxes and any prepayment collected. Statements after that should reflect charges for the current billing month or billing cycle. Learn more at [Spectrum.net/AboutMyBill](https://spectrum.net/aboutmybill). You can pay your bill in the My Spectrum App or online at [Spectrum.net](https://spectrum.net).



## BATTERY BACKUP

Spectrum Voice® uses the electrical power in your home, so if there's ever a power outage, all calling will be impacted—including 911 service. Ask us about purchasing and installing a battery backup, which provides hours of standby Voice service in the event of a power outage. Just call **1-855-707-7328** or visit [Spectrum.net/Battery](https://spectrum.net/battery) for more information.



## SPECTRUM PRIVACY POLICY

Effective: July 1, 2023

Your privacy is important to Charter. We value the trust you place in us when you use our Spectrum-branded products and services, websites, and mobile applications, as well as through customer service interactions. We take seriously the responsibility of protecting your privacy and the information collected about you.

The Spectrum Privacy Policy (the "Privacy Policy") detailed below describes the types of information we collect, how we use and share that information, the choices you have regarding such use and sharing, and the rights that may be available to you under state and federal law when you subscribe to or interact with certain Spectrum services.

The Privacy Policy applies to the information we collect when you subscribe to, access, or use the Spectrum products, services, websites and applications (sometimes referred to as the "Spectrum Platform" in this Privacy Policy).

Depending on the portions of the Spectrum Platform you access, use, or to which you subscribe, parts of this Privacy Policy may not apply to you. If you have questions about this Privacy Policy, please contact us directly using the information in the "How to Contact Us With Questions About This Privacy Policy" section below.

Some Spectrum products and services may have additional privacy practices that are described in product- or service-specific sections in this Privacy Policy or may be provided to you in different ways, such as our commercial agreements for Spectrum Enterprise services. To the extent there is an overlap between the privacy disclosures in this Privacy Policy and a product- or service-specific privacy notice (e.g., the Spectrum Biometric Data Privacy Notice), the privacy disclosures set forth in the product or service-specific notice or commercial agreement will apply and control with respect to such product or service.

Sometimes you may access websites (e.g., news websites, shopping websites, internet search engines, etc.) or services (e.g., non-Spectrum email and instant messaging services or video streaming services, gaming services, data storage services, etc.) that we do not own or control through the Spectrum Platform. We urge our customers to be careful and aware of the privacy practices of these third parties, because this Privacy Policy does not extend to parties that collect information outside of our control and does not cover information that third parties may collect.

### WHAT INFORMATION WE COLLECT

In order to provide you with Spectrum products and services, we collect a variety of information about you when you interact with us or use our products, services, websites and applications. This information enables us to provide our services to you on a cost-effective basis and to tailor our products and services to best meet your needs and interests.

### Information You Provide to Us Directly

We collect information you provide to us when you establish a customer or user account, register to use and/or connect to certain of our services, and when you contact us or otherwise communicate with us, such as:

- contact information (e.g., name, address, email address, and phone number);
- usernames, passwords, images (e.g., driver's license photo), biometric data (e.g., voiceprints), and other authenticating information associated with a Spectrum account;
- information about the types of services to which you subscribe, orders you place or downloads of Spectrum applications (e.g., the Spectrum TV application) you make through the Spectrum Platform, the service options you have chosen, and any customized setting you have created;
- information about your payment methods, such as your payment card number or bank account information;
- information related to a credit application for a product or service or to protect against fraud, which may include your Social Security number, driver's license number, or other government issued identifier;
- information you provide when you enter contests or respond to customer surveys, or participate in or attend events sponsored by us; and
- information we keep in our records when you correspond or otherwise communicate with us, including through our call centers, in-person, online chat sessions, and through social media.

Please review our Spectrum Biometric Data Privacy Notice by visiting [spectrum.com/policies/biometric-data-privacy](https://spectrum.com/policies/biometric-data-privacy) or by visiting our Your Privacy Rights section at [spectrum.com/policies/your-privacy-rights](https://spectrum.com/policies/your-privacy-rights).

### Information We Collect Automatically

We automatically collect information about your use of the Spectrum Platform in order to deliver any of our services or otherwise permit access to one of our products, such as:



- information from any device you use when you interact with us, including but not limited to the device identifiers, the number, types, and status of devices connected to our network, network addresses, operating systems, and technical configurations of the equipment used with our services, products, websites and applications;
- network traffic data;
- performance and support data; and
- information about your use and the operation of the Spectrum Platform and its features.

We automatically collect usage information to provide you with our products and services such as:

- usage information about the channels, programs, and advertisements to which your device was tuned when you subscribe to our video service in order to provide you video content ("Video Usage Information");
- information we collect based on our provision of Spectrum Internet service, such as routing traffic to allow you to traverse from one website to another website, in order to provide internet service and connect you to the other internet-based services you request; this can include the amount of data used, device identifiers, and quality of service (i.e., quality of the signal) from customers who use our company-issued routers as part of our provision of Spectrum Internet service (collectively, "Internet Usage Information");
- call records, including the phone numbers that you call and that call you, and the times and dates of those calls; the number of text messages sent and received, when you subscribe to our phone and/or mobile service ("Call Detail Information");
- usage information about your use of the Spectrum Mobile network, the use of your mobile device, technical and network performance information, and location information when your device communicates with cell towers, Wi-Fi routers, access points, and/or with technologies used by the Global Positioning System ("GPS") ("Mobile Usage Information"); and
- device information, including your IP address and information about your browser, operating system, and platform type, demographic information through cookies, web beacons, and other tracking technologies, and information about the website that referred you to a Spectrum website, and the website to which we refer you when you leave a Spectrum website.

Additionally, if you subscribe to or use services that require us to transfer or store communications such as a Spectrum email account or a Spectrum voice product that includes a voicemail service, it will be necessary for us to collect the content of those communications to provide you with the service you have requested because it is required in order for the services to function. We also collect the content of any files you store in our cloud storage services (e.g., Spectrum Cloud DVR) and other information when it is necessary to provide you with the products or features of the services you use.

Please refer to the Spectrum Internet DNS Privacy Notice, available by visiting our Your Privacy Rights section on our website, to learn more about the type of Domain Name System ("DNS") data we collect based on our provision of Spectrum Internet service, how we use and share that information, and our storage and retention practices associated with the DNS data we maintain.

#### Location Information

When you access our network, we may collect general location information, such as the city or zip code that correlates with the license of your device IP address, or more precise geolocation data that indicates where you are at a specific point in time. We may also collect location information when you use some of our services and applications, including precise geolocation information, such as your service address and the location of your Spectrum Mobile device or another device on which you have installed a Spectrum application. For example, when a Spectrum Mobile device connects using an in-home or out-of-home Spectrum WiFi access point, we collect the device's MAC address, the customer's username (if the customer is logged into the My Spectrum App), which is encrypted, and the Spectrum WiFi access point's geographical location. You can prohibit the collection of this information through your device's settings (see "Your Choices") but it may limit certain functions and features of the application.

#### Information Obtained from Third Parties

We may collect information from third parties for purposes related to delivering our products and services to you, for analytics and research, or for marketing and advertising our own products and services, as well as for delivering third-party advertising on the Spectrum Platform.

- Information to verify data you have provided and from credit reporting agencies to determine your credit worthiness, credit score, and credit usage.
- Information from content providers and other platform providers when you use your Spectrum account to authenticate your use of Spectrum services through that provider's platform or device.
- Information from research consultants, marketing firms, data quality management solution firms, and programming partners to enhance our marketing and advertising programs. Collected data may include demographic information, as well as personal interest data, to help us construct audience segments, deliver advertising, and evaluate the effectiveness of a given advertising campaign.

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#### HOW AND WHEN WE USE INFORMATION

We use the information we collect to provide you with reliable, high quality products and services.

#### To Provide and Improve our Services, Products and Devices, Websites and Applications

We use the information we collect to:

- deliver, maintain and improve our products, services, websites and applications;
- fulfill requests for new service or changes to your account or the products and services you already receive;
- provide you with technical support and high quality customer service, including through the use of recorded or monitored communications between you and our customer service agents;
- create and administer a Spectrum account, including activating your service, billing, invoicing, and debt collection activities;
- authenticate or otherwise provide you access to your Spectrum products and services;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- manage and configure our device(s), system(s) and network(s);
- understand how the service is being used, including through the creation of operational and marketing reports based on de-identified and/or aggregated service usage information;
- inform you of additional products and services that may be of interest to you;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of any Spectrum product, service, website or application, and to enforce any Spectrum policy or applicable terms of service;
- protect our rights, our personnel, our property, and the safety of others;
- maintain our accounting, tax and other records; and
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business.

#### To Communicate With You

We use the information we collect to deliver and personalize our communications with you, e.g., when responding to a survey or ordering a pay-per-view event, we will use that information and information from your account to send you billing information, as well as recommendations for additional Spectrum products or services that may be of interest to you and to provide you with a more personalized experience. We may also send you promotional communications for products and services that may be of interest to you.

#### To Create Business and Marketing Reports

We use the information we collect to create business and marketing reports (the "Reports") to provide insights into what products and services our customers are using, how long they are using our products and services, how some of our services are accessed, and what additional products and services may be of interest to our customers.

We use these Reports for our own internal purposes, such as improving our products and services, determining what content to provide our customers, measuring the effectiveness of our marketing and advertising, and other research and analytics. We may also share these Reports with third parties, as described in "When and With Whom We Share Information." In some cases, we may provide Reports to a third party for the third party's own use; however such Reports only contain de-identified and/or aggregated information. You should review the "Your Choices" section of this Privacy Policy to understand the choices you have with respect to the sharing of this information.

#### Advertising Generally

We use some of the information we collect to make the marketing and advertising you see on the Spectrum Platform more relevant to you, as well as to market the Spectrum products and services on other websites and platforms. Many of our marketing and advertising activities use information that does not personally identify you, such as your ZIP Code, your IP address, advertiser IDs and other persistent identifiers that are not directly linked to any identifiable information. Some of our marketing and advertising activities, however, do include the use of information that personally identifies you when marketing and advertising our own products and services. For example, we use your postal and email address to deliver marketing and advertising to you. We may also use Combined Information to create marketing and advertising campaigns. For information about how to limit the use of information for these purposes, see the "Your Choices" section below.

#### Addressable Advertising on our Cable System and Applications

We place some of the advertisements you see during live and on-demand video content on our cable system and video applications. Some of those advertisements are placed in particular shows or channels; others are

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shown in particular geographic areas. Some of our cable advertisements will ask for your permission to take certain actions, like mail you information or allow the advertiser to contact you. In some areas we will be able to address advertisements to your household through our cable system that will be more relevant to your interests based on your Video Usage Information and/or Combined Information. For information about how to limit the use of information for these purposes, see the **"Your Choices"** section below.

#### Online Advertising and Customization

We may place "cookies" in your browser that contain information about you or your account when you set up a personalized service or customize your settings and preferences on our websites or mobile applications. Cookies enable us to help diagnose problems with our services, control the display of ads, track usage patterns, gather demographic information, analyze trends, conduct research, and otherwise administer the Spectrum services. We do not store sensitive information such as your password, e-mail address or credit card number in cookies.

We use third-party service providers to place advertisements for the Spectrum services on the Internet. These providers use technologies to collect non-personally identifiable information (such as device identifiers and IP addresses) about your visits to our websites and mobile applications, as well as your interaction with our products and services. These providers may also use information about your visits to other sites to send interest-based advertisements for other products and services and to gauge the effectiveness of advertisements. We do not permit these third parties to collect or use information that personally identifies you, such as your name, address, phone number or email address.

We also allow third-party ad serving companies and other unaffiliated advertisers to display advertisements on our websites and within some of our mobile applications. These third parties may collect information about you when you use the Spectrum websites and apps. They may collect information about your online activities over time and across different websites and other online services, and across devices that you use to access the websites and mobile applications. In some cases, we may share online or device identifiers, such as an IP address, user agent, or advertising device identifier (i.e., unique identifiers generated by your device operating system for advertising purposes), with our third-party ad serving and verification partners and third-party ad sales partners as needed to support our advertising business and video programming distribution business. We may also share de-identified and/or aggregated information with our third-party advertising partners for modeling purposes. For information about how to limit the use of your information for these purposes, see the **"Your Choices"** section below.

Your browser or device may include "Do Not Track" functionality. Our information collection and disclosure practices, and the choices that we provide, will continue to operate as described in this Privacy Policy, whether or not a Do Not Track signal is received.

#### WHEN AND WITH WHOM WE SHARE INFORMATION

##### Account Holders and Other Authorized Users

We may disclose certain information about a customer's account and use of a service or feature to the primary account owner only after appropriate authentication. The primary account owner may also authorize other users to access certain information on the account, which may include information about the primary account owner's use of the relevant service.

##### Charter/Spectrum Related Businesses

We may share information about you with other Charter and Spectrum related companies in order to provide the services you have requested or to which you subscribe, or to make your Spectrum experience more streamlined, such as through combining account information into a single location for easier access.

##### Service Providers

We may disclose your information to service providers who perform business activities and functions on our behalf to support our interactions with you such as billing and collections, payment processing, analytics and research, marketing and advertising, service delivery and customization, maintenance and operations, and fraud prevention. These service providers are authorized to use your personal information only as necessary to provide these services on our behalf.

##### Governmental Entities or Pursuant to Valid Legal Process

We may disclose personal information to comply with valid legal process, including subpoenas, court orders or search warrants. In some instances where there is a valid legal request or an order for disclosure of information about you, we may notify you of such request or order and then it may be up to you to object or take specific action to prevent any disclosures pursuant to those requests or orders.

If you subscribe to any Spectrum services, we may be required by law to disclose information about you, including information that personally identifies you, your use of our services, and the content of your communications, to governmental entities upon receipt of valid legal process.

We may also disclose personal information when we believe it is necessary to protect our customers, employees, or property; in emergency situations; to enforce our rights in court or elsewhere, or directly with you, for violations of service terms, conditions or policies; and/or as otherwise required by law.

#### Third Parties

We do not sell to or share with third parties, for their own marketing or advertising purposes, any information that personally identifies our customers or other individuals who use our products, services, or applications; however, in some cases we may disclose non-personally identifiable information, such as an IP address or device identifier, to a third-party partner as needed to support our advertising business and our video programming distribution business.

If you subscribe to our telephone service, your name, address and/or telephone number may be transmitted via Caller ID, published and distributed in affiliated or unaffiliated telephone directories, and available through affiliated or unaffiliated directory assistance operators. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in the telephone directories or directory assistance services, although we cannot guarantee that errors will never occur. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business numbers, 911, 900 numbers or toll-free 800, 855, 844, 866, 877 or 888 numbers. But note that Spectrum Mobile does not publish directories of customers' wireless phone numbers and we do not make those numbers available to others for listing in directories.

Some of the advertisements we display may invite interactive or transactional follow-up from you. When you interact and provide your consent, we may share your contact information with such advertiser for the purpose of fulfilling your request. We may also share individually de-identified and/or aggregate information, including our business and marketing reports, with third parties for their own purposes.

If we enter into a merger, acquisition, or sale of all or a portion of our assets, we may transfer information about you, including information that personally identifies you, as part of the transaction.

#### WHAT CHOICES YOU HAVE TO CONTROL THE USE OF INFORMATION BY SPECTRUM

You have choices in controlling how we use and share your information for marketing and advertising purposes. For instance, you can always choose whether to receive promotional emails or text messages. When you visit our websites, you may opt out of interest-based advertising, and when you use our mobile applications, you can limit the use of ad trackers. Visit our Privacy Preferences page to manage your marketing communication and privacy preferences, including, for example:

- to be added to our marketing communication preferences list (e.g., "Do Not Call"), which will limit the marketing and advertising messages you receive from us about Spectrum products and services;
- to limit our use of customer proprietary network information ("CPNI") for marketing and advertising of our own products and services; and
- to limit our use of Video Usage Information, Combined Information, or our business and marketing reports to direct addressable advertisements or interest-based advertisements to you as further described in the preference center.

Some of the preferences will only apply when you subscribe to Spectrum services and may require additional account information. If you make changes to your contact information or get a new account, you will need to review and update your privacy preferences.

If you are a Spectrum customer and do not have access to Internet service, you may call us at the number provided on your monthly bill statement to be added to any of these lists.

If you are not a Spectrum customer and would like to add your name to marketing opt-out lists, please call 833-845-3726.

Please note that even if you choose to limit the use of information or communications for marketing and advertising purposes, you may still receive general marketing and/or advertising messages, in addition to service-related communications.

#### Cookies, Tracking Technologies, and Interest-Based Advertising

Some of our websites use certain web analytics services, such as Google Analytics and Adobe Analytics. These services use cookies or other tracking technologies to help us analyze how users interact with and use the Spectrum websites, compile reports on the websites' activity, provide other services related to website activity and usage, and help us identify and communicate with potential customers. The information generated by these web analytics services are transmitted to and stored by those entities and are subject to their respective privacy policies. To learn more about Google Analytics and Adobe Analytics, including how to opt-out of tracking of analytics, please visit the following links: managed by Google ([policies.google.com/technologies/partner-sites](https://policies.google.com/technologies/partner-sites)) and Adobe ([adobe.com/privacy.html](https://adobe.com/privacy.html)).

Many of the third party advertisers that place tracking tools on the Spectrum websites are members of programs that offer you additional choices regarding the collection and use of your information. You can learn more about the options available to limit these third parties' collection and use of your information by visiting the websites for the **Network Advertising Initiative** ([optout.networkadvertising.org](https://optout.networkadvertising.org)) and the **Digital Advertising Alliance** ([youradchoices.com](https://youradchoices.com)), as well as the webpages for **Facebook's ad preferences tool**



(facebook.com/about/ads) and **privacy policy** (facebook.com/privacy/policy).

Similarly, you can learn about your options to opt-out of mobile app tracking by certain advertising networks through your device settings. For more information about how to change these settings for Apple or Android devices, see:

Apple: <http://support.apple.com/kb/HT4228>

Android: <http://www.google.com/policies/technologies/ads/>

Some of our Spectrum Platforms (e.g., our Spectrum TV application) may include Nielsen's proprietary measurement software, which will allow you to contribute to market research, like Nielsen's TV Ratings. To learn more about Nielsen's privacy practices, including how you can opt-out of Nielsen's collection and use of this measurement data, please visit [www.nielsen.com/digitalprivacy](http://www.nielsen.com/digitalprivacy).

#### CPNI

When you initiate an interaction with one of our representatives, such as a phone call or a chat, we may ask for your oral consent to our use of your CPNI for the purpose of providing you with an offer for other products or services, such as Spectrum cable video service. If you consent, we may use your CPNI for the duration of that interaction to offer you those additional products and services.

If you subscribe to the Spectrum Voice® or Spectrum Mobile service, you have the option of allowing us to use the CPNI we have on file to provide you with information about products and services or special promotions for other communications-related products and services to which you do not already subscribe. You have the right to restrict this use of CPNI. If you opt out of this use, you will experience no effect on your services. We will wait at least thirty days from the date we first provide notice to you, as a subscriber of the Spectrum Home Phone service or Spectrum Mobile service, before we use your CPNI for this purpose. During that time and at any time after, you may opt-out of our use of your CPNI for these marketing purposes by calling us at the number provided on your monthly billing statement or visiting [spectrum.com/policies/your-privacy-rights-opt-out](http://spectrum.com/policies/your-privacy-rights-opt-out).

#### HOW WE PROTECT YOUR INFORMATION

We take our responsibility to secure the information we collect and maintain seriously. We use reasonable security, including technical, physical and administrative controls, to secure the information we collect and maintain. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose Spectrum information.

You can help protect the privacy of your own information by using encryption and other techniques to prevent unauthorized interception of your personal information. You are responsible for the security of your information that you transmit to us or view, download, or otherwise access when using unencrypted, public or otherwise unsecured networks. For more information on things you can do to help protect the privacy of your own information, visit [www.spectrum.com/security](http://www.spectrum.com/security) or [www.OnGuardOnline.gov](http://www.OnGuardOnline.gov).

#### HOW WE PROTECT CHILDREN'S PRIVACY

We do not knowingly collect personal information from anyone under the age of 16. If you believe that a child under 16 years of age has provided us with personal information, please contact us at the address below.

#### YOUR RIGHTS AND OUR LIMITATIONS ARE UNDER FEDERAL LAWS

##### The Cable Act and Personally Identifiable Information

Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act") imposes certain limitations on our collection, use, and sharing of information that personally identifies you when you subscribe to cable video and telecommunications services, or other services provided using the facilities of the Spectrum cable system. The Cable Act provides you with the right to know about the personally identifiable information we collect about you and how we use it; under what conditions and circumstances and the types of persons and entities to whom we may disclose personally identifiable information; how long we maintain personally identifiable information; the limitation on our ability to collect and disclose personally identifiable information collected from the cable system; and provides you with the right to request access to review and correct your personally identifiable information. Personally identifiable information is information that identifies a particular person; it does not include de-identified or aggregate data that does not identify a particular person or persons.

If you would like access to the personally identifiable information we maintain in our business records pursuant to the Cable Act, please send a written request to your local Spectrum office or call us at the number provided on your monthly billing statement and we will make an appointment for you to visit during normal business hours. You will only be permitted to examine records that contain personally identifiable information about your account and no other account. If your review reveals an error in our records, we will correct it. We reserve the right to charge you for the cost of retrieving and photocopying any documents that you request.

The Cable Act permits us to use the cable system(s) to collect personally identifiable information about our subscribers when it is necessary to render services and to detect unauthorized reception or use of the Spectrum Cable Act Services. We may use the cable system to collect personally identifiable information about a subscriber for additional purposes with a subscriber's prior written or electronic consent. The Cable Act also

permits us to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided; required by law or legal process; or limited to your name and address under a "mailing list" exception, as described in this Privacy Policy. **We do not sell or share customer names and addresses with third parties for their own marketing or advertising purposes. If we decide to do this in the future, we will provide you notice and an opportunity to opt out of such sharing.**

When a government entity is seeking information about your selection of video programming, you have additional rights as described in the "Governmental Entities or Pursuant to Valid Legal Process" subsection of **"When We Share Information with Others."**

If you believe that you have been aggrieved by any act of ours in violation of law, we encourage you to contact us to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act with respect to your personally identifiable information through a civil lawsuit in federal district court seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well. Your Spectrum Residential Services Agreement contains your agreement that, to the extent permitted by law, any claims under the Cable Act may be enforced in arbitration.

#### The Communications Act and CPNI

Section 222 of the Communications Act provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of the Spectrum telecommunications services, and information about your Spectrum phone service that is contained on your bill. This information, when linked to an identifiable customer of such service, is known as customer proprietary network information or "CPNI." CPNI does not include a customer's name, address, and telephone number.

If you subscribe to Spectrum Voice® or Spectrum Mobile service, we have an obligation under federal law to protect the confidentiality of CPNI and to provide you with information about how we use your CPNI and explain the choices you have. Those additional protections and the choices you have regarding the use and sharing of such information are reflected in this Privacy Policy.

If you want access to the CPNI data we maintain about your account, we will provide a copy to you at the address of record for your account, or to any person authorized by you, if we reasonably believe the request is valid. For telephone and online access to your CPNI, you must first authenticate your identity before we can disclose CPNI to you or your authorized agent.

#### WHAT HAPPENS IF WE CHANGE THIS PRIVACY POLICY

The most current version of our Privacy Policy is published and maintained at [www.spectrum.com](http://www.spectrum.com). The needs of our customers and the business may change from time to time and, when that happens, we may need to modify this Privacy Policy. Any changes will be posted at this website. If we make any changes that materially affect your rights or the ways in which we use or disclose information, we will attempt to notify you in advance through written, electronic or other means, as required by law.

#### WHAT YOUR PRIVACY RIGHTS ARE IF YOU LIVE IN CALIFORNIA

If you are a California resident, please visit [spectrum.com/policies/california](http://spectrum.com/policies/california), where you can view our new **California Consumer Privacy Policy** and access information about your rights under the California Consumer Privacy Act ("CCPA"), as amended by the California Privacy Rights Act ("CPRA"), and other California privacy laws.

#### WHAT YOUR PRIVACY RIGHTS ARE IN MAINE

Maine law regulates how broadband internet access service providers, like Spectrum, can use certain customer information collected based on our provision of broadband internet access service. If you are physically located in and billed by Spectrum for broadband internet access service received in the State of Maine, as a prospective, current, or former subscriber of our broadband internet access service, you have certain rights with respect to the information we collect about you based on our provision of broadband internet access service.

Maine law generally restricts us from using, disclosing, selling, or permitting access to broadband customer personal information without your express, affirmative consent, subject to certain exceptions.

At this time, Spectrum does not use, disclose, or permit access to your broadband customer personal information, except for purposes permitted by the Maine law.

At this time, Spectrum also does not collect non-personal customer information about you based on our provision of broadband internet access service.

We will not discriminate against you if you exercise any of your rights under Maine law. This means that if you exercise any of your rights, Spectrum will not:

- deny you broadband internet access service;



- charge you a penalty; or
- offer you a discount based on your consent that we can use or share your broadband customer personal information.

#### YOUR RIGHTS IF YOU LIVE IN NEVADA

If you are a Nevada resident and interact with our websites or online services, you have the right to opt out of the sale of certain personal information. You may opt-out of the sale of your personal information to third parties by visiting [spectrum.com/policies/nevada](https://spectrum.com/policies/nevada).

#### YOUR RIGHTS IF YOU LIVE IN CONNECTICUT, COLORADO, OR VIRGINIA

If you are a resident of Connecticut, Colorado, or Virginia, you have certain rights with respect to Spectrum's collection, use, and sharing of your personal data, including sensitive data, pursuant to the Connecticut Data Privacy Act ("CTDPA"), Colorado Privacy Act ("CPA"), and Virginia Consumer Data Protection Act ("VCDPA"). The CTDPA, CPA, and VCDPA define personal data, or personal information, as any information that is linked or reasonably linkable to an identified individual or identifiable information.

We may collect the following categories of personal data about Connecticut, Colorado, and Virginia consumers, and share or disclose such personal data for the following purposes:

- Personal identifiers such as real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers. We may provide some of this information to service providers and/or contractors for billing and collections, payment processing, analytics and research, marketing and advertising, service delivery and customization, maintenance and operations, network management, audience measurement and programming, and fraud prevention purposes, or as otherwise required by law.
- Personal information categories protected under applicable state law such as name, signature, Social Security number, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information). We may provide some of this information to service providers and/or contractors for billing and collections, payment processing, analytics and research, marketing and/or advertising, service delivery and customization, and fraud prevention purposes, or as otherwise required by law.
- Protected classification characteristics under applicable state or federal law such as your age (40 years or older), race, color, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status. We may provide some of this information to service providers and/or contractors for analytics and research, marketing and/or advertising, or as otherwise required by law. We may provide this information to service providers and/or contractors.
- Commercial information such as records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies). We may provide some of this information to service providers and/or contractors for billing and collections, payment processing, analytics and research, marketing and advertising, service delivery and customization, maintenance and operations, or as otherwise required by law.
- Biometric information in the form of voiceprints when you voluntarily enroll in our Voice ID service. We may provide this information to service providers and/or contractors for account security and fraud detection and prevention purposes.
- Sensitive Personal Information, such as your social security number, driver's license or government issued identification number, racial or ethnic origin or specific geolocation. We may provide this information to service providers and contractors, and financial services entities or to other third parties as required by law.
- Internet or other similar network activity such as browsing history, search history, information on a consumer's interaction with a website, application, or advertisement). We may provide this information to service providers for network management, fraud detection and prevention, and security and integrity purposes.
- Geolocation data. We may provide this information to service providers and contractors for service delivery, analytics and research, and marketing and/or advertising purposes, or as otherwise required by law.
- Inferences drawn from other personal information, which we use to create a profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes). We may provide this information to service providers and/or contractors for analytics and research, marketing and advertising, or as otherwise required by law.

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We collect personal data about Connecticut, Colorado, and Virginia consumers from a variety of sources in order to provide our products and services, communicate with you, and when you interact with us through person-to-person customer service and sales channels or other electronic means, such as our call centers and/or Spectrum store locations, or use our products, services, websites and applications. These sources include:

- Information you provide to us directly, such as when you contact or communicate with us, or when you establish a customer or user account;
- Information we collect automatically and through your use of Spectrum products, services, websites and applications;
- Information obtained from third parties; and
- Publicly available information about you.

We use the personal data we collect to provide you with reliable, high quality products and services, communicate with you, make improvements to our products and services, investigate theft, fraud and other illegal activities, and to personalize your experience. As described above, we use the information we collect about consumers and may share or disclose that information to:

- provide, deliver, maintain and improve the products and services you request, interact with, and to which you subscribe;
- fulfill requests for new service or changes to your account or the products and services you already receive;
- provide you with technical support and high-quality customer service;
- create and administer a Spectrum account, including activating your service, billing, invoicing, and debt collection activities;
- authenticate or otherwise provide you access to your Spectrum products and services;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- manage and configure our device(s), system(s) and network(s);
- understand how the service is being used, including through the creation of operational and marketing reports based on deidentified and/or aggregated service usage information;
- inform you of additional products and services that may be of interest to you;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of any Spectrum product, service, website or application, and to enforce any Spectrum policy or applicable terms of service;
- protect our rights, our personnel, our property, and the safety of others;
- maintain our accounting, tax and other records;
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business;
- deliver and personalize communications with you;
- create internal business and marketing reports; and
- provide advertising and marketing subject to the applicable consent, which can be managed by visiting our Privacy Preferences page;

Connecticut, Colorado, and Virginia consumers have the right to (1) request to know what personal data has been collected about you, and to request access to that information; (2) request to correct inaccuracies in your personal data; (3) request deletion of your personal data, subject to certain exceptions; (4) obtain a copy of your personal data; and (5) appeal Spectrum's denial of any of your consumer requests. To exercise one or more of your privacy rights, you can submit a verifiable consumer request:

- Via our online verifiable consumer request submission form located on our State Consumer Privacy Rights page; or
- By calling our toll-free number at (844) 979-1794.

You may authorize another person to make a verifiable consumer request on your behalf, and parents and guardians may submit requests on behalf of their minor children. The authorized agent should submit the request using our online submission form dedicated to authorized agent requests available on our Consumer Authorized Agent Consumer Request on State Consumer Privacy Rights page. As part of the verifiable consumer request and authorized agent request process, Spectrum will use reasonable efforts to verify your identity, as well as the identity of your authorized agent to ensure that your agent has been properly authorized by you to request information on your behalf. If Spectrum denies your verifiable consumer request, you can appeal that initial denial using the same methods identified above for the original submission of the request.

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Connecticut, Colorado, and Virginia consumers also have the right to control certain data collection and use practices by Spectrum, including the right to: (1) opt in for processing of sensitive data; (2) opt out of processing of data for targeted advertising; (3) opt out of the sale of personal data (limited to an exchange of personal data for monetary consideration); and (4) opt out of profiling in furtherance of decisions that produce legal or similarly significant effects concerning a consumer (including automated decision-making). Spectrum offers many choices to help you manage your privacy and ensure that you have meaningful choice and control over how we use your data, including those consumer choices under the VCDPA. You can manage your privacy preferences by visiting our Privacy Preference page.

#### USERS OUTSIDE THE UNITED STATES

Our Website and services are meant for residents of the United States. If you use our Websites outside of the United States, you understand and consent to the transfer of your personal information to, and the collection, processing, and storage of your personal information in, the United States. The laws in the U.S. regarding personal information may be different than the laws of your country.

#### HOW TO CONTACT US WITH QUESTIONS ABOUT THIS PRIVACY POLICY

Questions about Spectrum's privacy protections and practices should be sent to:

Charter Communications, Inc.  
Attn: Privacy and Cybersecurity Counsel  
400 Washington Boulevard  
Stamford, CT 06902

You may also contact your local customer service office. You can find the phone number for your local customer service office on your monthly bill statement or by visiting our website at [www.spectrum.com](http://www.spectrum.com).

#### ADDITIONAL PRODUCT AND SERVICE-SPECIFIC INFORMATION YOU NEED TO KNOW

##### Spectrum Mobile Applications

When you use Spectrum mobile applications, we may also automatically collect information about the devices you use to access the application or our services and the content you view. The information we may automatically collect depends on how you access the services and content and includes:

- information related to the use and operation of the App;
- device information (e.g., device identifier, mobile device number, advertising identifier, MAC address, carrier, operating system, ISP, IP address);
- usage data associated with how you interact with the App;
- configuration data for any Wi-Fi-enabled device you may use to access the App;
- information related to your Wi-Fi and cellular connections (e.g., data usage, network performance, signal strength, throughput, latency); and
- location information, including precise geolocation information, such as your service address and the location of a device in which you have installed the App.

Our location-based features are based on the location of your Spectrum service account and the location, including the precise geolocation, of a device in which you have both installed a mobile application (e.g., the Spectrum TV Application, My Spectrum Mobile App, Connection Manager) (each individually an "App") and have enabled location services. If you do not want the App to collect your device's precise geolocation, you can disable location services on your device using the device settings. Please note that location data, including precise geolocation, will be collected when your location service is enabled for this App when the App is running in the foreground, background, or even if you are not directly using the application depending on your device.

Some of the App's features are only available while you are on the Spectrum network or when connecting from your home Wi-Fi account. The App will use your IP address and other information to determine whether you are on or off the Spectrum network or connecting via your service account.

##### Spectrum Careers Websites and Job Applicant Tools

Our careers websites and job applicant tools provide interested candidates and prospective employees with leads in their job search, as well as a place to apply for an open position and track their application status. In order to join the Spectrum Talent Network, you must provide certain contact information, such as your name and email address, which Spectrum uses to send job alerts and relevant communications and updates. If you no longer want to receive communications from the Spectrum Talent Network team, you can unsubscribe at any time. Our job applicant tools also collect additional from you associated with your job application, such as your educational background, employment history, and resume or other uploaded documents. If you would like to view, access, update or delete your personal information maintained within our careers websites and job application tools, please visit those sites directly.



## ANNUAL CUSTOMER NOTICE

#### 2023 ANNUAL CUSTOMER NOTICE

This Annual Customer Notice provides an overview and pertinent information about the video services that Spectrum provides. More detailed information about the services, including Spectrum's terms and conditions of service are available at [Spectrum.com/policies/terms-of-service](http://Spectrum.com/policies/terms-of-service). The information provided in this notice does not modify or supersede any provisions in the Spectrum terms and conditions of service or any other agreement between Spectrum and the customer. Customers receiving service via a commercial or business arrangement may be subject to separate policies or procedures.

The terms and conditions of service contain a binding arbitration provision to which all customers are subject, applies to all services, and is available at [Spectrum.com/policies/terms-of-service](http://Spectrum.com/policies/terms-of-service).

#### SPECTRUM RATES, CHANNEL LINEUPS & ADDITIONAL INFORMATION

Pricing and channel line-ups available in your area can be found at [Spectrum.com/Ratecard](http://Spectrum.com/Ratecard) and [Spectrum.net/Channels](http://Spectrum.net/Channels). For questions about this notice or to receive a paper copy of the rate card or channel line-up, call Spectrum Customer Service at 855-757-7328 or 800-314-7195 for business (in Hawaii, call 808-582-6100 for residential and 808-582-6284 for business). More detailed information about the services, including Spectrum's terms and conditions of service and notice procedures, are available upon request or by visiting [Spectrum.com/policies/terms-of-service](http://Spectrum.com/policies/terms-of-service) for residential customers or [BusinessSpectrum.com](http://BusinessSpectrum.com) for business customers. Customers may also contact Spectrum Customer Service by telephone at the numbers listed above or visit a Spectrum Store. User guides, help videos, troubleshooting steps, and FAQs for Spectrum's products and services are available at [Spectrum.net/support](http://Spectrum.net/support) or [SpectrumBusiness.net/support](http://SpectrumBusiness.net/support).

#### SPECTRUM TV™ PRODUCTS & SERVICES

Spectrum TV provides a variety of products, services, and programming to residential and business customers. Products, services, and pricing described in this notice are subject to change and may not be available in all Spectrum areas; and some of the policies, procedures, and services described herein are not applicable in every area. Spectrum TV offers basic service which includes off-air broadcast stations (for example, ABC, NBC, etc.) and may include public, educational, and government access channels. Such programming varies on a community-by-community basis. Where available, Spectrum TV may include: digital programming packages and tiers, HD programming, movies, sports programming, news, premium channels, integrated guide, interactive services, On Demand and Pay-Per-View choices, DVR service, and the Spectrum TV App. Information about Spectrum's video products and services can be found at [Spectrum.com/cable-tv](http://Spectrum.com/cable-tv).

#### SPECTRUM INSTALLATION & SERVICE MAINTENANCE POLICIES

Requests for Spectrum TV services may be made via the Internet at [Spectrum.com](http://Spectrum.com), by telephone, or at a Spectrum Store. Installation and service call appointments are scheduled in advance. Customers will be offered a standard installation appointment within 7 business days; this may differ based on the service being requested. Up to four-hour windows are available for installation and service call appointments. If Spectrum cannot meet a scheduled commitment, Spectrum will attempt to notify the customer and reschedule the appointment for a convenient time. Someone over eighteen (18) years of age with a government-issued picture ID must be present during any installation or repair. Spectrum requires its technicians to display identification during visits to a customer's service location. Upon customer request, Spectrum can relocate Spectrum equipment within the customer's home at a mutually agreed upon time and customer may incur a charge. Spectrum also offers customers the option of Self-Installation, which includes a self-install kit with step-by-step instructions. Visit [Spectrum.net/page/self-installation-help](http://Spectrum.net/page/self-installation-help) for more information. Customer service is available 24 hours a day, 7 days a week. Telephone calls including requests for installation and service calls are periodically monitored and/or recorded for quality assurance purposes. If a customer has a technical problem that arises from Spectrum's distribution system, there will be no charge for the service call. In all other cases including, without limitation, where the problem arises from customer equipment or premises, a third-party, and/or unauthorized tampering with or abuse of the cable wiring or Spectrum's equipment, a service charge may be assessed.



## HOW TO USE SPECTRUM TV SERVICES

Customers can access Spectrum TV using Spectrum-issued receivers and other specified retail devices. For a list of devices compatible with the Spectrum TV App, visit [spectrum.com/cable-tv/spectrum-tv-app](https://spectrum.com/cable-tv/spectrum-tv-app). Customers may receive Spectrum Receiver(s) and remote(s), as well as instructions and guidance on how to access the video services. Visit [spectrum.com](https://spectrum.com) for more information, and for customer account information and other features available, visit [spectrum.net](https://spectrum.net).

**REMOTE CONTROLS:** The Spectrum-issued remote control works with the Spectrum Receiver and can be programmed to control the TV and other devices. Visit [spectrum.net/remotes](https://spectrum.net/remotes) for a complete list of remote controls and instructions.

**ADDITIONAL EQUIPMENT:** A Spectrum Receiver or CableCARD device(s) may be required to access Spectrum's video services for an additional charge. For more information about CableCARDs, visit [spectrum.net/support/tv/about-cablecards/](https://spectrum.net/support/tv/about-cablecards/).

**PARENTAL CONTROLS:** A parental control feature is available to prevent children from watching certain programming based on the customer's preference. For more information, visit [spectrum.net/support/internet/about-parental-controls/](https://spectrum.net/support/internet/about-parental-controls/).

**ACCESSIBILITY FEATURES:** For customers who are deaf or hard of hearing, Spectrum offers features like closed captioning, Caller ID on TV, hearing aid compatible mobile devices, Text Telephone Relay (TTY), and Telecommunications Relay Service (TRS). For customers with a visual impairment, Spectrum offers braille and large print billing material and support documentation, large-button remotes, audio description (via set-top box and mobile devices) guide narration, and other accessibility features, which may vary depending upon your service area. All of Spectrum's web and mobile apps are screen-reader friendly for customers who use Text-To-Speech (TTS) programs. Spectrum Access app offers additional accessibility features and is available to the general public. Specialized customer support for these and other accessibility features is available at 844-762-1301 or [spectrum.net/page/accessibility](https://spectrum.net/page/accessibility).

## BILLING PROCEDURES

**PAYMENT OF CHARGES:** Customers will be billed monthly for services to be received and in arrears for actual charges incurred for Pay-Per-View, On Demand, per event programming where such charges are based on actual usage, plus pro-rata charges, if any, for periods not previously billed. Bills may not be issued for accounts with a zero balance. Billing may commence on or after the earlier to occur of (a) the activation of any service or device, (b) confirmed delivery of service equipment, (c) 8 days after customer pickup or shipment by Spectrum of devices or equipment. Customer shall pay all monthly charges and all applicable fees and taxes by the due date as listed on the Spectrum monthly bill(s), which may be sent by multiple, separate invoices and/or exclusively by online presentation depending on respective service subscription. Payment methods including credit cards, debit cards, and checks will be stored for future use by the customer. It is the customer's obligation to review bills as presented. For a full description of all billing terms and conditions that apply to the Spectrum services, visit [spectrum.com/policies/terms-of-service](https://spectrum.com/policies/terms-of-service). Additional fees may apply if a Spectrum Customer Service Representative's assistance is needed to process the transaction.

**SPECTRUM 30-DAY SERVICE GUARANTEE:** New Spectrum TV customers (those who have not been Spectrum customers within the prior 90 days) may qualify for a refund/credit if not fully satisfied with the service. Current customers adding a new level of subscription service qualify to receive a refund/credit only on those newly added services not subscribed to within the previous 90 days. Such refund is valid for Spectrum TV customers who pay for their first month of new or upgraded monthly recurring subscription services. Pay-Per-View and other non-recurring subscription purchases are not refundable nor are any related installation fees that may apply. Spectrum TV customers are limited to one refund or credit per household for a maximum of 30 days of service. For additional restrictions, visit [spectrum.com/policies/guarantee-new.html](https://spectrum.com/policies/guarantee-new.html). Separately, for information concerning purchased equipment returns, visit <https://www.spectrum.com/policies/terms-of-service/returnpolicy.html>.

**SERVICE BUNDLE DISCOUNTS:** Spectrum reserves the right to offer, and customer may elect to subscribe to, a combination of Spectrum services for which a bundle discount applies ("Bundled Services"). In the event the customer terminates any service component of such Bundled Services or Spectrum terminates such service component based on customer's failure to comply with the terms of service, Spectrum reserves the right to revert the pricing of the remaining service(s) to the applicable undiscounted price for such service(s).

**MONTHLY SUBSCRIPTION SERVICES:** Subject to restrictions under applicable law, if any, and without abrogating the "Spectrum Residential Customer Guarantee," customer shall be responsible for the full monthly charge (without pro-ration) for those services that are offered on a monthly subscription basis to which the customer has subscribed, regardless of customer's termination of such monthly service prior to the conclusion of the respective subscription month.

**CORRESPONDENCE:** Do not mail written correspondence with your bill statement. Contact Spectrum Customer Service with any additional needs.

**LATE FEE:** A customer can avoid incurring late fees by paying the monthly bill in a timely manner that ensures Spectrum receives payment by the due date. If a customer's account is past due, the customer may be charged an applicable late fee in addition to the past due balance. If the customer's account remains unpaid, the services may be suspended or disconnected.

**ONLINE AND PAYMENTS BY PHONE:** The payment functionality on Spectrum's website and payment by phone service is provided for the exclusive personal use of Spectrum customers. No payment processor may use this website to effect a payment in the name of a customer without authorization in writing from Spectrum. Any attempt to do so will be considered an unauthorized interference with the intended operation of the website or phone systems and may result in Spectrum's failure to process or accept such payment.

**BILLING DISPUTES:** Customers must notify Spectrum of disputed items within sixty (60) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of service, the removal of all Spectrum equipment, and/or imposition of a late payment or service charge. If the customer has more than one account (residential and/or business) served by Spectrum, all Spectrum-provided services at all locations may be subject to suspension or discontinuance of service in the event any one account remains unpaid, and Spectrum may apply any funds received from the customer first to such delinquent account(s). Should the customer wish to resume a service after any suspension, the customer may be subject to a reconnection fee. Should the customer wish to resume a service after termination of service, Spectrum may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

**DISRUPTION OF SERVICE:** Spectrum endeavors to respond and resolve outages in a customer's service within 24 hours of the outage being reported. Unless otherwise required under applicable law, credits are not available for disruptions of service that are beyond Spectrum's reasonable control, not reasonably foreseeable by Spectrum or in any way caused by the customer. Spectrum will otherwise provide customer with the proportionate credit for qualifying outages that last for 4 or more consecutive hours, after such interruption is reported to us and the customer has requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed the customer's monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges, as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Spectrum be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Spectrum's reasonable control (e.g., actions by programmers). Except where specifically prohibited by law, the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service. State specific service outage credit policies are outlined below:

- Connecticut: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.
- Maine: If a video service outage occurs for 6 or more consecutive hours in a 30-day period, Spectrum will, upon request, provide a Customer with a pro rata credit or rebate.
- Massachusetts: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such interruption is not caused by the Customer.
- New Jersey: If a video service outage or other loss of service occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible Customers who request a credit from Spectrum, or notify the NJ Office of Cable Television and Telecommunications, within thirty (30) days of such outage or loss of service, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.
- New York: If a video service outage occurs for at least 4 hours and between 6pm and 12am and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected Customers or such outage occurs entirely outside the 6pm to 12am time frame, Spectrum will provide a credit to eligible Customers who request a credit within 90 days of such service outage.
- Vermont: If a video service outage occurs for 24 or more consecutive hours and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.

Notice to New Customers  
(previously in use)

Welcome to Spectrum! We're so glad you've chosen us.  
Now that your services are set up, here are a few tips to help you get started.

### ► CREATE YOUR ACCOUNT ONLINE

Get an all-access pass to your account by creating your Spectrum username. Your username will let you learn about your services and manage your account 24/7. You can also watch TV online, check your email, manage your bill and more, from any device, everywhere you go! Visit **Spectrum.net/SetupAccount** from any computer connected to your home network to create your username.

### ► MANAGE YOUR ACCOUNT

Download the **My Spectrum App** or log in to **Spectrum.net** to easily access, update or upgrade your account. You'll be able to:

- View your bill, make a payment, enroll in Auto Pay, edit your existing Auto Pay, enroll in paperless billing and more.
- Troubleshoot your services or connection issues, review your subscription, view and manage the equipment associated with your account and manage your Voice features.
- Change your communication preferences, view and update your contact information and create separate household profiles.

If you wish to receive future communications via email, please visit **Spectrum.net** or download the My Spectrum App and update your communication preferences.

### ► UNDERSTAND YOUR BILL

Your first statement will include the first month of billing for services, equipment lease fees, installation charges, taxes and any prepayment collected. Statements after that should reflect charges for the current billing month or billing cycle. Learn more at **Spectrum.net/AboutMyBill**.

### ► PAY YOUR BILL

Save time by paying your bill online at **Spectrum.net** or in the My Spectrum App. Or, you can take one more thing off your to-do list by enrolling in Auto Pay. Visit **Spectrum.net/AboutAutoPay** for step-by-step directions on how to enroll.





► **ACCESS CHANNEL LINEUPS ONLINE**

See all your TV choices with the most up-to-date listing of the stations and networks in your area. You can see channels by package or by category. For more information on your lineup, visit [\*\*Spectrum.net/Channels\*\*](https://spectrum.net/channels). For information on the standard services and rates in your area, visit [\*\*Spectrum.com/RateCard\*\*](https://spectrum.com/ratecard).

► **BATTERY BACKUP**

Spectrum Voice uses the electrical power in your home, so if there's ever a power outage, all calling will be impacted—including 911 service. Ask us about purchasing and installing a battery backup, which provides hours of standby Voice service in the event of a power outage. Just call **855-707-7328** or visit [\*\*Spectrum.net/Battery\*\*](https://spectrum.net/battery) for more information.

Now you are ready to enjoy your services. Learn more about the wide range of features Spectrum services has to offer by visiting [\*\*Spectrum.net/Welcome\*\*](https://spectrum.net/welcome). User guides for all Spectrum services are available for download in English and Spanish at this site.

*Accessible formats of Spectrum's full legal policies can be found online at [\*\*Spectrum.com/Policies\*\*](https://spectrum.com/policies) and [\*\*Spectrum.com/Privacy\*\*](https://spectrum.com/privacy).*



## SPECTRUM PRIVACY POLICY

**Effective: June 1, 2021**

Your privacy is important to Charter. We value the trust you place in us when you use our products, services, and mobile applications or interact with us through our websites or social media accounts. We take seriously the responsibility of protecting your privacy and the information we collect about you. In order to provide our services to you on a cost-effective basis and to tailor our products and services to best meet your needs and interests, we inevitably must collect information about you.

The Spectrum Privacy Policy (the "Privacy Policy") detailed below describes the types of information we collect; how we use and share that information; the choices you have regarding such use and sharing, and the rights that may be available under federal law when you subscribe to or interact with certain Spectrum services.

The commitments in this Privacy Policy reflect our core business objective of providing you with the most innovative and superior products and services as possible while, at the same time, offering you choices about how we use information about you to achieve that objective.

We commit to:

- Communicate our privacy practices in a manner that is easily accessible and clearly describes your choices;
- Offer you choices about how we may use your information for our own marketing purposes;
- Not sell your personally identifiable information to anyone for any purpose – this includes our customers' web browsing history, call detail records, and viewing activity;
- Secure your information through the use of reasonable security measures; and
- Give you advance notice of any changes to our privacy commitments and to always post our most current version of the Privacy Policy at [www.spectrum.com/privacy](http://www.spectrum.com/privacy).

We encourage you to review the full Privacy Policy below, and specifically the section entitled "**YOUR CHOICES**", and to **contact us** if you have any questions.

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### WHEN THE PRIVACY POLICY APPLIES

The Privacy Policy applies to the information we collect when you subscribe to, access, or use the Spectrum products, services, websites and mobile applications (referred to as the "Spectrum Platform" in this Privacy Policy).

Depending upon the Spectrum products and services you access, use, or to which you subscribe, parts of this Privacy Policy may not apply to you. For example, if you only use Spectrum websites, we will not collect information about the use of our video, internet, or phone services. To help clarify some of our more general statements, we provide real-world examples throughout the Privacy Policy of how we collect and use information. These are only examples and may not cover every situation. If you have questions, please contact us directly.

Some Spectrum products and services may have additional privacy practices that are described in product or service-specific sections in this Privacy Policy or may be provided to you in different ways, such as contracts for Spectrum Enterprise services. To the extent there is an overlap between this Privacy Policy and a product or service-specific privacy notice, the product or service-specific notice or agreement will control with respect to such product or service.

Sometimes you may access websites (e.g., news websites, shopping websites, Internet search engine, etc.) or services (e.g., non-Spectrum email and instant messaging services or video streaming services, gaming services, data storage services, etc.) that we do not own or control through the Spectrum Platform. We urge our customers to be careful and aware of the privacy practices of these third parties, because this Privacy Policy does not extend to the parties that collect information outside of our control and does not cover information that may be collected:

- when you download applications or make purchases from other companies while using our Internet or wireless services;
- when you log-in and access video content provided by a third party through your Spectrum-issued device;
- through any other products, services, websites, or applications, including your interactions with online video and other third party content services, even if you access them through the Spectrum Platform; and
- by devices that are not Spectrum devices, e.g., a tablet, smartphone, or other device that enables you to access the Spectrum products or services, or through a smart television where the manufacturer has directly enabled information gathering capabilities.

You should read the privacy policies for these other products, services, websites, applications and devices to understand their privacy practices; those privacy policies will apply to those third parties' collection of your information, even if access to such content or use of such products or devices requires you to be a Spectrum subscriber; for example, some of the premium streaming services available online that require you to authenticate your subscription using your Spectrum username and password.

#### **HOW WE COLLECT INFORMATION**

In order to provide you with our products and services and to keep you informed, we collect a variety of information about you when you interact with us or use our products, services, websites and applications. This information is needed for us to efficiently provide our services to you on a cost-effective basis and to tailor our products and services to best meet your needs and interests. For example, in order to provide timely and effective customer service, we keep track of when you called, what the issue was and what is the best way to get in contact with you.

If you are a Spectrum customer and you allow others to access and/or use your accounts, products or services, we will collect information about those users, as well. We may also collect information about you from third parties.

#### **Information You Provide to Us Directly or When You Create an Account**

We collect information you provide to us when you establish a customer or user account and when you contact us or otherwise communicate with us, such as:

- contact information (e.g., name, address, email address, and phone number) usernames, passwords, images, voiceprints, and other authenticating information, including other biometric information, associated with a Spectrum account;
- information about the types of services to which you subscribe, orders you place or downloads you make through a Spectrum product or service, the service options you have chosen, and any customized setting you have created;
- information about your payment methods, such as your payment card number or bank account information;
- information related to a credit application for a product or service or to protect against fraud, which may include your Social Security number, driver's license number, or other government issued identifier;
- information you provide when you enter contests or respond to customer surveys; and
- information we keep in our records when you correspond or otherwise communicate with us, including through our call centers, online chat sessions, and through social media.

Spectrum is committed to protecting the privacy of our customers and any use of biometric data is voluntary and requires the customer's express permission. For more information about how we define biometric data, the type of biometric data collected, the limited use and sharing of that information, and associated storage and retention practices, please review our Spectrum Biometric Data Privacy Notice or by visiting our Your Privacy Rights section on our website.

#### **Information We Collect Automatically and Through Your Use of the Products, Services, Websites and Apps**

We automatically collect information about your use of our services, products and devices, websites and applications in order to deliver any of our services or otherwise permit access to one of our products, such as:

- information from any device you use when you interact with us, including but not limited to the device identifiers, the number, types, and status of devices connected to our network, network addresses, operating system, and technical configurations of the equipment used with our services, products, websites and applications;
- network traffic data;



- performance and support data; and
- information about your use and the operation of Spectrum products, services, websites, applications, and their features.

We automatically collect usage information to provide you with our products and services. The information we collect will depend upon the Spectrum services to which you subscribe, access, or interact. We limit the use and sharing of such information as described in this Privacy Policy and as required by law. For example, we may collect usage information about:

- the channels, programs, and advertisements to which your device was tuned when you subscribe to our video service in order to provide you video content ("Video Usage Information");
- the websites you visit when you are using the Spectrum Internet, Mobile or WiFi services, in order to provide the service and connect you to the other sites and services you request ("Internet Usage Information"); and
- call records, including the phone numbers that you call and that call you, and the times and dates of those calls, the number of text messages sent and received, when you subscribe to our phone and/or mobile service ("Call Detail Information").

Additionally, if you subscribe to or use services that require us to transfer or store communications such as a Spectrum email account or a Spectrum voice product that includes a voicemail service, it will be necessary for us to collect the content of those communications to provide you with the service you have requested because it is required in order for the services to function. Additionally, we collect the content of any files you store in our cloud storage services and other information when it is necessary to provide you with the products or features of the services you use.

When you visit or use Spectrum websites and mobile applications, we collect information about your interactions within those website or applications, including where you browse, what you search, and any purchases you make within them. We also collect device information, including your IP address and information about your browser, operating system, platform type; demographic information through cookies, web beacons, and other tracking technologies; and information about the website that referred you to a Spectrum website, and the website to which we refer you when you leave a Spectrum website. The collection of this information, including IP addresses and the referring websites, is required in order for us to provide Internet service and for users to communicate with each other and with websites on the Internet.

#### **Location Information**

When you access our network, we may collect general location information, such as the city or zip code that correlates with the license of your device IP address, or more precise geolocation data that indicates where you are at a specific point in time. We may also collect location information when you use some of our services and applications, including precise geolocation information, such as your service address and the location of your Spectrum Mobile device or another device in which you have installed a Spectrum application.

When you first visit or use any Spectrum mobile application that collects precise geolocation information, we will request permission to collect and use such information. You can prohibit the collection of this information through your device's settings (see "**YOUR CHOICES**") but it may limit certain functions and features of the application.

#### **Information Obtained from Third Parties**

We may collect information from third parties for purposes related to delivering our products and services to you. This includes information to verify information you have provided and from credit reporting agencies to determine your creditworthiness, credit score, and credit usage.

If you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable facilities as well as your landlord's name and address.

We receive information from content providers and other platform providers when you use your Spectrum account to authenticate your use of Spectrum services through that provider's platform or device. For example, a Spectrum subscriber to HBO will have access to the HBO GO app on their mobile device. When using that app, the Spectrum subscriber will be required to provide their Spectrum user information to HBO, which then provides that information to Spectrum to confirm that the HBO GO user is a subscriber.

We also obtain additional information from outside sources, such as research consultants and marketing firms. We may collect commercially available demographic information about you or your community available from third parties, such as age, gender, and preferred language. We may also collect commercially available interest data, such as whether you like to travel or are a sports enthusiast.

#### **HOW AND WHEN WE USE INFORMATION, INCLUDING FOR ADVERTISING AND TRACKING**

First and foremost, we use the information we collect to provide you with reliable, high quality products and services. We also use the information we collect to communicate with you, make improvements to our products and services, investigate theft and other illegal activities, and personalize your experience. This may involve linking and combining information about you from across the Spectrum Platform, as well as from third parties ("Combined Information").

We also use the information we collect to measure and analyze how our customers are using our products, services, websites and applications. For example, when you subscribe to our video service, we use Video Usage Information to assess which programs are most popular, what programming and video content we will carry on the Services, how

many people watch a program to its conclusion, and whether people are watching advertisements. We may also use this information to understand how our customers prefer to view certain kinds of programming when they use our video service, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices, or online. This information helps us provide our customers with the most innovative services with the most value.

We may also use the information we collect to create business and marketing reports, and to show you more relevant advertising, whether through our own services and websites, or on third party services and websites. Please go to the **"YOUR CHOICES"** section of this Privacy Policy to better understand your choices with respect to how we use your information.

#### **To Provide and Improve our Services, Products and Devices, Websites and Applications**

We use the information we collect to:

- properly deliver, maintain and improve our products, services, websites and applications;
- fulfill requests for new service or changes to your account or the products and services you already receive;
- provide you with technical support and high quality customer service, including through the use of recorded or monitored communications between you and our customer service agents;
- create and administer a Spectrum account, including activating your service, billing, invoicing, and debt collection activities;
- authenticate or otherwise provide you access to your Spectrum products and services;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- manage and configure our device(s), system(s) and network(s);
- understand how the service is being used, including through the creation of operational and marketing reports based on de-identified and/or aggregated service usage information;
- inform you of additional products and services that may be of interest to you;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of any Spectrum product, service, website or application, and to enforce any Spectrum policy or applicable terms of service;
- protect our rights, our personnel, our property, and the safety of others;
- maintain our accounting, tax and other records; and
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business.

#### **To Communicate With You**

We use the information we collect to deliver and personalize our communications with you. For example, if you use an interactive or transactional service, e.g., responding to a survey or ordering a pay-per-view event, we will use that information and information from your account to send you billing information, as well as recommendations for additional Spectrum products or services that may be of interest to you and to provide you with a more personalized experience. We may use the information to remind you of a service appointment, to follow up with you after a service request, and to send you important service-related notices and announcements. If you visit our website, we may send you reminders about items left in your online shopping cart.

We may send you promotional communications for products and services that may be of interest to you through the mail, over our cable system, by phone or SMS, or online. Some of these communications may be directed to you because of the Spectrum services to which you subscribe or your interactions on the Spectrum Platform, and some may be directed to you because of your general geographic location. For example, if we are launching a new service in limited areas, only residents of that particular area will receive that promotional communication. This is often called "zone" advertising.

#### **To Create Business and Marketing Reports**

We use the information we collect to create business and marketing reports (the "Reports") to provide insights into what products and services our customers are using, how long they are using our products and services, how some of our services are accessed, and what additional products and services may be of interest to our customers. In the video context, for example, these Reports contain information such as channel tuning, the time a channel is changed, when a Spectrum set-top box is "on" or "off", whether a program or commercial was watched to its conclusion or skipped, and whether the content was accessed during its regular airing schedule, from our on-demand service, or through a Spectrum website app, or a third party's platform. We may create similar reports in the phone and broadband contexts that measure and analyze service usage information, such as the peak times of usage, the amount of bandwidth used, and the amount - but not the content - of data stored on our systems.

We use these Reports for our own internal purposes, such as improving our products and services, determining what content to provide our customers, measuring the effectiveness of our marketing and advertising, and other research and analytics. We may also share these Reports with third parties, as described in **"WHEN AND WITH WHOM WE**



**SHARE INFORMATION."** Any Reports shared with a third party for the third party's own use will only contain de-identified and/or aggregated information; they will not contain information that personally identifies you unless we have your express consent. You should review the **"YOUR CHOICES"** section of this Privacy Policy to understand the choices you have with respect to the sharing of this information.

#### **Advertising Generally**

We use some of the information we collect to make the marketing and advertising you see on the Spectrum Platform more relevant to you, as well as to market the Spectrum products and services on other websites and platforms. Many of our marketing and advertising activities use information that does not personally identify you, such as your ZIP Code, your IP address, advertiser IDs and other persistent identifiers that are not directly linked to any identifiable information. Some of our marketing and advertising activities, however, do include the use of information that personally identifies you. For example, we use your postal and email address to deliver marketing and advertising to you. We may also use Combined Information to create marketing and advertising campaigns. For information about how to limit the use of information for these purposes, see the **"YOUR CHOICES"** section below.

#### **Addressable Advertising on our Cable System**

Some of the advertisements you see on cable channels are placed by us. Some of those advertisements are placed in particular shows or channels; others are shown in particular geographic areas. Some of our cable advertisements will ask for your permission to take certain actions, like mail you information or allow the advertiser to contact you. In some areas we will be able to address advertisements to your household through our cable system that will be more relevant to your interests based on your Video Usage Information and/or Combined Information. For information about how to limit the use of information for these purposes, see the **"YOUR CHOICES"** section below.

#### **Online Advertising and Customization**

We may place "cookies" in your browser that contain information about you or your account when you set up a personalized service or customize your settings and preferences on our websites or mobile applications. Cookies enable us to help diagnose problems with our services, control the display of ads, track usage patterns, gather demographic information, analyze trends, conduct research, and otherwise administer the Spectrum services. We do not store sensitive information such as your password, e-mail address or credit card number in cookies.

We use third party service providers to place advertisements for the Spectrum services on the Internet. These providers use standard tracking technologies used by most major websites and mobile applications to collect non-personal information about your visits to our websites and mobile applications, as well as your interaction with our products and services. These providers may also use information about your visits to other sites to send interest-based advertisements for other products and services and to gauge the effectiveness of advertisements. We do not permit these third parties to collect or use information that personally identifies you, such as your name, address, phone number or email address.

We also allow third-party ad serving companies and other unaffiliated advertisers to display advertisements on our websites and within some of our mobile applications. These third parties may use tracking technologies to collect information about you when you use the Spectrum websites and apps. They may collect information about your online activities over time and across different websites and other online services, and across devices that you use to access the websites and mobile applications. They may use persistent identifiers to track your Internet usage across other websites in their networks beyond the websites. We do not knowingly provide these entities with information that personally identifies you; however, such third parties may, with sufficient data from other sources, be able to personally identify you, unknown to us. For information about how to limit the use of your information for these purposes, see the **"YOUR CHOICES"** section below.

Your browser or device may include "Do Not Track" functionality. Our information collection and disclosure practices, and the choices that we provide, will continue to operate as described in this Privacy Policy, whether or not a Do Not Track signal is received.

#### **WHEN AND WITH WHOM WE SHARE INFORMATION**

We share information with others when it is necessary to provide you with the products and services you request, interact with, and to which you subscribe. We also share information with others when you direct us to do so, such as: other users on your account; when required by law or to respond to legal process; or to protect our property or rights or the safety of our employees, our customers, or other individuals. We share information with Charter/Spectrum affiliates and subsidiaries for their own marketing activities only after we have obtained any necessary consent to do so.

We do not sell or otherwise share information that personally identifies our customers, including their Internet Usage Information, Video Usage Information, or Call Detail Information, to third parties for those third parties' own use, such as marketing or advertising of their own products and services. While we have no plans to do so, if we ever changed this business practice, we would provide customers with advance notice and obtain their express consent.

#### **Account Holders and Other Authorized Users**

We may disclose any information about a customer's account and use of a service or feature to the primary account owner after appropriate authentication. The primary account owner may also authorize other users to access information on the account, which may include information about the primary account owner's use of the relevant service.



### **Charter/Spectrum Related Businesses**

We may share information about you with other Charter and Spectrum related companies in order to provide the services you have requested or to which you subscribe, or to make your Spectrum experience more streamlined, such as through combining account information into a single location for easier access. We may also share information about you with these related companies for their own marketing purposes when we have any necessary consent required to do so.

### **Service Providers**

We may disclose your information to third-party service providers who perform business activities and functions on our behalf to support our interactions with you such as billing and collections, payment processing, analytics and research, marketing, service delivery and customization, maintenance and operations, and fraud prevention. These third-party service providers are authorized to use your personal information only as necessary to provide these services on our behalf.

### **Governmental Entities or Pursuant to Valid Legal Process**

We may disclose information that personally identifies you to comply with valid legal process, including subpoenas, court orders or search warrants. In some instances where there is a valid legal request or an order for disclosure of information about you, we may notify you of such request or order and then it may be up to you to object or take specific action to prevent any disclosures pursuant to those requests or orders.

If you subscribe to any Spectrum services, we may be required by law to disclose information about you, including information that personally identifies you, your use of our services, and the content of your communications, to governmental entities upon receipt of valid legal process. These disclosures may be made with or without your consent and with or without notice, in compliance with the law, including the terms of process.

If you subscribe to Spectrum cable video service and a governmental entity is seeking information about your selection of video programming, the Cable Act requires the governmental entity to obtain a court order. In the proceeding relevant to the issuance of the court order, the government must provide clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the video records sought would be material evidence in the prosecution of the case. You are to be afforded the opportunity to appear and contest the governmental entity's claims in such proceeding.

We may also disclose personally identifiable information about you, without your consent, to protect our Customers, employees, or property; in emergency situations; to enforce our rights in court or elsewhere, or directly with you, for violations of service terms, conditions or policies; and/or as otherwise required by law.

### **Third Parties**

We do not sell or share information that personally identifies our customers or other individuals who use our products, services, or applications with third parties for their own marketing or advertising purposes.

If you subscribe to our telephone service, your name, address and/or telephone number may be transmitted via Caller ID, published and distributed in affiliated or unaffiliated telephone directories, and available through affiliated or unaffiliated directory assistance operators. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in the telephone directories or directory assistance services, although we cannot guarantee that errors will never occur. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business numbers, 911, 900 numbers or toll-free 800, 855, 844, 866, 877 or 888 numbers. But note that Spectrum Mobile does not publish directories of customers' wireless phone numbers and we do not make those numbers available to others for listing in directories.

Some of the advertisements we display may invite interactive or transactional follow-up from you. When you interact and provide your consent, we may share your contact information with such advertiser for the purpose of fulfilling your request. We may also share individually de-identified and/or aggregate information, including our business and marketing reports, with third parties for their own purposes.

If we enter into a merger, acquisition, or sale of all or a portion of our assets, we may transfer information about you, including information that personally identifies you, as part of the transaction.

### **WHAT CHOICES YOU HAVE TO CONTROL THE USE OF INFORMATION BY SPECTRUM**

You have many choices in controlling how we use and share your information for marketing and advertising purposes. For instance, you can always choose whether to receive promotional emails or text messages. When you visit our websites, you may opt out of interest-based advertising, and when you use our mobile applications, you can limit the use of ad trackers. You may visit <http://unsubscribe.spectrum.com> to manage your privacy preferences, including:

- to be added to our "Do Not Call," "Do Not Email," "Do Not Mail" or "Do Not Knock" list, which will limit the marketing and advertising messages you receive about Spectrum products and services; and
- to limit our use of Video Usage Information, Combined Information, or our business and marketing reports to direct addressable advertisements or interest-based advertisements to you as further described in the preference center.

Some of the preferences will only apply when you subscribe to Spectrum services and may require additional account information. If you make changes to your contact information or get a new account, you will need to review and update your privacy preferences.



If you are a Spectrum customer and do not have access to Internet service, you may call us at the number provided on your monthly bill statement to be added to any of these lists.

If you are not a Spectrum customer and would like to add your name to the Spectrum Do Not Call or Do Not Email list, please call **855-75-SPECTRUM (855-757-7328)**. Please note that even if you choose to limit the use of information or communications for marketing and advertising purposes, you will still receive general advertising and zone advertising, in addition to service-related messages.

#### **Online Tracking and Interest-Based Advertising**

You also have choices to limit some tracking mechanisms that collect information when you use the Websites. Many web browsers automatically accept cookies, but you can usually modify your browser's setting to decline cookies if you prefer. If you choose to decline cookies, certain features of our Websites, including the Websites themselves, may not function properly or remain accessible to you. In addition, you may also render some web beacons unusable by rejecting or removing their associated cookies. Note that if you choose to remove cookies, you may remove opt-out cookies that affect your advertising preferences.

Some of our websites use Google Analytics, a web analytics service provided by Google, Inc. Google Analytics uses cookies or other tracking technologies to help us analyze how users interact with and use the Spectrum websites, compile reports on the websites' activity, and provide other services related to website activity and usage. The technologies used by Google may collect information such as your IP address, time of visit, whether you are a return visitor, and any referring website. The websites do not use Google Analytics to gather information that personally identifies you and Google has committed not to re-identify the information it collects without your affirmative consent. The information generated by Google Analytics will be transmitted to and stored by Google and will be subject to Google's privacy policies:

<https://policies.google.com/technologies/partner-sites>

Many of the third party advertisers that place tracking tools on the Spectrum websites are members of programs that offer you additional choices regarding the collection and use of your information. You can learn more about the options available to limit these third parties' collection and use of your information by visiting the websites for the **Network Advertising Initiative** and the **Digital Advertising Alliance**, as well as the webpages for **Facebook's ad preferences tool** and **privacy policy**.

Similarly, you can learn about your options to opt-out of mobile app tracking by certain advertising networks through your device settings. For more information about how to change these settings for Apple, Android or Windows devices, see:

Apple: <http://support.apple.com/kb/HT4228>

Android: <http://www.google.com/policies/technologies/ads/>

Please note that opting-out of advertising networks services does not mean that you will not receive advertising while using our Websites or on other websites, nor will it prevent the receipt of interest-based advertising from third parties that do not participate in these programs. It will, however, exclude you from interest-based advertising conducted through participating networks, as provided by their policies and choice mechanisms.

Some of our Spectrum Platforms (e.g., our Spectrum TV application) may include Nielsen's proprietary measurement software, which will allow you to contribute to market research, like Nielsen's TV Ratings. To learn more about Nielsen's privacy practices, including how you can opt-out of Nielsen's collection and use of this measurement data, please visit [www.nielsen.com/digitalprivacy](http://www.nielsen.com/digitalprivacy).

#### **Location**

When you first visit or use a Spectrum application on your mobile device, we will request permission to collect and use your device's precise geolocation. You can choose not to permit the collection of this information, but it may limit certain functions or features of an application. You can manage the collection of your location information through your device's settings.

#### **CPNI**

When you initiate an interaction with one of our representatives, such as a phone call or a chat, we may ask for your oral consent to our use of your CPNI for the purpose of providing you with an offer for other products or services, such as the Spectrum cable video service. If you consent, we may use your CPNI for the duration of such interaction to offer you those additional products and services.

If you subscribe to the Spectrum Voice® or Spectrum Mobile service, we would like to use the CPNI information we have on file to provide you with information about products and services or special promotions for other communications-related products and services to which you do not already subscribe. You have the right to restrict this use of CPNI. If you deny or restrict your approval for us to use your CPNI, you will experience no effect, now or in the future, on how we provide any services to which you subscribe.

We will wait at least thirty days from the date we first provide notice to you, as a subscriber of the Spectrum Voice® service, before we use your CPNI for this purpose. During that time and at any time after, you may opt-out of our use of your CPNI for these marketing purposes by calling us at the number provided on your monthly billing statement or visiting our **Privacy Preference Page**.



## HOW WE PROTECT YOUR INFORMATION

We take our responsibility to secure the information we collect and maintain seriously. We use reasonable security, including technical, physical and administrative controls, to secure the information we collect and maintain. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose Spectrum information.

You can help protect the privacy of your own information by using encryption and other techniques to prevent unauthorized interception of your personal information. You are responsible for the security of your information that you transmit to us or view, download, or otherwise access when using unencrypted, public or otherwise unsecured networks. For more information on things you can do to help protect the privacy of your own information, visit [www.spectrum.com/security](http://www.spectrum.com/security) or [www.OnGuardOnline.gov](http://www.OnGuardOnline.gov).

## HOW WE PROTECT CHILDREN'S PRIVACY

We do not knowingly collect personal information from anyone under the age of 13.

## WHAT YOUR RIGHTS AND OUR LIMITATIONS ARE UNDER FEDERAL LAWS

The federal Cable Act and the Communications Act impose limitations on our collection, use, and sharing of information that personally identifies you when you subscribe to cable video and telecommunications services, or other services provided using the facilities of the Spectrum cable system. The Communications Act restrictions apply to telecommunications services.

The Cable Act also limits how long we maintain information that personally identifies subscribers to the Spectrum Cable Act Services and provides subscribers with the right to access, review and correct that information, and in some instances limit its disclosure. Spectrum Cable Act subscribers may enforce the limitations imposed on us by the Cable Act through a civil action under federal law, in addition to other rights and remedies that may be available to you under federal or other applicable laws.

We provide written copies of the **Spectrum Customer Privacy Policy** as required by law.

### The Cable Act and Personally Identifiable Information

Section 631 of the federal Cable Act gives a subscriber to the Spectrum Cable Act Services the right to know about the personally identifiable information we collect and how we use it; under what conditions and circumstances and the types of persons and entities to whom we may disclose personally identifiable information; how long we maintain personally identifiable information; the limitation on our ability to collect and disclose personally identifiable information collected from the cable system; and a subscriber's rights under the Cable Act concerning personally identifiable information and its collection and disclosure.

Personally identifiable information is information that identifies a particular person; it does not include de-identified or aggregate data that does not identify a particular person or persons.

The Cable Act permits us to use the cable system(s) to collect personally identifiable information about our subscribers when it is necessary to render the Spectrum Cable Act Services or other services we provide and to detect unauthorized reception or use of the Spectrum Cable Act Services. We may use the cable system to collect personally identifiable information about a subscriber for additional purposes with a subscriber's prior written or electronic consent.

The Cable Act permits us to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided; required by law or legal process; or limited to your name and address under a "mailing list" exception, as described in this Privacy Policy. **At this time, we do not sell or share customer names and addresses with third parties for their own marketing or advertising purposes. If we decide to do this in the future, we will provide you notice and an opportunity to opt-out of such sharing.** When a government entity is seeking information about your selection of video programming, you have additional rights as described in the "Governmental Entities or Pursuant to Valid Legal Process" subsection of **"When We Share Information with Others."**

If you subscribe to a Spectrum service that is governed by the Cable Act, we will maintain information that personally identifies you and that is associated with your use of such service for as long as necessary for the purpose for which the information was collected, which may be as long as the duration of your subscription and after you have terminated your subscription, in some instances. For example, we may keep information that personally identifies you as necessary to comply with laws governing our business, such as tax and accounting requirements that require record retention, to satisfy pending requests for access by a subscriber to his/her information or pursuant to a court order, or to respond to your inquiries or otherwise communicate with you after you have terminated your subscription. We will destroy or de-identify such information when it is no longer needed for such purposes.

If you believe that you have been aggrieved by any act of ours in violation of law, we encourage you to contact us in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act with respect to your personally identifiable information through a civil lawsuit in federal district court seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well. Your Spectrum Residential Services Agreement contains your agreement that, to the extent permitted by law, any claims under the Cable Act may be enforced in arbitration.



### **The Communications Act and CPNI**

Section 222 of the Communications Act provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of the Spectrum telecommunications services, and information about your Spectrum phone service that is contained on your bill. This information, when linked to an identifiable customer of such service, is known as customer proprietary network information or "CPNI." CPNI does not include a customer's name, address, and telephone number, which is defined by the Communications Act as "subscriber list information" and is not subject to the CPNI protections. However, that information is considered "personally identifiable information," and is subject to the Cable Act protections described above.

If you are a customer of a telecommunications service, you have the right, and we have a duty under federal law to protect the confidentiality of CPNI and to provide you with information about how we use your CPNI and explain the choices you have. Those additional protections and the choices you have regarding the use and sharing of such information are reflected in this Privacy Policy.

### **HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS**

We strive to keep our records accurate. If any of your information changes, please notify us immediately so we can update our records.

If you subscribe to a service subject to the federal Cable Act's requirements and you would like to see the personally identifiable information we maintain in our business records, please send a written request to your local office or call us at the number provided on your monthly billing statement and we will make an appointment for you to visit during normal business hours. You will only be permitted to examine records that contain personally identifiable information about your account and no other account. If your review reveals an error in our records, we will correct it. We reserve the right to charge you for the cost of retrieving and photocopying any documents that you request. You may also be able to access certain information about you or your account by contacting one of our customer service representatives at **855-75-SPECTRUM (855-757-7328)**, or by logging in to your online account.

If you make a written request for a copy of your CPNI, we will disclose the relevant information we have to you at the address we have for your account, or to any person authorized by you, if we reasonably believe the request is valid. For telephone and online access to your CPNI such as outbound call detail records, we require that you first authenticate your identity using a password established using our online system. We generally do not provide our customers with records of calls received, records that are only in our archives, other records that we do not furnish as part of a telephone bill, web-browsing history, IP address logs or any other information that we do not create or maintain in the ordinary course of business unless there is a court order or similar legal process. If there are errors in names, addresses, or telephone numbers in our vendors' directory lists, or if you have been omitted from the directory, the correction cannot be made until the next available publication. Please understand that we may have no control over information appearing in directory lists or provided by directory assistance services which we do not own.

### **WHAT HAPPENS IF WE CHANGE THIS PRIVACY POLICY**

The most current version of our Privacy Policy is published and maintained at [www.spectrum.com](http://www.spectrum.com). The needs of our customers and the business may change from time to time and, when that happens, we may need to modify this Privacy Policy. Any changes will be posted at this website. If we make any changes that materially affect your rights or the ways in which we use or disclose information, we will notify you in advance through written, electronic or other means, as permitted by law, so that you can make any necessary decisions about your ongoing use of the Spectrum Platform.

### **WHAT YOUR PRIVACY RIGHTS ARE IF YOU LIVE IN CALIFORNIA**

If you are a California resident, please visit our **California Consumer Privacy Rights** page, where you can view our new **California Consumer Privacy Policy** and access information about your rights under the California Consumer Privacy Act ("CCPA") and other California privacy laws.

### **WHAT YOUR PRIVACY RIGHTS ARE IF YOU LIVE IN MAINE**

Maine law regulates how broadband internet access service providers, like Spectrum, can use certain customer information collected based on our provision of broadband internet access service. If you are physically located in and billed by Spectrum for broadband internet access service received in the State of Maine, as a prospective, current, or former subscriber of our broadband internet access service, you have certain rights with respect to the information we collect about you based on our provision of broadband internet access service.

Maine law generally restricts us from using, disclosing, selling, or permitting access to broadband customer personal information without your express, affirmative consent, commonly known as opt-in consent, subject to certain exceptions. Under Maine law, Spectrum does not need your opt-in consent to use, disclose, sell, or permit access to your customer personal information when it is necessary for us to:

- provide the service from which such information is derived or for the services necessary to the provision of such service;
- advertise or market Spectrum's communications-related services to you;
- comply with a lawful court order;
- initiate, render, bill for and collect payment for broadband internet access service;



- protect users of Spectrum's or other internet service providers' services from fraudulent, abusive, or unlawful use of or subscription to such services; and/or
- provide geolocation information concerning the customer:
- for the purpose of responding to a customer's call for emergency services, to a public safety answering point, a provider of emergency medical or emergency dispatch services, a public safety, fire service or law enforcement official, or a hospital emergency or trauma care facility; or
- to a provider of information or database management services solely for the purpose of assisting in the delivery of emergency services in response to an emergency.

At this time, Spectrum does not use, disclose, or permit access to your broadband customer personal information, except for purposes permitted by the Maine law, and under no circumstances do we sell your broadband customer personal information, as described in more detail throughout the Spectrum Privacy Policy. If we change any of these practices, we will provide you with advance notice and obtain your express, affirmative consent prior to engaging in any practices that are not subject to an applicable exception under the Maine Privacy Law.

Maine law also provides you with a right to opt-out of our use, disclosure, sale, or access to broadband customer information that is not considered to be customer personal information under the law. At this time, Spectrum does not collect non-personal customer information about you based on our provision of broadband internet access service. If we change this practice, we will provide you with advanced notice and offer you the choice to opt-out of our practices via our **Privacy Preference Page**.

We are also prohibited under Maine law from discriminating against our Maine broadband customers for exercising any of their rights under the law. This means that if you exercise any of your rights as described in this policy, Spectrum commits not to:

- deny you broadband internet access service;
- charge you a penalty; or
- offer you a discount based on your consent that we can use or share your broadband customer personal information.

In addition, we take our responsibility to secure the information we collect and maintain seriously. We use reasonable security, including technical, physical, and administrative controls, to secure the information we collect and maintain based on our provision of broadband internet access service.

#### **WHAT YOUR PRIVACY RIGHTS ARE IF YOU LIVE IN NEVADA**

Nevada law entitles Nevada consumers who interact with Spectrum's Web sites or online services with the right to direct Spectrum not to sell certain types of personal information to third parties whom license or sell the covered information to others. Spectrum does not sell your personal information to third parties and has no plans to do so in the future. The types of information covered by this opt-out include the following:

- your first and last name;
- your home address or other physical address;
- your email address(es);
- your telephone number(s);
- your social security number;
- an identifier, such as an Internet Protocol (IP) addresses, MAC address, or other online or device identifiers, that allows you to be contacted either physically or online; or
- any other information concerning you that Spectrum has collected from you through your interaction with our websites or online services and that could reasonably identify you.

Although Spectrum does not sell your personal information under the Nevada law, you may opt-out of the sale of your personal information to third parties by visiting our **Privacy Preference Page**.

#### **USERS OUTSIDE THE UNITED STATES**

If you use our Websites outside of the United States, you understand and consent to the transfer of your personal information to, and the collection, processing, and storage of your personal information in, the United States. The laws in the U.S. regarding personal information may be different than the laws of your country.

#### **HOW TO CONTACT US WITH QUESTIONS ABOUT HOW THIS PRIVACY POLICY**

Questions about Spectrum's privacy protections and practices should be sent to:

Charter Communications, Inc.  
Attn: Privacy and Cybersecurity Counsel  
400 Atlantic Street, 9th Floor  
Stamford, CT 06901

You may also contact your local customer service office. You can find the phone number for your local customer service office on your monthly bill statement or by visiting our website at **www.spectrum.com**.

## **ADDITIONAL PRODUCT AND SERVICE-SPECIFIC INFORMATION YOU NEED TO KNOW**

### **Spectrum Mobile Applications**

When you use Spectrum mobile applications, we may also automatically collect information about the devices you use to access the application or our services and the content you view. The information we may automatically collect depends on how you access the services and content and includes:

- information related to the use and operation of the App;
- device information (e.g., device identifier, mobile device number, advertising identifier, MAC address, carrier, operating system, ISP, IP address);
- usage data associated with how you interact with the App;
- configuration data for any Wi-Fi-enabled device you may use to access the App;
- information related to your Wi-Fi and cellular connections (e.g., data usage, network performance, signal strength, throughput, latency); and
- location information, including precise geolocation information, such as your service address and the location of a device in which you have installed the App.

Our location-based features are based on the location of your Spectrum service account and the location, including the precise geolocation, of a device in which you have both installed a mobile application (e.g., the Spectrum TV Application, My Spectrum Mobile App, Connection Manager) (each individually an "App") and have enabled location services. If you do not want the App to collect your device's precise geolocation, you can disable location services on your device using the device settings. When you use some apps, such as the Wi-Fi Finder application, Location information will allow us to identify for you the closest Wi-Fi hot spots to your location. We may also use location information for other service-related purposes such as deciding where to install new Wi-Fi hotspots in order to serve you better. Please note that location data, including precise geolocation, will be collected when your location service is enabled for this App when the App is running in the foreground, background, or even if you are not directly using the application depending on your device.

Some of the App's features are only available while you are on the Spectrum network or when connecting from your home Wi-Fi account. The App will use your IP address and other information to determine whether you are on or off the Spectrum network or connecting via your service account.

### **Spectrum Mobile Service**

When you subscribe to the Spectrum Mobile service, we will also collect information about your use of the Spectrum Mobile network, the use of your device, and diagnostic data such as device performance, signal strength, dropped calls, data failures, battery strength, and network performance issues. This may also include information about what apps are on your device, the fact that an app has been used, and the length of time that an app has been running. We also collect information about your use of other providers' networks when roaming domestically or internationally as well as network data related to Wi-Fi usage.

Location information is available when your device communicates with cell towers, Wi-Fi routers, access points, and/or with technologies used by the Global Positioning System ("GPS").

We use the information collected in accordance with the terms of this privacy policy.

Note: Other companies, like the manufacturer of your mobile device, the provider of your cellular connection, the provider of the operating system on your device, and providers of mobile applications installed on your device, may also be able to access and collect this information. This Privacy Policy does not apply to the location and other information collected by those manufacturers and providers.

### **Spectrum Email and Data Storage Services**

If you use Spectrum-provided email accounts or data storage services, we transmit, and may collect and store for a period of time, information generated by the service when you send and receive e-mail, video mail, and instant messages; transfer and share files; or make files accessible. We do not store emails sent and received unless left in a Spectrum account file. We may associate personal account information with data from third parties about you or similar persons to better predict your product and service preferences for use in programming, advertising transactions and to market our services to you. Unless addressed to us, we do not read email messages, instant messages, online chats, or the content of other online communications that reside on or pass through our networks; provided, however, we may retain, review, and provide such communications if we are legally required to do so or as part of the legal process described in the "Governmental Entities or Pursuant to Valid Legal Process" subsection of "When We Share Information with Others." Incoming and outgoing email messages are generally scanned electronically to identify and filter out likely spam and for viruses and related problems that could harm your equipment, the network or other users.



## **CALIFORNIA CONSUMER PRIVACY POLICY**

**EFFECTIVE: JANUARY 1, 2020**

Your privacy is important to Spectrum. We value the trust you place in us when you use our products and services, interact with us through our online and mobile platforms and tools, such as our websites and mobile applications, or interact with us through person-to-person customer service and sales channels or other electronic means, such as our call centers and/or Spectrum store locations. We take seriously the responsibility of protecting your privacy and the information we collect about you.

This privacy policy is applicable only to California residents, and supplements the Spectrum Privacy Policy. As required in the California Consumer Privacy Act of 2018 (the "CCPA"), this policy describes the rights available to California consumers (defined as California residents) regarding their personal information, and our practices regarding the collection, use, disclosure, and sale of personal information as defined in the CCPA.

Under the CCPA, California resident rights include:

- **Right to Know:** This is your right to know what categories of personal information we collect about you, how we use your personal information, whether we share, disclose and/or sell your personal information to third parties, and what other rights you may have under the CCPA with respect to your personal information;
- **Right to Delete:** This is your right to request that we delete the personal information we have collected from you and maintain in our systems, subject to certain exceptions that permit us to keep your personal information for specific purposes;
- **Right to Access:** This is your right to request access to the personal information we have collected about you;
- **Right to Opt-Out of Sale:** This right allows you to opt-out of the sale of your personal information to third parties; and
- **Right to Non-Discrimination/Equal Service:** This right means that Spectrum will not discriminate against you in any manner because you elect to exercise any of your rights under the CCPA.

In reviewing this privacy policy, we encourage California consumers to also review the Spectrum Privacy Policy for more information about our overall privacy practices, as well as details about other rights you may have under certain federal and state laws when you use, subscribe to, or interact with certain Spectrum products or services.

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### **THE CATEGORIES OF PERSONAL INFORMATION ABOUT YOU THAT WE COLLECT, USE, DISCLOSE AND/OR SELL UNDER THE CCPA**

In addition to the disclosures in the Spectrum Privacy Policy, the CCPA requires that we provide you with certain, additional disclosures.



### **The Categories of Personal Information We Collect under the CCPA**

In the last twelve (12) months, Spectrum has collected the following categories of personal information, as defined in the CCPA, about California consumers:

- Personal identifiers (e.g., real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers);
- Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)) (e.g., name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information);
- Protected classification characteristics under California or federal law (e.g., age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information);
- Commercial information (e.g., records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies);
- Biometric information (e.g., genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data);
- Internet or other similar network activity (e.g., browsing history, search history, information on a consumer's interaction with a website, application, or advertisement);
- Geolocation data (e.g., physical location or movements); and
- Inferences drawn from other personal information (e.g., profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes).

For more information about our collection practices, including specific examples, please visit the Spectrum Privacy Policy.

### **The Sources from Whom We Collect Personal Information under the CCPA**

Spectrum collects personal information about you from a variety of sources in order to provide you with our products and services, communicate with you, and when you interact with us through person-to-person customer service and sales channels or other electronic means, such as our call centers and/or Spectrum store locations, or use our products, services, websites and applications. These sources include:

- Information you provide to us directly, such as when you contact or communicate with us, or when you establish a customer or user account;
- Information we collect automatically and through your use of Spectrum products, services, websites and applications;
- Information obtained from third parties; and
- Publicly available information about you.

### **How We Use the Categories of Personal Information We Collect under the CCPA**

At Spectrum, we use the personal information we collect about you to provide you with reliable, high quality products and services, communicate with you, make improvements to our products and services, investigate theft, fraud and other illegal activities, and to personalize your experience. The Spectrum Privacy Policy describes how we use the information we collect about consumers, and the circumstances under which we may share or disclose that information, including to:

- provide, deliver, maintain and improve the products and services you request, interact with, and to which you subscribe;
- fulfill requests for new service or changes to your account or the products and services you already receive;
- provide you with technical support and high-quality customer service;
- create and administer a Spectrum account, including activating your service, billing, invoicing, and debt collection activities;
- authenticate or otherwise provide you access to your Spectrum products and services;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- manage and configure our device(s), system(s) and network(s);
- understand how the service is being used, including through the creation of operational and marketing reports based on deidentified and/or aggregated service usage information;

- inform you of additional products and services that may be of interest to you;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of any Spectrum product, service, website or application, and to enforce any Spectrum policy or applicable terms of service;
- protect our rights, our personnel, our property, and the safety of others;
- maintain our accounting, tax and other records;
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business;
- deliver and personalize communications with you;
- create internal business and marketing reports; and
- provide advertising and marketing subject to the applicable consent, which can be managed by visiting our Privacy Preferences page.

#### **The Categories of Personal Information We Disclose or Sell to Third Parties under the CCPA**

Spectrum does not sell your personal information to third parties for monetary consideration for any purpose, including advertising. In some limited situations, Spectrum discloses or makes available to third parties certain personal identifiers, as defined by the CCPA, such as online or device identifiers that do not directly identify you but could be associated with you, your household, or your devices. These third-party disclosures are generally limited to analytics or other purposes and are based on your interaction with our products, services, websites, and applications.

In other instances, Spectrum discloses the personal information identified earlier in this policy to service providers who perform services on our behalf for specific business purposes. In those instances, Spectrum provides such service providers with only that personal information necessary to perform the services they are providing to Spectrum. Spectrum engages service providers for the following business purposes:

- Auditing;
- Protecting the security of Spectrum's networks, preventing fraud, detecting unauthorized reception, use, and abuse of any Spectrum product, service, website or application, enforcing any Spectrum policy or applicable terms of service, and detecting security incidents;
- Providing updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services, and managing and configuring our device(s), system(s) and network(s);
- Short-term, transient uses that does not involve or contribute to profiling a consumer or household;
- Performing business activities and functions on our behalf to support our interactions with you, such as billing and collections, payment processing, analytics and research, marketing, service delivery and customization, maintenance and operations, and fraud prevention;
- Internal purposes, such as improving our products and services; and/or
- Testing or improving our products, service, and devices.

#### **The CCPA does not restrict Spectrum's ability to disclose the personal information identified earlier in this policy to third parties for the following purposes, including to:**

- Comply with federal, state, or local laws;
- Comply with a civil, criminal, or regulatory inquiry, investigation, subpoena, or summons by federal, state, or local authorities;
- Cooperate with law enforcement agencies concerning conduct or activity that the business, service provider, or third party reasonably and in good faith believes may violate federal, state, or local law;
- Exercise or defend legal claims;
- Collect, use, retain, sell, or disclose consumer information that is deidentified or in the aggregate consumer information; and/or
- Collect or sell a consumer's personal information if every aspect of that commercial conduct takes place wholly outside of California.

For more information about our collection, use and disclosure practices, and the sources from which we collect information, including specific examples, please visit the Spectrum Privacy Policy.

#### **YOUR RIGHTS TO KNOW, REQUEST ACCESS TO AND/OR DELETION OF PERSONAL INFORMATION AND HOW TO EXERCISE THOSE RIGHTS**

With certain limitations, the CCPA establishes your right to request access to the personal information we collect about you, and the right to request the deletion of the personal information we collect from you. In order to submit a verifiable consumer request, please visit the "How You Can Submit A Verifiable Consumer Request for Access to and/or Deletion of Your Personal Information" section below.



### **Right to Know What Personal Information We Have Collected About You under the CCPA and Other California Law**

In addition to existing California law governing online privacy policies, CCPA requires that, upon request, we provide you with the following information:

- the categories of personal information we have collected about you;
- the categories of sources from which the personal information is collected;
- the business or commercial purpose for collecting, disclosing or selling, if applicable, the personal information;
- the categories of third parties with whom we have shared or sold, if applicable, your personal information; and
- the specific pieces of personal information we have collected about you.

This is known as your "right to know" under the CCPA.

### **Right to Request Access to the Personal Information We Have Collected About You**

The CCPA also provides that we provide you with access to the actual personal information we have collected about you in the preceding twelve (12) months; this is known as your "right to access." The CCPA requires us to comply with up to two (2) access requests in a twelve (12)-month period, which are subject to limitations for manifestly unfounded or excessive requests. In addition, there are some types of personal information that we will not return to you in response to your access request because of the inherently sensitive nature of such information which could create a substantial, articulable, and unreasonable risk to the security of that personal information. This includes your Social Security number, driver's license number or other government-issued identification number, financial account number, health insurance or medical identification number, account password, or security questions and answers.

### **Right to Request Deletion of the Personal Information We Have Collected from You**

If you want us to delete the personal information we have collected from you, subject to a verifiable consumer request, we will delete your personal information from our systems, subject to certain exceptions for which it is necessary for us to continue to retain such information. We will also notify any service providers and third parties with whom we have shared your personal information of your request. As noted above, your deletion request is subject to certain exceptions which we may rely on where it is necessary for us to:

- Complete the transaction for which the personal information was collected, provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Identify and repair errors that impair existing intended functionality of our services;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- Comply with the California Electronic Communications Privacy Act pursuant to Chapter 3.6 (commencing with Section 1546) of Title 12 of Part 2 of the Penal Code;
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, if you have provided informed consent;
- To enable solely internal uses that are reasonably aligned with the expectations of the consumer based on the consumer's relationship with us;
- Comply with a legal obligation; or
- Otherwise use the personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

If any of these exceptions apply, Spectrum is not required to delete your personal information. In the event that we deny your request to delete based on any of these exceptions, we will inform you, in writing, of the reason.

### **How You Can Submit A Verifiable Consumer Request for Access to and/or Deletion of Your Personal Information**

Spectrum takes the responsibility of protecting your privacy and the information it collects about you seriously. Given the sensitive nature of the information under the CCPA and as proscribed by the law itself, it is essential that we verify your identity in order to process your request. Spectrum has engaged an independent third-party identity service provider to conduct the identity verification process on our behalf. While the identity verification process involves the processing of personal information relevant to you as the requestor, Spectrum does not collect, retain, or store the information that you provide on the request form as part of the verifiable consumer request process, provided that we will retain the email address you provide for the sole purpose of fulfilling your request or otherwise communicating with you in connection with your request. If we cannot verify your identity, we cannot fulfill your request.

It may take up to forty-five (45) days to fulfill your request, or up to a total of ninety (90) days if additional time is needed. In the event that we cannot complete your request within the initial forty-five (45) day period, we will notify you in writing within the initial forty-five (45) day period.



To exercise one or more of your CCPA rights, please submit a verifiable consumer request:

- Via our online verifiable consumer request submission form located on our California Consumer Privacy Rights page; or
- By calling our toll-free number at (844) 979-1794

#### **YOUR RIGHT TO OPT-OUT OF THE SALE OF PERSONAL INFORMATION TO THIRD PARTIES AND HOW TO EXERCISE THAT RIGHT**

Spectrum offers many choices to help you manage your privacy and ensure that you have meaningful choice and control over how we use your data. You can visit the Spectrum Privacy Policy for more information about the various choices you have as a consumer, some which only apply when you have a subscriber relationship with us with respect to certain products and services. You can manage your privacy preferences by visiting our Privacy Preferences page.

The CCPA adds a new right for California consumers to opt-out of the sale of their personal information to third parties. As stated above, Spectrum does not sell your personal information to third parties for monetary consideration for any purpose, including advertising, but Spectrum may disclose or make available the personal information identified earlier in this policy for limited reasons. To opt-out of the sale of your personal information, please visit our Privacy Preferences page or click on the California Consumer Do Not Sell My Personal Information link, which is available on our websites and applications. If you exercise your right to opt-out of the sale of your personal information to third parties, we will not ask you to change that decision for at least 12 months, and you will experience no effect, now or in the future, in how we provide any services to you or charge you for services as a result of your decision to restrict our ability to sell your personal information.

#### **YOUR RIGHT TO EQUAL SERVICE AND NON-DISCRIMINATION**

The CCPA prohibits businesses from discriminating against California consumers for exercising any of their rights under the CCPA. This means that if you exercise any of your rights under the CCPA, Spectrum commits not to:

- Deny you goods or services;
- Charge you different prices or rates for goods or services; or
- Provide different levels or quality of goods or services to you

We take our responsibility to secure the information we collect and maintain seriously. We use reasonable security, including technical, physical, and administrative controls, to secure the information we collect and maintain. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose Spectrum information.

You can help protect the privacy of your own information by using encryption and other techniques to prevent unauthorized interception of your personal information. You are responsible for the security of your information that you transmit to us or view, download, or otherwise access when using unencrypted, public or otherwise unsecured networks. For more information on things you can do to help protect the privacy of your own information, please visit [www.spectrum.com/security](http://www.spectrum.com/security).

#### **HOW WE PROTECT CHILDREN'S PRIVACY**

At Spectrum, we do not knowingly collect personal information from anyone under the age of 16.

#### **ADDITIONAL RIGHTS YOU HAVE UNDER OTHER CALIFORNIA PRIVACY LAWS**

As noted above, other California law also entitles California residents with the right to request additional information from a business which shares personally identifiable information, as defined by those laws, with third parties for such third parties' direct marketing purposes. We do not share personally identifiable information with unaffiliated third parties, for their own direct marketing purposes. We may share personally identifiable information with some same-branded affiliates, however, for those affiliates' direct marketing purposes. If you contact us using the contact information provided below, we will provide you with information about these affiliates and a list of personally identifiable information that we may have shared with them. However, requests for access to and/or deletion of your personal information or to opt-out of the sale of personal information under the CCPA should be made via the applicable links on our California Consumer Privacy Rights page.

#### **WHAT HAPPENS IF WE CHANGE THIS PRIVACY POLICY**

We reserve the right to change this policy from time to time. If we make any changes that materially affect your rights or the ways in which we collect, use or disclose your personal information, we will notify you in advance through written, electronic or other means, as permitted by law.

#### **HOW TO CONTACT US WITH QUESTIONS ABOUT THIS CALIFORNIA CONSUMER PRIVACY POLICY AND SPECTRUM'S OVERALL PRIVACY PRACTICES**

Questions about this California Consumer Privacy Policy or Spectrum's overall privacy practices should be sent to:

Charter Communications, Inc.  
Attn: PPR-Legal, Privacy and Cybersecurity Counsel  
400 Atlantic Street, 9th Floor  
Stamford, CT 06901

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# Spectrum

## ANNUAL CUSTOMER NOTICE

### 2022 ANNUAL CUSTOMER NOTICE

This Annual Customer Notice provides an overview and pertinent information about the video services that Spectrum provides. More detailed information about the services, including Spectrum's terms and conditions of service are available at [Spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service). The information provided in this notice does not modify or supersede any provisions in the Spectrum terms and conditions of service or any other agreement between Spectrum and the customer. Customers receiving service via a commercial or business arrangement may be subject to separate policies or procedures.

The terms and conditions of service contain a binding arbitration provision to which all customers are subject, applies to all services, and is available at [Spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service).

### SPECTRUM RATES, CHANNEL LINEUPS & ADDITIONAL INFORMATION

Pricing and channel line-ups available in your area can be found at [Spectrum.com/Ratecard](https://www.spectrum.com/Ratecard) and [Spectrum.net/Channels](https://www.spectrum.net/Channels). For questions about this notice or to receive a paper copy of the rate card or channel line-up, call Spectrum Customer Service at 855-757-7328 or 800-314-7195 for business (in Hawaii, call 808-582-6100 for residential and 808-582-6284 for business). More detailed information about the services, including Spectrum's terms and conditions of service and notice procedures, are available upon request or by visiting [Spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service) for residential customers or [BusinessSpectrum.com](https://www.BusinessSpectrum.com) for business customers. Customers may also contact Spectrum Customer Service by telephone at the numbers listed above or visit a Spectrum Store. User guides, help videos, troubleshooting steps, and FAQs for Spectrum's products and services are available at [Spectrum.net/support](https://www.spectrum.net/support) or [SpectrumBusiness.net/support](https://www.SpectrumBusiness.net/support).

### SPECTRUM TV<sup>®</sup> PRODUCTS & SERVICES

Spectrum TV provides a variety of products, services, and programming to residential and business customers. Products, services, and pricing described in this notice are subject to change and may not be available in all Spectrum areas; and some of the policies, procedures, and services described herein are not applicable in every area. Spectrum TV offers basic service which includes off-air broadcast stations (for example, ABC, NBC, etc.) and may include public, educational, and government access channels. Such programming varies on a community-by-community basis. Where available, Spectrum TV may include: digital programming packages and tiers, HD programming, movies, sports programming, news, premium channels, integrated guide, interactive services, On Demand and Pay-Per-View choices, DVR service, and the Spectrum TV App. Information about Spectrum's video products and services can be found at [Spectrum.com/cable-tv](https://www.spectrum.com/cable-tv).

### SPECTRUM INSTALLATION & SERVICE MAINTENANCE POLICIES

Requests for Spectrum TV services may be made via the Internet at [Spectrum.com](https://www.spectrum.com), by telephone, or at a Spectrum Store. Installation and service call appointments are scheduled in advance. Customers will be offered a standard installation appointment within 7 business days; this may differ based on the service being requested. Up to four-hour windows are available for installation and service call appointments. If Spectrum cannot meet a scheduled commitment, Spectrum will attempt to notify the customer and reschedule the appointment for a convenient time. Someone over eighteen (18) years of age with a government-issued picture ID must be present during any installation or repair. Spectrum requires its technicians to display identification during visits to a customer's service location. Upon customer request, Spectrum can relocate Spectrum equipment within the customer's home at a mutually agreed upon time and customer may incur a charge. Spectrum also offers customers the option of Self-Installation, which includes a self-install kit with step-by-step instructions. Visit [Spectrum.net/page/self-installation-help](https://www.spectrum.net/page/self-installation-help) for more information. Customer service is available 24 hours a day, 7 days a week. Telephone calls including requests for installation and service calls are periodically monitored and/or recorded for quality assurance purposes. If a customer has a technical problem that arises from Spectrum's distribution system, there will be no charge for the service call. In all other cases including, without limitation, where the problem arises from customer equipment or premises, a third-party, and/or unauthorized tampering with or abuse of the cable wiring or Spectrum's equipment, a service charge may be assessed.



## HOW TO USE SPECTRUM TV<sup>®</sup> SERVICES

Customers can access Spectrum TV using Spectrum-issued receivers and other specified retail devices. For a list of devices compatible with the Spectrum TV App, visit [Spectrum.com/cable-tv/spectrum-tv-app](https://spectrum.com/cable-tv/spectrum-tv-app). Customers may receive Spectrum Receiver(s) and remote(s), as well as instructions and guidance on how to access the video services. Visit [SpectrumTV.com](https://spectrum.tv.com) for more information, and for customer account information and other features available, visit [Spectrum.net](https://spectrum.net).

**REMOTE CONTROLS:** The Spectrum-issued remote control works with the Spectrum Receiver and can be programmed to control the TV and other devices. Visit [Spectrum.net/remotes](https://spectrum.net/remotes) for a complete list of remote controls and instructions.

**ADDITIONAL EQUIPMENT:** A Spectrum Receiver or CableCARD device(s) may be required to access Spectrum's video services for an additional charge. For more information about CableCARDS, visit [Spectrum.net/support/tv/about-cablecards/](https://spectrum.net/support/tv/about-cablecards/).

**PARENTAL CONTROLS:** A parental control feature is available to prevent children from watching certain programming based on the customer's preference. For more information, visit [Spectrum.net/support/internet/about-parental-controls/](https://spectrum.net/support/internet/about-parental-controls/).

**ACCESSIBILITY FEATURES:** For customers who are deaf or hard of hearing, Spectrum offers features like closed captioning, Caller ID on TV, hearing aid compatible mobile devices, Text Telephone Relay (TTY), and Telecommunications Relay Service (TRS). For customers with a visual impairment, Spectrum offers braille and large print billing material and support documentation, large-button remotes, audio description (via set-top box and mobile devices) guide narration, and other accessibility features, which may vary depending upon your service area. All of Spectrum's web and mobile apps are screen-reader friendly for customers who use Text-To-Speech (TTS) programs. Spectrum Access app offers additional accessibility features and is available to the general public. Specialized customer support for these and other accessibility features is available at 844-762-1301 or [Spectrum.net/page/accessibility](https://spectrum.net/page/accessibility).

## BILLING PROCEDURES

**PAYMENT OF CHARGES:** Customers will be billed monthly for services to be received and in arrears for actual charges incurred for Pay-Per-View, On Demand, per event programming where such charges are based on actual usage, plus pro-rata charges, if any, for periods not previously billed. Bills may not be issued for accounts with a zero balance. Billing may commence on or after the earlier to occur of (a) the activation of any service or device, (b) confirmed delivery of service equipment, (c) 8 days after customer pickup or shipment by Spectrum of devices or equipment. Customer shall pay all monthly charges and all applicable fees and taxes by the due date as listed on the Spectrum monthly bill(s), which may be sent by multiple, separate invoices and/or exclusively by online presentation depending on respective service subscription. Payment methods including credit cards, debit cards, and checks will be stored for future use by the customer. It is the customer's obligation to review bills as presented. For a full description of all billing terms and conditions that apply to the Spectrum services, visit [Spectrum.com/policies/terms-of-service](https://spectrum.com/policies/terms-of-service). Additional fees may apply if a Spectrum Customer Service Representative's assistance is needed to process the transaction.

**SPECTRUM 30-DAY SERVICE GUARANTEE:** New Spectrum TV customers (those who have not been Spectrum customers within the prior 90 days) may qualify for a refund/credit if not fully satisfied with the service. Current customers adding a new level of subscription service qualify to receive a refund/credit only on those newly added services not subscribed to within the previous 90 days. Such refund is valid for Spectrum TV customers who pay for their first month of new or upgraded monthly recurring subscription services. Pay-Per-View and other non-recurring subscription purchases are not refundable nor are any related installation fees that may apply. Spectrum TV customers are limited to one refund or credit per household for a maximum of 30 days of service. For additional restrictions, visit [Spectrum.com/policies/guarantee-new.html](https://spectrum.com/policies/guarantee-new.html). Separately, for information concerning purchased equipment returns, visit <https://www.spectrum.com/policies/terms-of-service/returnpolicy.html>.

**SERVICE BUNDLE DISCOUNTS:** Spectrum reserves the right to offer, and customer may elect to subscribe to, a combination of Spectrum services for which a bundle discount applies ("Bundled Services"). In the event the customer terminates any service component of such Bundled Services or Spectrum terminates such service component based on customer's failure to comply with the terms of service, Spectrum reserves the right to revert the pricing of the remaining service(s) to the applicable undiscounted price for such service(s).

**MONTHLY SUBSCRIPTION SERVICES:** Subject to restrictions under applicable law, if any, and without abrogating the "Spectrum Residential Customer Guarantee," customer shall be responsible for the full monthly charge (without pro-rata) for those services that are offered on a monthly subscription basis to which the customer has subscribed, regardless of customer's termination of such monthly service prior to the conclusion of the respective subscription month.

**CORRESPONDENCE:** Do not mail written correspondence with your bill statement. Contact Spectrum Customer Service with any additional needs.

**LATE FEE:** A customer can avoid incurring late fees by paying the monthly bill in a timely manner that ensures Spectrum receives payment by the due date. If a customer's account is past due, the customer may be charged an applicable late fee in addition to the past due balance. If the customer's account remains unpaid, the services may be suspended or disconnected.

**ONLINE AND PAYMENTS BY PHONE:** The payment functionality on Spectrum's website and payment by phone service is provided for the exclusive personal use of Spectrum customers. No payment processor may use this website to effect a payment in the name of a customer without authorization in writing from Spectrum. Any attempt to do so will be considered an unauthorized interference with the intended operation of the website or phone systems and may result in Spectrum's failure to process or accept such payment.

**BILLING DISPUTES:** Customers must notify Spectrum of disputed items within sixty (60) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of service, the removal of all Spectrum equipment, and/or imposition of a late payment or service charge. If the customer has more than one account (residential and/or business) served by Spectrum, all Spectrum-provided services at all locations may be subject to suspension or discontinuance of service in the event any one account remains unpaid, and Spectrum may apply any funds received from the customer first to such delinquent account(s). Should the customer wish to resume a service after any suspension, the customer may be subject to a reconnection fee. Should the customer wish to resume a service after termination of service, Spectrum may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

**DISRUPTION OF SERVICE:** Spectrum endeavors to respond and resolve outages in a customer's service within 24 hours of the outage being reported. Unless otherwise required under applicable law, credits are not available for disruptions of service that are beyond Spectrum's reasonable control, not reasonably foreseeable by Spectrum or in any way caused by the customer. Spectrum will otherwise provide customer with the proportionate credit for qualifying outages that last for 4 or more consecutive hours, after such interruption is reported to us and the customer has requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed the customer's monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges, as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Spectrum be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Spectrum's reasonable control (e.g., actions by programmers). Except where specifically prohibited by law, the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service. State specific service outage credit policies are outlined below:

- Connecticut: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.
- Maine: If a video service outage occurs for 6 or more consecutive hours in a 30-day period, Spectrum will, upon request, provide a Customer with a pro rata credit or rebate.
- Massachusetts: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such interruption is not caused by the Customer.
- New Jersey: If a video service outage or other loss of service occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible Customers who request a credit from Spectrum, or notify the NJ Office of Cable Television and Telecommunications, within thirty (30) days of such outage or loss of service, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.
- New York: If a video service outage occurs for at least 4 hours and between 6pm and 12am and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected Customers or such outage occurs entirely outside the 6pm to 12am time frame, Spectrum will provide a credit to eligible Customers who request a credit within 90 days of such service outage.
- Vermont: If a video service outage occurs for 24 or more consecutive hours and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.



**TERMINATION OF SERVICE/DISCONNECTED ACCOUNT:** A customer may terminate service at a Spectrum office in person, by written notice, or by telephone. Refunds or credits, if necessary, will be issued after the return of any Spectrum-owned equipment. Spectrum reserves the right to terminate the customer's service based on delinquent status or any misuse of service. Spectrum will make reasonable efforts, which may include written notices, phone calls, text messages, e-mail, Internet or browser messages, home visit, etc., to contact the customer about a pending suspension or disconnection resulting from an unpaid balance. In the event that the customer's account has been disconnected for nonpayment, the customer may be liable for all reconnect and/or installation fees, past due balance, and the first month of reconnected service in advance, in addition to any other applicable charges. If the account remains unpaid, it may be forwarded to a third-party collection agency for collections, and the customer's credit report may be negatively impacted. Upon termination, Spectrum may charge additional fees on any unpaid balance and reserves any and all other rights it has under the terms and conditions of customer's service agreement with Spectrum and otherwise under applicable law with respect to billing for service and unreturned equipment. Further, the customer understands and agrees that Spectrum reserves the right to charge customer's credit card on file at termination of service in the amount of ongoing rental fees, any outstanding balance, and/or any unreturned equipment charges, in accordance with applicable law.

#### COMPLAINT PROCEDURES

Should a customer have any complaint regarding quality of service, equipment malfunctions, or similar matters, first contact Spectrum Customer Service (available 24 hours a day) at 855-757-7328 for residential customers (in Hawaii, call 808-582-6100 for residential). If a complaint remains unresolved, the customer may elect to mail a complaint to **Spectrum, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681** or, where applicable, consult the franchise authority or contact the state agencies listed below. States listed below also provide contact information.

- In Connecticut, in the event an issue is not resolved with Spectrum's customer care representatives, customers may request a confidential, nonbinding mediation with Spectrum and a designated member of the Public Utilities Regulatory Authority, who shall serve as the mediator. If the mediation is unsuccessful, the customer may file a complaint at <http://www.dpuc.state.ct.us/PURACAIUNSF/RevWebIntake?OpenForm> and/or contact the Authority at 800-382-4586 (toll free within CT), 860-827-2622 (outside CT).
- Hawaii customers may request assistance from the Hawaii Department of Commerce and Consumer Affairs, Cable Television Division by mail at P.O. Box 541, Honolulu, Hawaii 96809; by email at [cabletv@dcca.hawaii.gov](mailto:cabletv@dcca.hawaii.gov), or by phone at 808-586-2620 (Oahu), 808-974-4000 ext. 62620 (Hawaii), 808-984-2400 ext. 62620 (Maui), or 808-274-3141 ext. 62620 (Kauai).
- Maine customers may request assistance from the municipality identified on the monthly statement or from the Department of the Attorney General regarding matters other than channel selection and rates by contacting the Dept. of the Attorney General, Consumer Protection Division at 207-626-8800, via email at [Consumer.mediation@maine.gov](mailto:Consumer.mediation@maine.gov), or in writing at 6 State House Station, Augusta, ME 04330.
- Massachusetts customers who are unsatisfied with the handling of a cable services complaint may contact Consumer Division of the Department of Telecommunications and Cable (DTC) toll free at 800-392-6066 or may write to that Dept. at 1000 Washington Street, Suite 820, Boston, MA 02118.
- Michigan customers may request assistance from the Michigan Public Service Commission at 800-292-9555 or at [michigan.gov/mpsc](http://michigan.gov/mpsc).
- NJ customers may request assistance from the Complaint Officer for their municipality. The Complaint Office for all municipalities except Palisades Park and Englewood is the State of New Jersey Board of Public Utilities, Office of Cable Television & Telecommunications, 44 S. Clinton Avenue, 1st Floor, Post Office Box 350, Trenton, NJ 08625. Customers may also call 800-624-0331. For the Borough of Palisades Park, customers may contact the Complaint Officer at 275 Broad Avenue, Palisades Park, NJ 07650. For the City of Englewood, customers may contact the City Administrator at the Englewood Municipal Building, 2-10 N. Van Brunt Street, Englewood, NJ 07631.
- New York customers may request assistance from the New York Department of Public Service. They may be contacted at [dps.ny.gov](http://dps.ny.gov). Phone: 800-342-3377, Hearing/Speech Impaired: TDD 800-662-1220, Fax: 518-472-8502, Mail: Office of Consumer Services, New York State Department of Public Service, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350.
- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at [ncdoj.gov/cable](http://ncdoj.gov/cable).
- Vermont customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 800-622-4496, sending an email to [PSD.consumer@vermont.gov](mailto:PSD.consumer@vermont.gov) or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 800-734-8390. Feedback can be provided to The Public Service Board by calling 802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.

Spectrum Pacific West, LLC  
Response to Sections B(2) and C

Annual Notices on Customer Service Standards



## 2019 Annual Customer Notice

Account:  
Security Code:

Have questions about your bill?

Visit us at [spectrum.net/billing](https://www.spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)



## 2019 Annual Customer Notice

This Annual Customer Notice provides an overview and pertinent information about the cable television services that Spectrum provides. More detailed information about the services, including Spectrum's terms and conditions of service are available at [www.spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service). The information provided in this notice does not modify or supersede any provisions in the Spectrum terms and conditions of service or any other agreement between Spectrum and the customer. Customers receiving service via a commercial or business arrangement may be subject to separate policies or procedures.

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### SPECTRUM TV™ PRODUCTS & SERVICES

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are available for installation and service call appointments. If Spectrum cannot meet a scheduled commitment, Spectrum will attempt to notify the customer and reschedule the appointment for a convenient time. Someone over eighteen (18) years of age with a government-issued picture ID must be present during any installation or repair of the cable television service. Spectrum requires its employees to display identification during visits to a customer's service location. Upon customer request, Spectrum can relocate Spectrum equipment within the customer's home at a mutually agreed upon time and customer may incur a charge. Spectrum also offers customers the option of Self-Installation, which includes a self-install kit with step-by-step instructions. Visit <https://www.spectrum.net/support/general/self-install-self-help> for more information. A customer service professional is available 24 hours a day, 7 days a week to provide service for customers. Telephone calls, including requests for installation and service calls, will be answered promptly and are periodically monitored and/or recorded for quality assurance purposes. If a customer has a technical problem that is cable system related, there will be no charge for the service call if the problem is associated with the cable plant that Spectrum maintains. In all other cases, and where the problem is a result of unauthorized tampering with the cable or abuse of Spectrum's equipment, a service call charge may be assessed.

### HOW TO USE SPECTRUM TV™ SERVICES

There are several available options and devices that will provide customers access to Spectrum's cable television services. In addition to the Spectrum receiver, customers can watch Spectrum TV on Apple TV, Samsung Smart TV, Roku, Xbox One, tablets, and smartphones. Customers may receive Spectrum receiver(s) and remote(s), as well as instructions and guidance on how to access the cable services. Visit [www.spectrumtv.com](https://www.spectrumtv.com) for more information, and for customer account information and other features available, visit [www.spectrum.net](https://www.spectrum.net).

**REMOTE CONTROLS:** The Spectrum-issued remote control can be programmed to control the TV and other devices. The Spectrum issued remote control also works with the Spectrum receiver to access programming and other cable services. At installation, the customer will receive instructions to pair the remote control to the TV. Visit [www.spectrum.net/remotes](https://www.spectrum.net/remotes) for a complete list of remote controls and instructions.

### ADDITIONAL EQUIPMENT THAT MAY BE NEEDED TO ACCESS PROGRAMMING:

A Spectrum-issued digital receiver or CableCARD device(s) may be required to view programming channels for an additional charge. For more information about CableCARDS, visit [www.spectrum.net/support/tv/about-cablecards/](https://www.spectrum.net/support/tv/about-cablecards/).

**ACCESSIBILITY FEATURES:** Regardless of physical, sensory, or cognitive disabilities, constraints, or technological barriers, Spectrum provides its customers access to and support for our services. For customers with a hearing impairment, Spectrum offers features like Closed Captioning, Caller ID on TV, TTY and TRS. For customers with a visual impairment, Spectrum offers braille and large print documents, large-button remotes, descriptive video services and guide narration. All of Spectrum's web and mobile apps are screen-reader friendly for customers who use Text-To-Speech (TTS) programs. Specialized customer support for these and other accessibility features is available at (844) 762-1301 or [www.spectrum.net/page/accessibility](https://www.spectrum.net/page/accessibility).





Account:  
Security Code:



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## BILLING PROCEDURES

**PAYMENT OF CHARGES:** Customers will be billed monthly, in advance, for services to be received, plus pro-rata charges, if any, for periods not previously billed. Billing may commence on or after the earlier to occur of (a) the activation of any service, (b) confirmed delivery of service equipment, (c) 8 days after customer's placement of a service order or (d) shipment of devices or equipment. Customer will be billed monthly in arrears for all services used including without limitation, Pay-Per-View, On Demand, per unit or minute usage charges, roaming, or other services ordered where charges are based on actual usage or on orders placed during the previous month. Customer shall pay all monthly charges and all applicable fees and taxes by the due date as listed on the Spectrum monthly bill(s), which may be sent by multiple, separate invoices and/or exclusively by online presentation depending on respective service subscription. Payment methods, including credit card, debit cards and checks will be stored for future use by the customer. It is the customer's obligation to review bills as presented. For a full description of all billing terms and conditions that apply to the Spectrum services, visit [www.spectrum.com/policies/terms-of-service](http://www.spectrum.com/policies/terms-of-service). Additional fees may apply if a Spectrum Customer Service Representative's assistance is needed to process the transaction.

**SPECTRUM 30-DAY SERVICE GUARANTEE:** New cable TV customers (those who have not been Spectrum customers within the prior 90 days) may qualify for a refund/credit if not fully satisfied with the service. Current customers adding a new level of subscription service qualify to receive a refund/credit only on those newly added services not subscribed to within the previous 90 days. Such refund is valid for cable TV customers who pay for their first month of new or upgraded monthly recurring subscription services. Pay-Per-View and other non-recurring subscription purchases are not refundable nor are any related installation fees that may apply. Cable TV customers are limited to one refund or credit per household for a maximum of 30 days of service. For additional restrictions visit [www.spectrum.com/policies/residential-terms](http://www.spectrum.com/policies/residential-terms). Separately, for information concerning equipment returns visit [www.spectrum.com/content/spectrum/residential/en/policies/terms-of-service/returnpolicy](http://www.spectrum.com/content/spectrum/residential/en/policies/terms-of-service/returnpolicy).

**SERVICE BUNDLE DISCOUNTS:** Spectrum reserves the right to offer and customer may elect to subscribe to a combination of Spectrum services for which a bundle discount applies ("Bundled Services"). In the event the customer terminates any service component of such Bundled Services or Spectrum terminates such service component based on customer's failure to comply with the terms of service, Spectrum reserves the right to revert the pricing of the remaining service(s) to the applicable undiscounted price for such service(s).

**MONTHLY SUBSCRIPTION SERVICES:** Subject to restrictions under applicable law, if any, and without abrogating "Spectrum 30-Day Service Guarantee", customer shall be responsible for the full monthly charge (without pro-ration) for those services that are offered on a monthly subscription basis to which the customer has subscribed, regardless of customer's termination of such monthly service prior to the conclusion of the respective subscription month, and for charges for per program, Pay-Per-View, On Demand, per event or program cable services ordered or per unit or minute usage charges, or roaming used by the customer or other services ordered where charges are based on actual usage or on orders placed during the previous month.

**CORRESPONDENCE:** Do not mail written correspondence with your bill statement. Contact Spectrum Customer Service with any additional needs.

**LATE FEE:** If a customer's account is past due, Spectrum may include a reminder message in the monthly bill. If the past due balance remains unpaid, the customer may be charged an applicable late fee in addition to the past due balance at Spectrum's then current rate. If the customer's account remains unpaid, the services may be disconnected. A customer can avoid incurring late fees by paying the monthly bill promptly.

**ONLINE AND PAYMENTS BY PHONE:** The payment functionality on Spectrum's website and payment by phone service is provided for the exclusive personal use of Spectrum customers. No payment processor may use this website to effect a payment in the name of a customer without authorization in writing from Spectrum. Any attempt to do so will be considered an unauthorized interference with the intended operation of the website or phone systems and may result in Spectrum's failure to process or accept such payment.

**BILLING DISPUTES:** Customers must notify Spectrum of disputed items within sixty (60) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of service, the removal of all Spectrum equipment, and/or imposition of a late payment or service charge. If the customer has more than one account (business and/or residential) served by Spectrum, all Spectrum-provided services at all locations may be subject to suspension or discontinuance of service in the event any one account remains unpaid, and Spectrum may apply any funds received from the customer first to such delinquent account(s). Should the customer wish to resume a service after any suspension, the customer may be subject to a reconnection fee. Should the customer wish to resume a service after termination of service, Spectrum may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

**DISRUPTION OF SERVICE:** Any customer should notify Spectrum as soon as possible of a service outage. Spectrum endeavors to respond and resolve outages in a customer's service within 24 hours of the outage being reported. Unless otherwise required under applicable law, Spectrum shall provide customer with the proportionate credit for those qualifying outages that last for 4 or more consecutive hours, after such interruption is reported to us and the customer has requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed the customer's monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges, as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Spectrum be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Spectrum's reasonable control. Except where specifically prohibited by law, the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service. Additional service outage credit policies apply in the following states:

- Connecticut: If a video service outage occurs for more than 24 consecutive hours, and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.
- Maine: If a video service outage occurs for six or more consecutive hours in a 30-day period, Spectrum will, upon request, provide a Customer with a pro rata credit or rebate.
- Massachusetts: If a video service outage occurs for more than 24 consecutive hours, and Spectrum is aware of such outage, Spectrum will



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provide a proportionate credit, provided such interruption is not caused by the Customer.

- New Jersey: If a video service outage or other loss of service occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible Customers who request a credit from Spectrum, or notify the NJ Office of Cable Television and Telecommunications, within thirty (30) days of such outage or loss of service, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.
- New York: If a video service outage occurs for at least 4 hours and between 6 pm and 12 am, and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected Customers or such outage occurs entirely outside the 6 pm to 12 am time frame, Spectrum will provide a credit to eligible Customers who request a credit within 90 days of such service outage.
- Vermont: If a video service outage occurs for 24 or more consecutive hours, and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.

**TERMINATION OF SERVICE/DISCONNECTED ACCOUNT:** A customer may terminate service at a local Spectrum office in person, by written notice, or by telephone. Refunds or credits, if necessary, will be issued after the return of any Spectrum-owned equipment. Spectrum reserves the right to terminate the customer's service based on delinquent status or any misuse of service. Spectrum will make reasonable efforts (including, without limitation, written notices, phone calls, text messages, e-mail, Internet or browser messages, etc.) to contact the customer about a pending suspension or disconnection resulting from an unpaid balance. In the event that the customer's account has been disconnected for nonpayment, the customer may be liable for all reconnect fees, past due balance, and the 1st month of reconnected service in advance, in addition to any applicable pro-rated charges. If the account remains unpaid, it may be forwarded to a 3rd party collection agency for collections, and the customer's credit report may be negatively impacted. Upon termination, Spectrum may charge additional fees on any unpaid balance and reserves any and all other rights it has under the terms and conditions of customer's service agreement with Spectrum and otherwise under applicable law with respect to billing for service and unreturned equipment. Further, the customer understands and agrees that Spectrum reserves the right to charge customer's credit card on file at termination of service in the amount of ongoing rental fees, any outstanding balance, and/or any unreturned equipment charges, in accordance with applicable law.

## COMPLAINT PROCEDURES

Spectrum strives to resolve any complaints concerning its service as expeditiously as possible. Spectrum maintains offices and trained maintenance staff to be promptly available upon request, and technical personnel will be dispatched as warranted. Should a customer have any complaint regarding quality of service, equipment malfunctions, or similar matters, contact Spectrum Customer Service (available 24 hours a day) at 855-757-7328 for residential customers. If a complaint remains unresolved, the customer may elect to write a brief explanation of the complaint and actions taken, and bring them to the attention of Spectrum's office by mailing to **Spectrum, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681**. If the dispute remains unresolved (after contacting Spectrum first), local governments may designate additional assistance to customers regarding resolving complaints. Consult the local franchise authority listed on

## Have questions about your bill?

Visit us at [spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

the back of your monthly billing statement. If you reside in one of the following states, you can contact the state agency applicable to the state you live in.

For example:

- In Connecticut, in the event an issue is not resolved with Spectrum's customer care representatives, customers may request a confidential, nonbinding mediation with Spectrum and a designated member of the Public Utilities Regulatory Authority, who shall serve as the mediator. If the mediation is unsuccessful, the customer may file a complaint at: [https://www.ct.gov/pura/cwp/view.asp?a=3352&q=404030&puraNav\\_GID=1975](https://www.ct.gov/pura/cwp/view.asp?a=3352&q=404030&puraNav_GID=1975) and/or contact the Authority at 1-800-382-4586 (toll free within CT), 1-860-827-2622 (outside CT).
- Maine customers may request assistance from the municipality identified on the monthly statement or from the Department of the Attorney General regarding matters other than channel selection and rates by contacting the Dept. of the Attorney General, Consumer Protection Division at 207-626-8800, online at [Consumer.mediation@maine.gov](mailto:Consumer.mediation@maine.gov), or in writing at 6 State House Station, Augusta, ME 04330.
- Massachusetts customers who are unsatisfied with the handling of a cable services complaint may contact Consumer Division of the Department of Telecommunications and Cable (DTC) toll free at 1-800-392-6066 or may write to that Dept. at 1000 Washington Street, Suite 820, Boston, MA 02118.
- Michigan customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or <https://www.michigan.gov/mpsc>.
- New York customers may request assistance from the New York Public Service Commission at the Office of Consumer Services, New York State Public Service Commission, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350, Phone: 1-800-342-3377, Hearing/Speech Impaired: TDD 1-800-662-1220, Fax: 518-472-8502, <http://www.dps.ny.gov/>.
- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at <https://www.ncdoj.gov/cable>.
- Vermont customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 1-800-622-4496, sending an email to [PSD.consumer@vermont.gov](mailto:PSD.consumer@vermont.gov) or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.





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## 2020 Annual Customer Notice

This Annual Customer Notice provides an overview and pertinent information about the cable television services that Spectrum provides. More detailed information about the services, including Spectrum's terms and conditions of service are available at [www.spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service). The information provided in this notice does not modify or supersede any provisions in the Spectrum terms and conditions of service or any other agreement between Spectrum and the customer. Customers receiving service via a commercial or business arrangement may be subject to separate policies or procedures.

The terms and conditions of service contain a binding arbitration provision to which all customers are subject, applies to all services, and is available at [www.spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service).

### SPECTRUM RATES, CHANNEL LINEUPS & ADDITIONAL INFORMATION

You may view pricing and channel line-ups available in your area at [www.spectrum.com/Ratecard](https://www.spectrum.com/Ratecard) and [www.spectrum.com/Channels](https://www.spectrum.com/Channels). If you have any questions about this notice or would like to receive a paper copy of the rate or channel line-up call Spectrum Customer Service at 855-707-7328. (In Hawaii, call 643-2100 for residential and 643-8510 for business). If you would like more information about Spectrum's services or policies, you have many convenient options: you can visit the Spectrum website at [www.spectrum.com](https://www.spectrum.com) for residential customers or [www.spectrumbusiness.net](https://www.spectrumbusiness.net) for business customers, contact Spectrum Customer Service by telephone for residential customers, or visit the local Spectrum Store. User guides, help videos, troubleshooting steps, and FAQ's for Spectrum's products and services are available at [www.spectrum.net/support](https://www.spectrum.net/support) or [www.spectrumbusiness.net/support](https://www.spectrumbusiness.net/support).

### SPECTRUM TV™ PRODUCTS & SERVICES

Spectrum TV provides a variety of products, services, and programming to residential and business customers. Products, services, and pricing described in this notice are subject to change and may not be available in all Spectrum areas; and some of the policies, procedures, and services described herein are not applicable in every area. Spectrum TV offers basic service which includes off-air broadcast stations (for example, ABC, NBC, etc.) and may include public, educational and government access channels. All such programming varies on a community-by-community basis. Where available, Spectrum TV may include: digital programming packages and tiers, hundreds of channels, HD programming, popular movies, sports programming, news, thousands of On Demand shows, premium channels, integrated guide, interactive services, On Demand and Pay-Per-View choices, DVR service, and the Spectrum TV App. Information about Spectrum's cable TV products and services can be found at [www.spectrum.com/cable-tv.html](https://www.spectrum.com/cable-tv.html).

### SPECTRUM INSTALLATION & SERVICE MAINTENANCE POLICIES

Requests for Spectrum TV services may be made via the Internet at [www.spectrum.com](https://www.spectrum.com), by telephone, or at the local Spectrum Store. Installation and service call appointments are scheduled in advance. Customers will be offered a standard installation appointment within 7 business days; this

may differ based on the service being requested. Up to four-hour windows are available for installation and service call appointments. If Spectrum cannot meet a scheduled commitment, Spectrum will attempt to notify the customer and reschedule the appointment for a convenient time. Someone over eighteen (18) years of age with a government-issued picture ID must be present during any installation or repair. Spectrum requires its employees to display identification during visits to a customer's service location. Upon customer request, Spectrum can relocate Spectrum equipment within the customer's home at a mutually agreed upon time and customer may incur a charge. Spectrum also offers customers the option of Self-Installation, which includes a self-install kit with step-by-step instructions. Visit <https://www.spectrum.net/page/self-installation-help/> for more information. Customer service is available 24 hours a day, 7 days a week. Telephone calls, including requests for installation and service calls are periodically monitored and/or recorded for quality assurance purposes. If a customer has a technical problem that arises from Spectrum's distribution system there will be no charge for the service call. In all other cases, including without limitation, where the problem arises from customer equipment or premises, a third-party, and/or unauthorized tampering with the cable or abuse of Spectrum's equipment, a service charge may be assessed.

### HOW TO USE SPECTRUM TV™ SERVICES

There are several available options and devices that will provide customers access to Spectrum's video services. In addition to the Spectrum receiver, customers can watch Spectrum TV on Apple TV, Samsung Smart TV, Roku, Xbox One, computers/laptops, tablets and smartphones. Customers may receive Spectrum receiver(s) and remote(s), as well as instructions and guidance on how to access the video services. Visit [www.spectrumtv.com](https://www.spectrumtv.com) for more information, and for customer account information and other features available, visit [www.spectrum.net](https://www.spectrum.net).

**REMOTE CONTROLS:** The Spectrum-issued remote control works with the Spectrum Receiver and can be programmed to control the TV and other devices. Visit [www.spectrum.net/remotes](https://www.spectrum.net/remotes) for a complete list of remote controls and instructions.

**ADDITIONAL EQUIPMENT THAT MAY BE NEEDED TO ACCESS PROGRAMMING:** A Spectrum-issued digital receiver or CableCARD device(s) may be required to view programming channels for an additional charge. For more information about CableCARDS, visit [www.spectrum.net/support/tv/about-cablecards/](https://www.spectrum.net/support/tv/about-cablecards/).

**PARENTAL CONTROLS:** A parental control feature is available to prevent children from watching certain programming based on the customer's preference. For more information visit [www.spectrum.net/support/internet/about-parental-controls/](https://www.spectrum.net/support/internet/about-parental-controls/).

**ACCESSIBILITY FEATURES:** Regardless of physical, sensory, or cognitive disabilities, constraints, or technological barriers, Spectrum provides its customers access to and support for our services. For customers with a hearing impairment, Spectrum offers features like Closed Captioning, Caller ID on TV, TTY and TRS. For customers with a visual impairment, Spectrum offers braille and large print documents, large-button remotes, descriptive video services (via set-top box and mobile devices) and guide narration. All



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of Spectrum's web and mobile apps are screen-reader friendly for customers who use Text-To-Speech (TTS) programs. Specialized customer support for these and other accessibility features is available at (844) 762-1301 or [www.spectrum.net/page/accessibility](https://www.spectrum.net/page/accessibility).

## BILLING PROCEDURES

**PAYMENT OF CHARGES:** Customers will be billed monthly, in advance, for services to be received, plus pro-rata charges, if any, for periods not previously billed. Bills may not be issued for accounts with a zero balance. Billing may commence on or after the earlier to occur of (a) the activation of any service, (b) confirmed delivery of service equipment, (c) 8 days after customer's placement of a service order or (d) shipment of devices or equipment. Customer will be billed monthly in arrears for all services used including without limitation, Pay-Per-View, On Demand, per unit or minute usage charges, roaming, or other services ordered where charges are based on actual usage or on orders placed during the previous month. Customer shall pay all monthly charges and all applicable fees and taxes by the due date as listed on the Spectrum monthly bill(s), which may be sent by multiple, separate invoices and/or exclusively by online presentation depending on respective service subscription. Payment methods, including credit card, debit cards and checks will be stored for future use by the customer. It is the customer's obligation to review bills as presented. For a full description of all billing terms and conditions that apply to the Spectrum services, visit [www.spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service). Additional fees may apply if a Spectrum Customer Service Representative's assistance is needed to process the transaction.

**SPECTRUM 30-DAY SERVICE GUARANTEE:** New cable TV customers (those who have not been Spectrum customers within the prior 90 days) may qualify for a refund/credit if not fully satisfied with the service. Current customers adding a new level of subscription service qualify to receive a refund/credit only on those newly added services not subscribed to within the previous 90 days. Such refund is valid for Spectrum TV customers who pay for their first month of new or upgraded monthly recurring subscription services. Pay-Per-View and other non-recurring subscription purchases are not refundable nor are any related installation fees that may apply. Spectrum TV customers are limited to one refund or credit per household for a maximum of 30 days of service. For additional restrictions visit <https://www.spectrum.com/policies/guarantee-new.html>. Separately, for information concerning equipment returns visit [www.spectrum.com/content/spectrum/residential/en/policies/terms-of-service/returnpolicy](https://www.spectrum.com/content/spectrum/residential/en/policies/terms-of-service/returnpolicy).

**SERVICE BUNDLE DISCOUNTS:** Spectrum reserves the right to offer and customer may elect to subscribe to a combination of Spectrum services for which a bundle discount applies ("Bundled Services"). In the event the customer terminates any service component of such Bundled Services or Spectrum terminates such service component based on customer's failure to comply with the terms of service, Spectrum reserves the right to revert the pricing of the remaining service(s) to the applicable undiscounted price for such service(s).

**MONTHLY SUBSCRIPTION SERVICES:** Subject to restrictions under applicable law, if any, and without abrogating the "Spectrum Residential Customer Guarantee", customer shall be responsible for the full monthly charge (without pro-rata) for those services that are offered on a monthly subscription basis to which the customer has subscribed, regardless of customer's termination of such monthly service prior to the conclusion of the respective subscription month, and for charges for per program, Pay-Per-View, On Demand, per event or program cable services ordered or per unit or minute usage charges,

or roaming used by the customer or other services ordered where charges are based on actual usage or on orders placed during the previous month.

**CORRESPONDENCE:** Do not mail written correspondence with your bill statement. Contact Spectrum Customer Service with any additional needs.

**LATE FEE:** A customer can avoid incurring late fees by paying the monthly bill in a timely manner that ensures Spectrum receives payment by the due date. If a customer's account is past due, the customer may be charged an applicable late fee in addition to the past due balance. If the customer's account remains unpaid, the services may be suspended or disconnected.

**ONLINE AND PAYMENTS BY PHONE:** The payment functionality on Spectrum's website and payment by phone service is provided for the exclusive personal use of Spectrum customers. No payment processor may use this website to effect a payment in the name of a customer without authorization in writing from Spectrum. Any attempt to do so will be considered an unauthorized interference with the intended operation of the website or phone systems and may result in Spectrum's failure to process or accept such payment.

**BILLING DISPUTES:** Customers must notify Spectrum of disputed items within sixty (60) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of service, the removal of all Spectrum equipment, and/or imposition of a late payment or service charge. If the customer has more than one account (residential and/or business) served by Spectrum, all Spectrum-provided services at all locations may be subject to suspension or discontinuance of service in the event any one account remains unpaid, and Spectrum may apply any funds received from the customer first to such delinquent account(s). Should the customer wish to resume a service after any suspension, the customer may be subject to a reconnection fee. Should the customer wish to resume a service after termination of service, Spectrum may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

**DISRUPTION OF SERVICE:** Any customer should notify Spectrum as soon as possible of a service outage. Spectrum endeavors to respond and resolve outages in a customer's service within 24 hours of the outage being reported. Unless otherwise required under applicable law, credits are not available for disruptions of service that are beyond Spectrum's reasonable control, not reasonably foreseeable by Spectrum or in any way caused by the customer. Spectrum will otherwise provide customer with the proportionate credit for qualifying outages that last for 4 or more consecutive hours, after such interruption is reported to us and the customer has requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed the customer's monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges, as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Spectrum be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Spectrum's reasonable control (e.g. actions by programmers). Except where specifically prohibited by law, the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service. State specific service outage credit policies are outlined below:

- Connecticut: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.



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Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)



• **Maine:** If a video service outage occurs for 6 or more consecutive hours in a 30-day period, Spectrum will, upon request, provide a Customer with a pro rata credit or rebate.

• **Massachusetts:** If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such interruption is not caused by the Customer.

• **New Jersey:** If a video service outage or other loss of service occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible Customers who request a credit from Spectrum, or notify the NJ Office of Cable Television and Telecommunications, within thirty (30) days of such outage or loss of service, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.

• **New York:** If a video service outage occurs for at least 4 hours and between 6 pm and 12 am and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected Customers or such outage occurs entirely outside the 6 pm to 12 am time frame, Spectrum will provide a credit to eligible Customers who request a credit within 90 days of such service outage.

• **Vermont:** If a video service outage occurs for 24 or more consecutive hours and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.

**TERMINATION OF SERVICE/DISCONNECTED ACCOUNT:** A customer may terminate service at a local Spectrum office in person, by written notice, or by telephone. Refunds or credits, if necessary, will be issued after the return of any Spectrum-owned equipment. Spectrum reserves the right to terminate the customer's service based on delinquent status or any misuse of service. Spectrum will make reasonable efforts, which may include written notices, phone calls, text messages, e-mail, Internet or browser messages, etc., to contact the customer about a pending suspension or disconnection resulting from an unpaid balance. In the event that the customer's account has been disconnected for nonpayment, the customer may be liable for all reconnect and/or installation fees, past due balance, and the first month of reconnected service in advance, in addition to any other applicable charges. If the account remains unpaid, it may be forwarded to a third-party party collection agency for collections, and the customer's credit report may be negatively impacted. Upon termination, Spectrum may charge additional fees on any unpaid balance and reserves any and all other rights it has under the terms and conditions of customer's service agreement with Spectrum and otherwise under applicable law with respect to billing for service and unreturned equipment. Further, the customer understands and agrees that Spectrum reserves the right to charge customer's credit card on file at termination of service in the amount of ongoing rental fees, any outstanding balance, and/or any unreturned equipment charges, in accordance with applicable law.

## COMPLAINT PROCEDURES

Spectrum strives to expeditiously resolve any complaints concerning its service. Spectrum has trained employees available to answer questions, and technical personnel will be dispatched as warranted. Should a customer have any complaint regarding quality of service, equipment malfunctions, or similar matters, first contact Spectrum Customer Service (available 24 hours a day) at 855-757-7328 for residential customers. If a complaint remains

unresolved, the customer may elect to mail a complaint to **Spectrum, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681** or consult the local franchise authority listed on the back of your monthly billing statement or contact the state agencies listed below. States listed below also provide contact information.

• In Connecticut, in the event an issue is not resolved with Spectrum's customer care representatives, customers may request a confidential, nonbinding mediation with Spectrum and a designated member of the Public Utilities Regulatory Authority, who shall serve as the mediator. If the mediation is unsuccessful, the customer may file a complaint at: [https://www.ct.gov/pura/cwp/view.asp?a=3352&q=404030&puraNav\\_GID=1975](https://www.ct.gov/pura/cwp/view.asp?a=3352&q=404030&puraNav_GID=1975) and/or contact the Authority at 1-800-382-4586 (toll free within CT), 1-860-827-2622 (outside CT).

• Maine customers may request assistance from the municipality identified on the monthly statement or from the Department of the Attorney General regarding matters other than channel selection and rates by contacting the Dept. of the Attorney General, Consumer Protection Division at 207-626-8800, online at [Consumer.mediation@maine.gov](mailto:Consumer.mediation@maine.gov), or in writing at 6 State House Station, Augusta, ME 04330.

• Massachusetts customers who are unsatisfied with the handling of a cable services complaint may contact Consumer Division of the Department of Telecommunications and Cable (DTC) toll free at 1-800-392-6066 or may write to that Dept. at 1000 Washington Street, Suite 820, Boston, MA 02118.

• Michigan customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or <https://www.michigan.gov/mpsc>.

• New York customers may request assistance from the New York Department of Public Service. They may be contacted at <http://www.dps.ny.gov>, Phone: 1-800-342-3377, Hearing/Speech Impaired: TDD 1-800-662-1220, Fax: 518-472-8502, Mail: Office of Consumer Services, New York State Department of Public Service, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350.

• North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at <https://www.ncdoj.gov/cable>.

• Vermont customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 1-800-622-4496, sending an email to [PSD.consumer@vermont.gov](mailto:PSD.consumer@vermont.gov) or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.





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Visit us at [spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 855-65-SPECTRUM (1-855-657-7328)



## 2021 Annual Customer Notice

This Annual Customer Notice provides an overview and pertinent information about the video services that Spectrum provides. More detailed information about the services, including Spectrum's terms and conditions of service are available at [Spectrum.com/policies/terms-of-service](https://spectrum.com/policies/terms-of-service). The information provided in this notice does not modify or supersede any provisions in the Spectrum terms and conditions of service or any other agreement between Spectrum and the customer. Customers receiving service via a commercial or business arrangement may be subject to separate policies or procedures.

The terms and conditions of service contain a binding arbitration provision to which all customers are subject, applies to all services, and is available at [Spectrum.com/policies/terms-of-service](https://spectrum.com/policies/terms-of-service).

### SPECTRUM RATES, CHANNEL LINEUPS & ADDITIONAL INFORMATION

Pricing and channel line-ups available in your area can be found at [Spectrum.com/Ratecard](https://spectrum.com/Ratecard) and [Spectrum.com/Channels](https://spectrum.com/Channels). For questions about this notice or to receive a paper copy of the rate card or channel line-up, call Spectrum Customer Service at 855-707-7328 or 800-314-7195 for business (in Hawaii, call 643-2100 for residential and 643-8510 for business). For more information about Spectrum's services or policies, visit the Spectrum website at [Spectrum.com](https://spectrum.com) for residential customers or [BusinessSpectrum.com](https://BusinessSpectrum.com) for business customers, contact Spectrum Customer Service by telephone at the numbers listed above or visit a Spectrum Store. User guides, help videos, troubleshooting steps, and FAQ's for Spectrum's products and services are available at [Spectrum.net/support](https://spectrum.net/support) or [SpectrumBusiness.net/support](https://SpectrumBusiness.net/support).

### SPECTRUM TV® PRODUCTS & SERVICES

Spectrum TV provides a variety of products, services, and programming to residential and business customers. Products, services, and pricing described in this notice are subject to change and may not be available in all Spectrum areas; and some of the policies, procedures, and services described herein are not applicable in every area. Spectrum TV offers basic service which includes off-air broadcast stations (for example, ABC, NBC, etc.) and may include public, educational and government access channels. Such programming varies on a community-by-community basis. Where available, Spectrum TV may include: digital programming packages and tiers, HD programming, movies, sports programming, news, premium channels, integrated guide, interactive services, On Demand and Pay-Per-View choices, DVR service, and the Spectrum TV App. Information about Spectrum's video products and services can be found at [Spectrum.com/cable-tv](https://spectrum.com/cable-tv).

### SPECTRUM INSTALLATION & SERVICE MAINTENANCE POLICIES

Requests for Spectrum TV services may be made via the Internet at [Spectrum.com](https://spectrum.com), by telephone, or at a Spectrum Store. Installation and service call appointments are scheduled in advance. Customers will be offered a standard installation appointment within 7 business days; this may differ based on the service being requested. Up to four-hour windows are available for installation and service call appointments. If Spectrum cannot meet a scheduled commitment, Spectrum will attempt to notify the customer and reschedule the appointment for a convenient time. Someone over eighteen

(18) years of age with a government-issued picture ID must be present during any installation or repair. Spectrum requires its technicians to display identification during visits to a customer's service location. Upon customer request, Spectrum can relocate Spectrum equipment within the customer's home at a mutually agreed upon time and customer may incur a charge. Spectrum also offers customers the option of Self-Installation, which includes a self-install kit with step-by-step instructions. Visit [Spectrum.net/page/self-installation-help](https://spectrum.net/page/self-installation-help) for more information. Customer service is available 24 hours a day, 7 days a week. Telephone calls, including requests for installation and service calls are periodically monitored and/or recorded for quality assurance purposes. If a customer has a technical problem that arises from Spectrum's distribution system there will be no charge for the service call. In all other cases, including without limitation, where the problem arises from customer equipment or premises, a third-party, and/or unauthorized tampering with or abuse of the cable wiring or Spectrum's equipment, a service charge may be assessed.



### HOW TO USE SPECTRUM TV SERVICES

Customers can access Spectrum TV using Spectrum-issued receivers, and other specified retail devices. For a list of devices compatible with the Spectrum TV App visit [Spectrum.com/cable-tv/spectrum-tv-app](https://spectrum.com/cable-tv/spectrum-tv-app). Customers may receive Spectrum receiver(s) and remote(s), as well as instructions and guidance on how to access the video services. Visit [SpectrumTV.com](https://SpectrumTV.com) for more information, and for customer account information and other features available, visit [Spectrum.net](https://spectrum.net).

**REMOTE CONTROLS:** The Spectrum-issued remote control works with the Spectrum Receiver and can be programmed to control the TV and other devices. Visit [Spectrum.net/remotes](https://spectrum.net/remotes) for a complete list of remote controls and instructions.

**ADDITIONAL EQUIPMENT:** A Spectrum receiver or CableCARD device(s) may be required to access Spectrum's video services for an additional charge. For more information about CableCARDS, visit [Spectrum.net/support/tv/about-cablecards/](https://spectrum.net/support/tv/about-cablecards/).

**PARENTAL CONTROLS:** A parental control feature is available to prevent children from watching certain programming based on the customer's preference. For more information visit [Spectrum.net/support/internet/about-parental-controls/](https://spectrum.net/support/internet/about-parental-controls/).

**ACCESSIBILITY FEATURES:** For customers with a hearing impairment, Spectrum offers features like Closed Captioning, Caller ID on TV, Hearing Aid Compatible mobile devices, Text Telephone Relay (TTY) and Telecommunications Relay Service (TRS). For customers with a visual impairment, Spectrum offers braille and large print billing material and support documentation, large-button remotes, audio description (via set-top box and mobile devices) guide narration and other accessibility features, which may vary depending upon your service area. All of Spectrum's web and mobile apps are screen-reader friendly for customers who use Text-To-Speech (TTS) programs. Spectrum Access app offers additional accessibility features and is available to the general public. Specialized customer support for these and other accessibility features is available at (844) 762-1301 or [Spectrum.net/page/accessibility](https://spectrum.net/page/accessibility).



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**PAYMENT OF CHARGES:** Customers will be billed monthly, for services to be received and in arrears for actual charges incurred for Pay-Per-View, On Demand, per event programming where such charges are based on actual usage, plus pro-rata charges, if any, for periods not previously billed. Bills may not be issued for accounts with a zero balance. Billing may commence on or after the earlier to occur of (a) the activation of any service or device, (b) confirmed delivery of service equipment, (c) 8 days after customer pickup or shipment by Spectrum of devices or equipment. Customer shall pay all monthly charges and all applicable fees and taxes by the due date as listed on the Spectrum monthly bill(s), which may be sent by multiple, separate invoices and/or exclusively by online presentation depending on respective service subscription. Payment methods, including credit card, debit cards and checks will be stored for future use by the customer. It is the customer's obligation to review bills as presented. For a full description of all billing terms and conditions that apply to the Spectrum services, visit [Spectrum.com/policies/terms-of-service](https://spectrum.com/policies/terms-of-service). Additional fees may apply if a Spectrum Customer Service Representative's assistance is needed to process the transaction.

**SPECTRUM 30-DAY SERVICE GUARANTEE:** New Spectrum TV customers (those who have not been Spectrum customers within the prior 90 days) may qualify for a refund/credit if not fully satisfied with the service. Current customers adding a new level of subscription service qualify to receive a refund/credit only on those newly added services not subscribed to within the previous 90 days. Such refund is valid for Spectrum TV customers who pay for their first month of new or upgraded monthly recurring subscription services. Pay-Per-View and other non-recurring subscription purchases are not refundable nor are any related installation fees that may apply. Spectrum TV customers are limited to one refund or credit per household for a maximum of 30 days of service. For additional restrictions visit [Spectrum.com/policies/guarantee-new.html](https://spectrum.com/policies/guarantee-new.html). Separately, for information concerning purchased equipment returns visit [Spectrum.com/content/spectrum/residential/en/policies/terms-of-service/returnpolicy](https://spectrum.com/content/spectrum/residential/en/policies/terms-of-service/returnpolicy).

**SERVICE BUNDLE DISCOUNTS:** Spectrum reserves the right to offer and customer may elect to subscribe to a combination of Spectrum services for which a bundle discount applies ("Bundled Services"). In the event the customer terminates any service component of such Bundled Services or Spectrum terminates such service component based on customer's failure to comply with the terms of service, Spectrum reserves the right to revert the pricing of the remaining service(s) to the applicable undiscounted price for such service(s).

**MONTHLY SUBSCRIPTION SERVICES:** Subject to restrictions under applicable law, if any, and without abrogating the "Spectrum Residential Customer Guarantee", customer shall be responsible for the full monthly charge (without pro-ration) for those services that are offered on a monthly subscription basis to which the customer has subscribed, regardless of customer's termination of such monthly service prior to the conclusion of the respective subscription month.

**CORRESPONDENCE:** Do not mail written correspondence with your bill statement. Contact Spectrum Customer Service with any additional needs.

**LATE FEE:** A customer can avoid incurring late fees by paying the monthly bill in a timely manner that ensures Spectrum receives payment by the due date. If a customer's account is past due, the customer may be charged an applicable late fee in addition to the past due balance. If the customer's account remains unpaid, the services may be suspended or disconnected.

**ONLINE AND PAYMENTS BY PHONE:** The payment functionality on Spectrum's website and payment by phone service is provided for the exclusive personal use of Spectrum customers. No payment processor may use this website to effect a payment in the name of a customer without authorization in writing from Spectrum. Any attempt to do so will be considered an unauthorized interference with the intended operation of the website or phone systems and may result in Spectrum's failure to process or accept such payment.

**BILLING DISPUTES:** Customers must notify Spectrum of disputed items within sixty (60) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of service, the removal of all Spectrum equipment, and/or imposition of a late payment or service charge. If the customer has more than one account (residential and/or business) served by Spectrum, all Spectrum-provided services at all locations may be subject to suspension or discontinuance of service in the event any one account remains unpaid, and Spectrum may apply any funds received from the customer first to such delinquent account(s). Should the customer wish to resume a service after any suspension, the customer may be subject to a reconnection fee. Should the customer wish to resume a service after termination of service, Spectrum may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

**DISRUPTION OF SERVICE:** Spectrum endeavors to respond and resolve outages in a customer's service within 24 hours of the outage being reported. Unless otherwise required under applicable law, credits are not available for disruptions of service that are beyond Spectrum's reasonable control, not reasonably foreseeable by Spectrum or in any way caused by the customer. Spectrum will otherwise provide customer with the proportionate credit for qualifying outages that last for 4 or more consecutive hours, after such interruption is reported to us and the customer has requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed the customer's monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges, as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Spectrum be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Spectrum's reasonable control (e.g., actions by programmers). Except where specifically prohibited by law, the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service. State specific service outage credit policies are outlined below:

- Connecticut: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.
- Maine: If a video service outage occurs for 6 or more consecutive hours in a 30-day period, Spectrum will, upon request, provide a Customer with a pro rata credit or rebate.
- Massachusetts: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such interruption is not caused by the Customer.
- New Jersey: If a video service outage or other loss of service occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible Customers who request a credit from Spectrum, or notify the NJ



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Office of Cable Television and Telecommunications, within thirty (30) days of such outage or loss of service, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.

- New York: If a video service outage occurs for at least 4 hours and between 6 pm and 12 am and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected Customers or such outage occurs entirely outside the 6 pm to 12 am time frame, Spectrum will provide a credit to eligible Customers who request a credit within 90 days of such service outage.
- Vermont: If a video service outage occurs for 24 or more consecutive hours and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.

**TERMINATION OF SERVICE/DISCONNECTED ACCOUNT:** A customer may terminate service at a Spectrum office in person, by written notice, or by telephone. Refunds or credits, if necessary, will be issued after the return of any Spectrum-owned equipment. Spectrum reserves the right to terminate the customer's service based on delinquent status or any misuse of service. Spectrum will make reasonable efforts, which may include written notices, phone calls, text messages, e-mail, Internet or browser messages, home visit etc., to contact the customer about a pending suspension or disconnection resulting from an unpaid balance. In the event that the customer's account has been disconnected for nonpayment, the customer may be liable for all reconnect and/or installation fees, past due balance, and the first month of reconnected service in advance, in addition to any other applicable charges. If the account remains unpaid, it may be forwarded to a third-party collection agency for collections, and the customer's credit report may be negatively impacted. Upon termination, Spectrum may charge additional fees on any unpaid balance and reserves any and all other rights it has under the terms and conditions of customer's service agreement with Spectrum and otherwise under applicable law with respect to billing for service and unreturned equipment. Further, the customer understands and agrees that Spectrum reserves the right to charge customer's credit card on file at termination of service in the amount of ongoing rental fees, any outstanding balance, and/or any unreturned equipment charges, in accordance with applicable law.

### COMPLAINT PROCEDURES

Should a customer have any complaint regarding quality of service, equipment malfunctions, or similar matters, first contact Spectrum Customer Service (available 24 hours a day) at 855-757-7328 for residential customers. If a complaint remains unresolved, the customer may elect to mail a complaint to **Spectrum, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681** or, where applicable, consult the franchise authority or contact the state agencies listed below. States listed below also provide contact information.

- In Connecticut, in the event an issue is not resolved with Spectrum's customer care representatives, customers may request a confidential, nonbinding mediation with Spectrum and a designated member of the Public Utilities Regulatory Authority, who shall serve as the mediator. If the mediation is unsuccessful, the customer may file a complaint at [portal.ct.gov/PURA/Consumer-Services/Filing-a-Complaint](https://portal.ct.gov/PURA/Consumer-Services/Filing-a-Complaint) and/or contact the Authority at 1-800-382-4586 (toll free within CT), 1-860-827-2622 (outside CT).

- Maine customers may request assistance from the municipality identified on the monthly statement or from the Department of the Attorney General regarding matters other than channel selection and rates by contacting the Dept. of the Attorney General, Consumer Protection Division at 207-626-8800, via email at [Consumer.mediation@maine.gov](mailto:Consumer.mediation@maine.gov), or in writing at 6 State House Station, Augusta, ME 04330.
- Massachusetts customers who are unsatisfied with the handling of a cable services complaint may contact Consumer Division of the Department of Telecommunications and Cable (DTC) toll free at 1-800-392-6066 or may write to that Dept. at 1000 Washington Street, Suite 820, Boston, MA 02118.
- Michigan customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or at [michigan.gov/mpsc](https://michigan.gov/mpsc).
- New York customers may request assistance from the New York Department of Public Service. They may be contacted at [dps.ny.gov](https://dps.ny.gov), Phone: 1-800-342-3377, Hearing/Speech Impaired: TDD 1-800-662-1220, Fax: 518-472-8502, Mail: Office of Consumer Services, New York State Department of Public Service, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350.
- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at [ncdoj.gov/cable](https://ncdoj.gov/cable).
- Vermont customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 1-800-622-4496, sending an email to [PSD.consumer@vermont.gov](mailto:PSD.consumer@vermont.gov) or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.





## 2022 Annual Customer Notice

# Spectrum

## ANNUAL CUSTOMER NOTICE

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## HOW TO USE SPECTRUM TV<sup>®</sup> SERVICES

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**SERVICE BUNDLE DISCOUNTS:** Spectrum reserves the right to offer, and customer may elect to subscribe to, a combination of Spectrum services for which a bundle discount applies ("Bundled Services"). In the event the customer terminates any service component of such Bundled Services or Spectrum terminates such service component based on customer's failure to comply with the terms of service, Spectrum reserves the right to revert the pricing of the remaining service(s) to the applicable undiscounted price for such service(s).

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- Massachusetts: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such interruption is not caused by the Customer.
- New Jersey: If a video service outage or other loss of service occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible Customers who request a credit from Spectrum, or notify the NJ Office of Cable Television and Telecommunications, within thirty (30) days of such outage or loss of service, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.
- New York: If a video service outage occurs for at least 4 hours and between 6pm and 12am and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected Customers or such outage occurs entirely outside the 6pm to 12am time frame, Spectrum will provide a credit to eligible Customers who request a credit within 90 days of such service outage.
- Vermont: If a video service outage occurs for 24 or more consecutive hours and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.



**TERMINATION OF SERVICE/DISCONNECTED ACCOUNT:** A customer may terminate service at a Spectrum office in person, by written notice, or by telephone. Refunds or credits, if necessary, will be issued after the return of any Spectrum-owned equipment. Spectrum reserves the right to terminate the customer's service based on delinquent status or any misuse of service. Spectrum will make reasonable efforts, which may include written notices, phone calls, text messages, e-mail, Internet or browser messages, home visit, etc., to contact the customer about a pending suspension or disconnection resulting from an unpaid balance. In the event that the customer's account has been disconnected for nonpayment, the customer may be liable for all reconnect and/or installation fees, past due balance, and the first month of reconnected service in advance, in addition to any other applicable charges. If the account remains unpaid, it may be forwarded to a third-party collection agency for collections, and the customer's credit report may be negatively impacted. Upon termination, Spectrum may charge additional fees on any unpaid balance and reserves any and all other rights it has under the terms and conditions of customer's service agreement with Spectrum and otherwise under applicable law with respect to billing for service and unreturned equipment. Further, the customer understands and agrees that Spectrum reserves the right to charge customer's credit card on file at termination of service in the amount of ongoing rental fees, any outstanding balance, and/or any unreturned equipment charges, in accordance with applicable law.

#### COMPLAINT PROCEDURES

Should a customer have any complaint regarding quality of service, equipment malfunctions, or similar matters, first contact Spectrum Customer Service (available 24 hours a day) at 855-757-7328 for residential customers (in Hawaii, call 808-582-6100 for residential). If a complaint remains unresolved, the customer may elect to mail a complaint to **Spectrum, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681** or, where applicable, consult the franchise authority or contact the state agencies listed below. States listed below also provide contact information.

- In Connecticut, in the event an issue is not resolved with Spectrum's customer care representatives, customers may request a confidential, nonbinding mediation with Spectrum and a designated member of the Public Utilities Regulatory Authority, who shall serve as the mediator. If the mediation is unsuccessful, the customer may file a complaint at <http://www.dpuc.state.ct.us/PURACAIUNSF/RevWebIntake?OpenForm> and/or contact the Authority at 800-382-4586 (toll free within CT), 860-827-2622 (outside CT).
- Hawaii customers may request assistance from the Hawaii Department of Commerce and Consumer Affairs, Cable Television Division by mail at P.O. Box 541, Honolulu, Hawaii 96809; by email at [cabletv@dcca.hawaii.gov](mailto:cabletv@dcca.hawaii.gov), or by phone at 808-586-2620 (Oahu), 808-974-4000 ext. 62620 (Hawaii), 808-984-2400 ext. 62620 (Maui), or 808-274-3141 ext. 62620 (Kauai).
- Maine customers may request assistance from the municipality identified on the monthly statement or from the Department of the Attorney General regarding matters other than channel selection and rates by contacting the Dept. of the Attorney General, Consumer Protection Division at 207-626-8800, via email at [Consumer.mediation@maine.gov](mailto:Consumer.mediation@maine.gov), or in writing at 6 State House Station, Augusta, ME 04330.
- Massachusetts customers who are unsatisfied with the handling of a cable services complaint may contact Consumer Division of the Department of Telecommunications and Cable (DTC) toll free at 800-392-6066 or may write to that Dept. at 1000 Washington Street, Suite 820, Boston, MA 02118.
- Michigan customers may request assistance from the Michigan Public Service Commission at 800-292-9555 or at [michigan.gov/mpsc](http://michigan.gov/mpsc).
- NJ customers may request assistance from the Complaint Officer for their municipality. The Complaint Office for all municipalities except Palisades Park and Englewood is the State of New Jersey Board of Public Utilities, Office of Cable Television & Telecommunications, 44 S. Clinton Avenue, 1st Floor, Post Office Box 350, Trenton, NJ 08625. Customers may also call 800-624-0331. For the Borough of Palisades Park, customers may contact the Complaint Officer at 275 Broad Avenue, Palisades Park, NJ 07650. For the City of Englewood, customers may contact the City Administrator at the Englewood Municipal Building, 2-10 N. Van Brunt Street, Englewood, NJ 07631.
- New York customers may request assistance from the New York Department of Public Service. They may be contacted at [dps.ny.gov](http://dps.ny.gov). Phone: 800-342-3377, Hearing/Speech Impaired: TDD 800-662-1220, Fax: 518-472-8502, Mail: Office of Consumer Services, New York State Department of Public Service, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350.
- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at [ncdoj.gov/cable](http://ncdoj.gov/cable).
- Vermont customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 800-622-4496, sending an email to [PSD.consumer@vermont.gov](mailto:PSD.consumer@vermont.gov) or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 800-734-8390. Feedback can be provided to The Public Service Board by calling 802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.



## 2023 Annual Customer Notice

Account Number:  
Security Code:



Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 855-75-SPECTRUM (1-855-757-7328)



## 2023 Annual Customer Notice

This Annual Customer Notice provides an overview and pertinent information about the video services that Spectrum provides. More detailed information about the services, including Spectrum's Terms and Conditions of Service are available at [Spectrum.com/policies/terms-of-service](https://spectrum.com/policies/terms-of-service). The information provided in this notice does not modify or supersede any provisions in the Spectrum Terms and Conditions of Service or any other agreement between Spectrum and the customer. Customers receiving service via a commercial or business arrangement may be subject to separate policies or procedures.

The Terms and Conditions of Service contain a binding arbitration provision to which all customers are subject, apply to all services, and are available at [Spectrum.com/policies/terms-of-service](https://spectrum.com/policies/terms-of-service).

### SPECTRUM RATES, CHANNEL LINEUPS & ADDITIONAL INFORMATION

Pricing and channel line-ups available in your area can be found at [Spectrum.com/Ratecard](https://spectrum.com/Ratecard) and [Spectrum.net/channel](https://spectrum.net/channel). For questions about this notice or to receive a paper copy of the rate card or channel lineup, call Spectrum Customer Service at 1-855-757-7328 for residential or 1-800-314-7195 for business (– in Hawaii, call 1-808-582-6100 for residential and 1-808-582-6284 for business). More detailed information, about the services, including Spectrum's Terms and Conditions of Service and notice procedures, are available upon request or by visiting [Spectrum.com/policies/terms-of-service](https://spectrum.com/policies/terms-of-service) for residential customers or [BusinessSpectrum.com](https://business.spectrum.com) for business customers. Customers may also contact Spectrum Customer Service by telephone at the numbers listed above or visit a customer service center. User guides, help videos, troubleshooting steps, and FAQ's for Spectrum's products and services are available at [Spectrum.net/support](https://spectrum.net/support) or [SpectrumBusiness.net/support](https://spectrumbusiness.net/support).

### SPECTRUM TV® PRODUCTS & SERVICES

Spectrum TV provides a variety of products, services, and programming to residential and business customers. Products, services, and pricing described in this notice are subject to change and may not be available in all Spectrum areas; and some of the policies, procedures, and services described herein are not applicable in every area. Spectrum TV offers basic service which includes off-air broadcast stations (for example, ABC, NBC, etc.) and may include public, educational and government access channels. Such programming varies on a community-by-community basis. Where available, Spectrum TV may include: digital programming packages and tiers, HD programming, movies, sports programming, news, premium channels, integrated guide, interactive services, On Demand and Pay-Per-View choices, DVR service, and the Spectrum TV App. Information about Spectrum's video products and services can be found at [Spectrum.com/cable-tv](https://spectrum.com/cable-tv).

### SPECTRUM INSTALLATION & SERVICE MAINTENANCE POLICIES

Requests for Spectrum TV services may be made via the Internet at [Spectrum.com](https://spectrum.com), by telephone, or at a customer service center. Installation and service call appointments are scheduled in advance. Customers will be offered a standard installation appointment within 7 business days; this may differ based on the service being requested. Up to four-hour windows are available for installation and service call appointments. If Spectrum

cannot meet a scheduled commitment, Spectrum will attempt to notify the customer and reschedule the appointment for a convenient time. Someone over eighteen (18) years of age with a government-issued picture ID must be present during any installation or repair. Spectrum requires its technicians to display identification during visits to a customer's service location. Upon customer request, Spectrum can relocate Spectrum equipment within the customer's home at a mutually agreed upon time and the customer may incur a charge. Spectrum also offers customers the option of Self-Installation, which includes a self-install kit with step-by-step instructions. Visit [Spectrum.net/page/self-installation-help](https://spectrum.net/page/self-installation-help) for more information. Customer service is available 24 hours a day, 7 days a week. Telephone calls, including requests for installation and service calls, are periodically monitored and/or recorded for quality assurance purposes. If a customer has a technical problem that arises from Spectrum's distribution system, there will be no charge for the service call. In all other cases, including without limitation, where the problem arises from customer equipment or premises, a third-party, and/or unauthorized tampering with or abuse of the cable wiring or Spectrum's equipment, a service charge may be assessed.

### HOW TO USE SPECTRUM TV SERVICES

Customers can access Spectrum TV using Spectrum-issued receivers, and other specified retail devices. For a list of devices compatible with the Spectrum TV App, visit [Spectrum.com/cable-tv/spectrum-tv-app](https://spectrum.com/cable-tv/spectrum-tv-app). Customers may receive Spectrum Receiver(s) and remote(s), as well as instructions and guidance on how to access the video services. Visit [SpectrumTV.com](https://spectrumtv.com) for more information, and for customer account information and other features available, visit [Spectrum.net](https://spectrum.net).

**REMOTE CONTROLS:** The Spectrum-issued remote control works with the Spectrum Receiver and can be programmed to control the TV and other devices. Visit [Spectrum.net/remotes](https://spectrum.net/remotes) for a complete list of remote controls and instructions.

**ADDITIONAL EQUIPMENT:** A Spectrum Receiver or CableCARD device(s) may be required to access Spectrum's video services for an additional charge. For more information about CableCARDS, visit [Spectrum.net/support/tv/about-cablecards/](https://spectrum.net/support/tv/about-cablecards/).

**PARENTAL CONTROLS:** A parental control feature is available to prevent children from watching certain programming based on the customer's preference. For more information, visit [Spectrum.net/support/internet/about-parental-controls/](https://spectrum.net/support/internet/about-parental-controls/).

**ACCESSIBILITY FEATURES:** For customers who are deaf or hard of hearing, Spectrum offers features like pass-through of closed captioning, Caller ID on TV, hearing aid compatible mobile devices, Text Telephone Relay (TTY) and Telecommunications Relay Service (TRS). For customers who are blind or low vision, Spectrum offers braille and large print billing material and support documentation, large-button remotes, audio description (via set-top box and mobile devices) guide narration and other accessibility features, which may vary depending upon your service area. All of Spectrum's web and mobile apps are screen-reader friendly for customers who use Text-To-Speech (TTS) programs. The Spectrum Access app offers additional accessibility features





Account Number:  
Security Code:



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and is available to the general public. Specialized customer support is available for these and other accessibility features at (844) 762-1301 or [Spectrum.net/page/accessibility](https://www.spectrum.net/page/accessibility).

## BILLING PROCEDURES

**PAYMENT OF CHARGES:** Customers will be billed monthly, for services to be received and in arrears for actual charges incurred for Pay-Per-View, On Demand, per event programming where such charges are based on actual usage, plus pro-rata charges, if any, for periods not previously billed. Bills might not be issued for accounts with a zero balance. Billing may commence on or after the earlier to occur of (a) the activation of any service or device, (b) confirmed delivery of service equipment, (c) 8 days after customer pickup or shipment by Spectrum of devices or equipment. Customer shall pay all monthly charges and all applicable fees and taxes by the due date as listed on the Spectrum monthly bill(s), which may be sent by multiple, separate invoices and/or exclusively by online presentation depending on respective service subscription. Payment methods, including credit card, debit cards and checks will be stored for future use by the customer. It is the customer's obligation to review bills as presented. For a full description of all billing terms and conditions that apply to the Spectrum services, visit [Spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service). Additional fees may apply if a Spectrum Customer Service Representative's assistance is needed to process the transaction.

**SPECTRUM 30-DAY SERVICE GUARANTEE:** New Spectrum TV customers (those who have not been Spectrum customers within the prior 90 days) may qualify for a refund/credit if not fully satisfied with the service. Current customers adding a new level of subscription service qualify to receive a refund/credit only on those newly added services not subscribed to within the previous 90 days. Such refund is valid for Spectrum TV customers who pay for their first month of new or upgraded monthly recurring subscription services. Pay-Per-View and other non-recurring subscription purchases are not refundable nor are any related installation fees that may apply. Spectrum TV customers are limited to one refund or credit per household for a maximum of 30 days of service. For additional restrictions, visit [Spectrum.com/policies/guarantee-new.html](https://www.spectrum.com/policies/guarantee-new.html). Separately, for information concerning purchased equipment returns, visit <https://www.spectrum.com/policies/terms-of-service/returnpolicy.html>

**SERVICE BUNDLE DISCOUNTS:** Spectrum reserves the right to offer, and customer may elect to subscribe to, a combination of Spectrum services for which a bundle discount applies ("Bundled Services"). In the event the customer terminates any service component of such Bundled Services or Spectrum terminates such service component based on customer's failure to comply with the terms of service, Spectrum reserves the right to revert the pricing of the remaining service(s) to the applicable undiscounted price for such service(s).

**MONTHLY SUBSCRIPTION SERVICES:** Subject to restrictions under applicable law, if any, and without abrogating the "Spectrum Residential Customer Guarantee", customer shall be responsible for the full monthly charge (without pro-ration) for those services that are offered on a monthly subscription basis to which the customer has subscribed, regardless of customer's termination of such monthly service prior to the conclusion of the respective subscription month.

**CORRESPONDENCE:** Do not mail written correspondence with your bill statement. Contact Spectrum Customer Service with any additional needs.

**LATE FEE:** Customers can avoid incurring late fees by paying their monthly bill in a timely manner that ensures Spectrum receives payment by the due date. If a customer's account is past due, the customer may be charged an applicable late fee in addition to the past due balance. If the customer's account remains unpaid, the service(s) may be suspended or disconnected.

**PAYMENTS (ONLINE AND BY PHONE):** The payment functionality on Spectrum's website and payment by phone service is provided for the exclusive personal use of Spectrum customers. No payment processor may use this website to effect a payment in the name of a customer without authorization in writing from Spectrum. Any attempt to do so will be considered an unauthorized interference with the intended operation of the website or phone systems and may result in Spectrum's failure to process or accept such payment.

**BILLING DISPUTES:** Customers must notify Spectrum of disputed items within sixty (60) days after the due date on a customer billing statement, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of service, the removal of all Spectrum equipment, and/or imposition of a late payment or service charge. If the customer has more than one account (residential and/or business) served by Spectrum, all Spectrum-provided services at all locations may be subject to suspension or discontinuance of service in the event any one account remains unpaid, and Spectrum may apply any funds received from the customer first to such delinquent account(s). Should the customer wish to resume a service after any suspension, the customer may be subject to a reconnection fee. Should the customer wish to resume a service after termination of service, Spectrum may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

**DISRUPTION OF SERVICE:** Spectrum endeavors to respond and resolve outages in a customer's service within 24 hours of the outage being reported. Unless otherwise required under applicable law, credits are not available for disruptions of service that are beyond Spectrum's reasonable control, not reasonably foreseeable by Spectrum or in any way caused by the customer. Spectrum will otherwise provide the customer with the proportionate credit for qualifying outages that last for 4 or more consecutive hours, after such interruption is reported to us and the customer has requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed the customer's monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges, as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Spectrum be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Spectrum's reasonable control (e.g., actions by programmers). Except where specifically prohibited by law, the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service. State specific service outage credit policies are outlined below:

- Connecticut: If a Customer experiences a video service outage of more than 24 consecutive hours in order to receive a credit for such outage, the Customer must notify Spectrum of such outage, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.

- Maine: If a video service outage occurs for 6 or more consecutive hours in a 30-day period, Spectrum will, upon request, provide a customer with a pro rata credit or rebate.





Account Number:  
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Or, call us at 855-75-SPECTRUM (1-855-757-7328)

• **Massachusetts:** If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such interruption is not caused by the customer.

• **New Jersey:** If a video service outage or other loss of service occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible customers who request a credit from Spectrum, or notify the New Jersey Office of Cable Television and Telecommunications, within thirty (30) days of such outage or loss of service, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.

• **New York:** If a video service outage occurs for at least 4 hours and between 6pm and 12am and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected customers or such outage occurs entirely outside the 6pm to 12am time frame, Spectrum will provide a credit to eligible customers who request a credit within 90 days of such service outage.

• **Vermont:** If a video service outage occurs for 24 or more consecutive hours and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.

**TERMINATION OF SERVICE/DISCONNECTED ACCOUNT:** A customer may terminate service at a Spectrum office in person, by written notice, or by telephone. Refunds or credits, if necessary, will be issued after the return of any Spectrum-owned equipment. Spectrum reserves the right to terminate the customer's service based on delinquent status or any misuse of service. Spectrum will make reasonable efforts, which may include written notices, phone calls, text messages, e-mails, Internet or browser messages, home visits, etc., to contact the customer about a pending suspension or disconnection resulting from an unpaid balance. In the event that the customer's account has been disconnected for nonpayment, the customer may be liable for all reconnect and/or installation fees, past due balance(s), and the first month of reconnected service in advance, in addition to any other applicable charges. If the account remains unpaid, it may be forwarded to a third-party party collection agency for collections, and the customer's credit report may be negatively impacted. Upon termination, Spectrum may charge additional fees on any unpaid balance and reserves any and all other rights it has under the terms and conditions of the customer's service agreement with Spectrum and otherwise under applicable law with respect to billing for service and unreturned equipment. Further, the customer understands and agrees that Spectrum reserves the right to charge customer's credit card on file at termination of service in the amount of ongoing rental fees, any outstanding balance, and/or any unreturned equipment charges, in accordance with applicable law.

### COMPLAINT PROCEDURES

Should a customer have any complaint regarding quality of service, equipment malfunctions, or similar matters, first contact Spectrum Customer Service (available 24 hours a day) at 1-855-757-7328 for residential customers (in Hawaii, call 1-808-582-6100 for residential). If a complaint remains unresolved, the customer may elect to mail a complaint to **Spectrum, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681** or, where applicable, consult the franchise authority or contact the state agencies listed below. States listed below also provide contact information.

• **Connecticut:** In the event an issue is not resolved with Spectrum's customer care representatives, customers may request a confidential, nonbinding mediation with Spectrum and a designated member of the Public Utilities Regulatory Authority, who shall serve as the mediator. If the

mediation is unsuccessful, the customer may file a complaint at <http://www.dpuc.state.ct.us/PURACAIU.NSF/RevWebIntake?OpenFormdpuc.state.ct.us/PURACAIU.NSF/RevWebIntake?OpenForm> and/or contact the Authority at 1-800-382-4586 (toll free within CT), 1-860-827-2622 (outside CT).

• **Hawaii:** Customers may request assistance from the Hawaii Department of Commerce and Consumer Affairs, Cable Television Division by mail at P.O. Box 541, Honolulu, Hawaii 96809, by email at [cabletv@dcca.hawaii.gov](mailto:cabletv@dcca.hawaii.gov), or by phone at 1-808-586-2620 (Oahu), 1-808-974-4000 ext. 62620 (Hawaii), 1-808-984-2400 ext. 62620 (Maui), or 1-808-274-3141 ext. 62620 (Kauai).

• **Maine:** Customers may request assistance from the municipality identified on the monthly statement or from the Department of the Attorney General regarding matters other than channel selection and rates by contacting the Dept. of the Attorney General, Consumer Protection Division at 1-207-626-8800, via email at [Consumer.mediation@maine.gov](mailto:Consumer.mediation@maine.gov), or in writing at 6 State House Station, Augusta, ME 04330.

• **Massachusetts:** Customers who are unsatisfied with the handling of a cable services complaint may contact Consumer Division of the Department of Telecommunications and Cable (DTC) toll free at 1-800-392-6066 or may write to that Dept. at 1000 Washington Street, Suite 820, Boston, MA 02118.

• **Michigan:** Customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or at [michigan.gov/mpsc](http://michigan.gov/mpsc).

• **New Jersey:** Customers may request assistance from the Complaint Officer for their municipality. The Complaint Office for all municipalities, except Palisades Park and Englewood is the State of New Jersey Board of Public Utilities, Office of Cable Television & Telecommunications, 44 S. Clinton Avenue, 1st Floor, Post Office Box 350, Trenton, NJ 08625. Customers may also call 1-800-624-0331. For the Borough of Palisades Park, customers may contact the Complaint Officer at 275 Broad Avenue, Palisades Park, NJ 07650. For the City of Englewood, customers may contact the City Administrator at the Englewood Municipal Building, 2-10 N. Van Brunt Street, Englewood, NJ 07631.

• **New York:** Customers may request assistance from the New York Department of Public Service. They may be contacted at [dps.ny.gov](http://dps.ny.gov). Phone: 1-800-342-3377, Hearing/Speech Impaired: TDD 1-800-662-1220, Fax: 518-472-8502, Mail: Office of Consumer Services, New York State Department of Public Service, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350.

• **North Carolina:** Customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at [ncdoj.gov/cable](http://ncdoj.gov/cable).

• **Vermont:** Customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 1-800-622-4496, sending an email to [PSD.consumer@vermont.gov](mailto:PSD.consumer@vermont.gov) or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.

