



July 16, 2023

Account Number:

Security Code:

Service At:

**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)

**Summary**Service from 07/15/23 through 08/14/23  
details on following pages

|                               |                 |
|-------------------------------|-----------------|
| Previous Balance              | 258.90          |
| Payments Received -Thank You! | -258.90         |
| <b>Remaining Balance</b>      | <b>\$0.00</b>   |
| Spectrum TV®™                 | 125.95          |
| Spectrum Internet™            | 84.99           |
| Spectrum Voice™               | 14.99           |
| Other Charges                 | 22.20           |
| Taxes, Fees and Charges       | 10.77           |
| Current Charges               | \$258.90        |
| <b>Total Due by 08/02/23</b>  | <b>\$258.90</b> |

**Thank you for choosing Spectrum.**

We appreciate your prompt payment and value you as a customer.

4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
8150 1200 NO RP 16 07052023 NNNNNYNY 01 999992SAL ORLANDO  
4525 157TH ST  
FLUSHING NY 11355-1725**NEWS AND INFORMATION****Enroll in Auto Pay today!** Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit [spectrum.net/autopay](https://spectrum.net/autopay).**IMPORTANT BILLING UPDATE**

At Spectrum, we work hard on your behalf to keep prices as low as possible. We value your business and are committed to providing you with the latest products and technology. Despite our best efforts, rising costs have impacted our pricing.

Due to the rising programming fees charged by the TV Networks we carry, their increases will be passed through to our customers.

Effective with your next statement, the following pricing will change:

- Broadcast TV Surcharge will increase by \$1.00 per month.
- Spectrum Bundled Voice will increase by \$5.00 per month.
- Spectrum Internet will increase by \$5.00 per month.

As a valued Spectrum Internet customer, **you are eligible for a credit of \$5.00 per month when you enroll in Auto Pay.** Sign up at [Spectrum.net/autopay](https://spectrum.net/autopay) to avoid any impact to your Internet pricing.**Billing Statements.**Braille or large print billing statements are available by request and can be provided within 30 days of Spectrum's receipt of the request. To request these statement options, contact Spectrum's Customer Care Billing Department at **1-855-707-7328**.

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|                                 |                 |
|---------------------------------|-----------------|
| <b>Total Due by 08/02/23</b>    | <b>\$258.90</b> |
| <b>Amount you are enclosing</b> | <b>\$</b>       |

**Please Remit Payment To:**SPECTRUM  
PO BOX 7186  
PASADENA CA 91109-7186

815012002047040400258905



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## Charge Details

|                          |       |               |
|--------------------------|-------|---------------|
| Previous Balance         |       | 258.90        |
| Check Payment-thank You  | 07/03 | -258.90       |
| <b>Remaining Balance</b> |       | <b>\$0.00</b> |

Payments received after 07/16/23 will appear on your next bill.

Service from 07/15/23 through 08/14/23

## Spectrum TV®™

|  |                           |                 |
|--|---------------------------|-----------------|
| Spectrum TV Select                             |                           | 84.99           |
| Basic TV & Expanded Basic TV Services          |                           |                 |
| TV Select \$65.99 12 Mos                       |                           | -19.00          |
| Your promotional price will expire on 01/14/24 |                           |                 |
| Digi Tier 1                                    |                           | 12.00           |
| Spectrum Receivers                             | 3 Receivers at 10.99 each | 32.97           |
| Italian Passport                               |                           | 14.99           |
| Mediaset, RAI Italia                           |                           |                 |
|  |                           | <b>\$125.95</b> |

Spectrum TV®™ Total \$125.95

## Spectrum Internet™

|                     |  |                |
|---------------------|--|----------------|
| WiFi Service        |  | 5.00           |
| Free Internet Modem |  | 0.00           |
| Spectrum Internet   |  | 79.99          |
|                     |  | <b>\$84.99</b> |

Spectrum Internet™ Total \$84.99

## Spectrum Voice™

## Phone number (718) 762-1192

|   |                |
|---|----------------|
| Unlimited Long Distance   | 14.99          |
| Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.s., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands |                |
|   | <b>\$14.99</b> |

For additional call details,  
please visit [spectrum.net/account](https://spectrum.net/account)

Spectrum Voice™ Total \$14.99

## Other Charges

|                            |                |
|----------------------------|----------------|
| Broadcast TV Surcharge     | 22.20          |
| <b>Other Charges Total</b> | <b>\$22.20</b> |

## Taxes, Fees and Charges

|                                |                |
|--------------------------------|----------------|
| FCC Admin Fee                  | 0.12           |
| Franchise Fee                  | 9.48           |
| PEG Capital Fee                | 1.17           |
| <b>Taxes, Fees and Charges</b> | <b>\$10.77</b> |

Current Charges \$258.90

Total Due by 08/02/23 \$258.90

Messages continued from page 1

Continued on the next page....

Local Store: 71-40 Austin Street, Forest Hills NY 11375 Store Hours: Mon thru Sat 10:00am to 8:00pm; Sun 12:00pm to 5:00pm or The Shops at Skyview Center, 40-24 College Point Blvd, Flushing NY 11354 Store Hours: Mon thru Sat 10:00am to 9:00pm; Sun 10:00am to 6:00pm or 23-58 Bell Blvd, Bayside NY 11360 Store Hours: Mon thru Sat 10:00am to 8:00pm; Sun 12:00pm to 5:00pm

Simplify your life with **Auto Pay!**Spend less time paying your bill  
and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office  
It's Secure - Powerful technology keeps your information safe  
It's Flexible - Use your checking, savings, debit or credit card  
It's **FREE** - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**Visit: [spectrum.net/account](https://spectrum.net/account)

(My Account login required)

## Payment Options

**Pay Online** - Sign in to [Spectrum.net](https://spectrum.net) to pay or view your bill.**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Spectrum.For questions or concerns, please call **1-855-707-7328**.

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**Messages continued from page 1****Telecommunications Relay Service (TRS)**

The Federal Communications Commission (FCC) has adopted use of the **711** dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

For more information about the various types of TRS, see the FCC's consumer fact sheet at <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>. Please dial 711 to be connected to a TRS Center.

**IMPORTANT PROGRAMMING NOTICE:** Effective on or after June 26, 2023, ShopLC will be replaced by Charge TV on channel 92 and 1295. Any scheduled DVR recordings on this channel may need to be reset after this change.

You can change the level of your service or disconnect it free of charge within 30 days of receiving this notice.

For a complete channel lineup, visit [Spectrum.net/channel-lineup](https://spectrum.net/channel-lineup). To view this notice online, visit [Spectrum.net/ProgrammingNotices](https://spectrum.net/ProgrammingNotices).

**Moving is easy with Spectrum!** We'll get your Spectrum services set up in your new home so you can get settled even faster. Manage your account through the My Spectrum App and learn about self-install options to handle your move on your terms. Call 1-844-828-6897 or visit [Spectrum.net/easymove](https://spectrum.net/easymove).

**Download the latest version of the My Spectrum App from your device's app store.** The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

**Billing Information**

**To calculate sales tax** - 21.40% of the charge for phone service is for interstate/international activity.

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit [spectrum.net/taxesandfees](https://spectrum.net/taxesandfees) for more information.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](https://spectrum.com/policies).

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.

**Spectrum Receiver \$10.99** - Charges include \$9.99 for Receiver Rental and \$1.00 for Secure Connection.

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](https://spectrum.net/programmingnotices).

**Recording Video Services** - When you pause or otherwise record any video service (using a set-top device, the Spectrum TV App, or any other means), you are making such copy exclusively for your own personal use, and you are not authorized to use, further reproduce or distribute such copy to any other person or for any other purpose. Furthermore, you are not authorized to make derivative works or public performances or public displays of such copy.

**Authorization to Convert your Check to an Electronic Funds**

**Transfer Debit** - If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

**For NYC DoITT - Cable TV Complaint** - 2 MetroTech Center, 4th Floor, Brooklyn, NY 11201 Phone: 311 or visit their website at: [nyc.gov/complaint](https://nyc.gov/complaint)

**Unresolved inquiries:** New York State Department of Public Service: visit their website at: [www.dps.ny.gov/complaints](https://www.dps.ny.gov/complaints); phone 1-800-342-3377.

**NY Customer Rights:** A summary of your NY Residential Telephone Customer Rights and Obligations is available at [Spectrum.com/NYCustomerRights](https://spectrum.com/NYCustomerRights).

**Spectrum Security Center:** Spectrum offers tools and solutions to keep you and your family safe when connected. Learn how to safeguard your information, detect scams and how to identify fraud alerts. Learn more at [Spectrum.net/SecurityCenter](https://spectrum.net/SecurityCenter).

**Life Support and Other Special Needs Customers:** Pursuant to recently adopted New York PSC regulations related to restoring service in natural disasters or other emergencies, you are welcome to self-identify and provide your contact information if you or a member of your family is on home life support./ Additionally, if you wish to identify yourself or a member of your household as vision-impaired, hearing or speech-impaired, mobility-impaired, over 62 years of age, or as having other special needs, you may call **855-70-SPECTRUM** to inform us.

**Complaint Procedures** - If you disagree with your charges, you need to register a complaint no later than 60 days after the due date on your bill statement.

**Spectrum Voice Provider** - Time Warner Cable® Information Services (New York), LLC d/b/a Time Warner Cable

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment.

For immediate closed captioning concerns, call 1-855-707-7328 or email [closedcaptioningsupport@charter.com](mailto:closedcaptioningsupport@charter.com).

To report a complaint on an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Sr. Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, call 1-877-276-7432 or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com).



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**You have a right not to receive telemarketing calls:**

- from any telemarketer who is not registered with the New York Secretary of State (except for certain persons who are not required to so register);
- that do not identify the telemarketer and the purpose of the call at the beginning of the call;
- that do not provide the telemarketer's address and telephone number;
- that include any false, fraudulent or deceptive information;
- that block or falsify Caller ID;
- from a telemarketer you have asked not to call you; or
- that are placed using an automatic dialing and announcing device that uses a random or sequential number generator to produce the number to be called or that fails to disconnect from your telephone line when you hang up.

Subject to certain exceptions, you have the right to cancel within three (3) business days the purchase on credit of merchandise to be shipped to you, services connected to such merchandise or most vacation club memberships, vacation packages or travel services sold to you by a telephone sales business if the total purchase price is more than \$25 and to receive a refund of any payment that you have made.

**The Affordable Connectivity Program (ACP)** is a federal government program run by the Federal Communications Commission (FCC)./The credit is limited to one monthly Internet discount per household and is non-transferable./You may qualify for the credit if your household income is at or below 200% of the federal poverty guidelines or a member of your household meets at least one of the following criteria:

- Participates in SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or/Lifeline;
- Participates in the NSLP, the School Breakfast Program, or USDA's CEP;
- Received a Federal Pell Grant during the current award year;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations; or
- Meets the eligibility criteria for Spectrum's existing low-income internet program

If ACP ends, or your household is no longer eligible, you will be subject to Spectrum's applicable rates, terms, and conditions. Find out how to enroll by going to [Spectrum.net/acp](https://spectrum.net/acp).

