

## **Good News! Our Spectrum Bulk Package will begin on August 22**

### **Things you need to know**

You will soon receive a postcard from Spectrum that will tell the transition date and give you the information that you need to contact the Spectrum agents.

If you want to change your current package you will need to call Spectrum directly on the number provided on the postcard. You will need to provide your current account number and address. If you are brand new to Spectrum you will be assigned an account number.

If you need new equipment, you can order it to be shipped to you, it usually takes about 1-3 days to receive it. Or you can pick it up at the Spectrum store at 16434 Beach Blvd. near the Target store.

If you want to return equipment that you currently have but will no longer use you can call Spectrum for a return box, or you can return it to the Spectrum store. Be sure you get a receipt for the return.

If you currently have an AT&T landline you can have it moved over to Spectrum and keep your same phone number, by contacting a Spectrum agent.

If you choose to, you may continue with your Direct TV service at your expense.

### **Billing**

The package which includes Spectrum TV Select, 1 DVR box, 1 HD box and Spectrum Internet will be billed directly to Lordon and the monthly cost will be put on to your monthly HOA bill as a separate line item, starting on your September billing.

Anything extra that you already have, for example, land line, extra DVR boxes, Silver TV package, will be billed separately to the account you already have with Spectrum.

**You will be responsible to pay your total last bill. It will not be prorated!**

Example if your monthly bill starts on August 15, you will still need to pay the monthly entire bill.