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. 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.

SPECTRUM RATES, CHANNEL LINEUPS & ADDITIONAL INFORMATION

You may view pricing and channel line-ups available in your area at www.Spectrum.com/Ratecard and 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 for residential customers or 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 or 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.

SPECTRUM INSTALLATION & SERVICE MAINTENANCE POLICIES

Requests for Spectrum TV services may be made via the Internet at 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 for more information, and for customer account information and other features available, visit 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 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/.

PARENTAL CONTROLS: A parental control feature is available to prevent children from watching certain programming based on the customer’s preferences. For more information visit 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
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.

**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. 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 quality 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/returns-policy.

**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 of 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 rate 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/puro/cwp/view.asp?a=3352&q=404030&puroNav_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, 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 (OTC) 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.


• 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 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.