

Spectrum

Welcome

Thank you for choosing Spectrum

1-855-65-SPECTRUM • spectrum.net/greetings



YOUR STEP-BY-STEP
GUIDE TO GETTING STARTED

LEGAL POLICIES & TERMS AND CONDITIONS FOR CHARTER RESIDENTIAL SERVICES

You may obtain a copy of the [Terms and Conditions for Charter's Residential Services, Charter's Legal Policies, and Annual Notice\(s\)](#) at spectrum.net/termsandconditions.

You may not modify the General Terms and Conditions, the Service-specific Terms and Conditions, or Charter's Subscriber Privacy Policy by making any typed, handwritten, or any other changes to it for any purpose. In the event of any conflict between the General Terms and Conditions and the Service-specific Terms and Conditions, the Service-specific Terms and Conditions shall control. Your signature on the work order or handheld receipt presented upon installation of Services and/or your use of Services are evidence of your agreement to all applicable Terms and Conditions of Service. Rates, number of channels, programs/content, services, packages, policies, terms and conditions are subject to change or discontinuance at any time, subject to applicable law. Your continued use of the Services more than 30 days after notice of any change shall be considered your acknowledgement and acceptance of any such changes. The Terms and Conditions for Residential Service do not apply to services sold under the Spectrum Business® brand.

Examples of topics contained in our Terms and Conditions and annual notices include the following:

- **Charges & Billing:** Billing Procedures, Term Contracts, Payment of Charges, Payment by Check, Non-sufficient Funds, Third Party Processing, Charter Refund Policy/30-Day Guarantee, Disruption of Service, Failure to Pay, Late Fees, Security Deposit, Advance Payment, Right to Make Credit Inquiries
- **Installation, Equipment & Cable Compatibility:** Charter Property, Services and Equipment, Parental Control, Inside Wiring, Compatible Remote Controls, Subscriber Property, Access to Subscriber Premises, Special Equipment
- **Taxes & Fees**
- **Termination and Expiration:** Obligations upon Termination, Renewal after Cancellation or Termination, Assignment or Transfer, Restoration of Service
- **Changes to Programming, Content, Services, Rates and Equipment**
- **Use of Services:** Recording of Communications, Programming Disclaimer, Reservation of Rights, Limitation Liability, Service Limitations, Third Party Services, Copying and Reproduction of Programs, Prohibited Uses and Activities, Closed Captioning, License Requirements, Service Calls, Theft of Service
- **Complaint and Arbitration Procedures**
- **Fraud and Misuse of Service**
- **911 Limitations and Battery Backup**

Charter's Privacy Policy is located on page 29 of this book and can also be found at spectrum.net/privacy.

These stickers are provided for you to place on or near your phone or modem.

We're Glad You're Here.

Every day, there are new ways to communicate, participate and share. Every day, the world gets bigger, faster and more connected. With Spectrum, you now have the technology and tools to power it all. We look forward to providing you with the most powerful, advanced services around.

YOUR PRIVACY IS IMPORTANT TO US

For additional information regarding our Legal Policies, Terms and Conditions and other important information, please visit spectrum.net/termsandconditions.

To request a copy of the legal policies, call (855) 657-7328.

The Spectrum logo consists of the word "Spectrum" in a bold, dark blue sans-serif font, followed by a blue right-pointing triangle.

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Note: Services not available in all areas.



CREATE YOUR ONLINE ACCOUNT

Get an all-access pass to your account by creating your free username. Learn about your services, manage your account and more 24/7.

Just visit spectrum.net/createaccount from any computer connected to your home network to create your username.

Note: You will need your customer code and account number to register for your account.

YOUR LOGIN DETAILS

Your online account is your ticket to a more personalized and convenient entertainment experience. Create your account today at spectrum.net/createaccount and write down your username and password below for easy reference.

MY SPECTRUM CREDENTIALS

Note: Once you register, if you forget your password, visit spectrum.net/forgot to reset.

WIFI

VOICE

MANAGING YOUR ACCOUNT ONLINE

Managing your account with spectrum.net or the My Spectrum app is easy.

- View your bill, make a payment, enroll in Auto Pay, edit your existing Auto Pay, enroll in paperless billing, and more.
- Manage and troubleshoot your services, review your subscription, view and manage the equipment associated with your account, troubleshoot any connection issues, manage your Voice features, and more.
- Create additional accounts for other members of your household.

 Learn more at spectrum.net/login

 Available in the [My Spectrum app](#)

PAYING YOUR BILL

Paying your bill online is easy and convenient.

1. Visit spectrum.net/billpay and sign in
2. Choose Pay My Bill
3. Select Make a Payment
4. Select the amount you would like to pay, then click Next
5. Select your method of payment
6. Review and Submit to finalize payment

Be sure to review all your payment details before finalizing your payment online.

 Learn more at spectrum.net/billpay

 Available in the [My Spectrum app](#)

ENROLLING IN AUTO PAY

Setting up Auto Pay is easy and convenient.

1. Visit spectrum.net/autopay and sign in
2. Go to Pay My Bill
3. Choose Enroll in Auto Pay
4. Enter your payment method
5. Review and complete enrollment

That's it!

Auto Pay will activate after your next monthly statement, so please be sure to pay your current bill.

 Learn more at spectrum.net/autopay

 Available in the [My Spectrum app](#)

DOWNLOAD THE MY SPECTRUM APP

The My Spectrum app is a free app you can use to manage your account on iPhones, iPads, and Android phones. With the My Spectrum app, view and pay your bill, access support, and manage other account features.

 Learn more at spectrum.net/myapp

 Watch support video at spectrum.net/ma1

SERVICE THE WAY IT SHOULD BE

Your experience with us should be as seamless and easy as possible, so here are some of the things we've been working on.

FOUR WAYS TO GET HELP

 spectrum.net/answers

 (855) 657-7328

 My Spectrum app

 Visit your local store
spectrum.net/locations

SERVICE ON DEMAND

- › Chat with a live agent from your computer or mobile device at any time.
- › View and manage upcoming service appointments at spectrum.net and the My Spectrum app. For more information, visit spectrum.net/viewappointment.

SELF-SUPPORT

- › Manage your account through My Services or the My Spectrum app.

IN-HOME SERVICE

- › **One-hour arrival windows**
Choose a one-hour arrival window for your service appointment. We'll also tell you how long our visit will take.
- › **We'll check all your services**
Now every time our care technicians come to your home, we'll check to make sure all your connections and equipment are working properly.

It's all here for you 24/7 at spectrum.net/myaccount.

UNDERSTANDING YOUR BILL

1 June 30, 2017

Account Number: **8345 78 555 5555555**
 Security Code: **5555**
 Service At: **5555 MAIN ST
 SAINT LOUIS MO 33333-3333**

2 **Contact Us**
 Visit us at spectrum.net/support
 Or, call us at 855-75-SPECTRUM (1-855-757-7328)

3 **Summary** Service from 07/01/17 through 07/30/17
 details on following pages


Previous Balance	153.81
Payments Received -Thank You!	-153.81
Adjustments	-4.99
Remaining Balance	-44.99
Spectrum TV™	69.97
Spectrum Internet™	48.99
Spectrum Voice™	19.99
Other Charges	6.05
One-Time Charges	5.99
Partial Month Charges	4.51
Taxes, Fees and Charges	7.82
Current Charges	\$163.32

4 **Total Due by 07/20/17** **\$158.33**

Thank you for choosing Spectrum.
 We appreciate your prompt payment and value you as a customer.

6 **SPECTRUM NEWS**

Note. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet are detailed on the following page Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.




5

June 30, 2017

Customer Name
 Account Number: 8345 78 555 5555555
 Service At: 5555 MAIN ST
 SAINT LOUIS MO 33333-3333

8413 EXCELSIOR DR 120 MADISON WI 53717-1970
8634 1000 NO RP 20 09212016 YNNNNYNN 01 999837


CUSTOMER NAME
 5555 MAIN ST
 SAINT LOUIS MO 33333-3333



Total Due by 07/20/17 **\$158.33**

Amount you are enclosing \$

7 **Please Remit Payment To:**
 CHARTER COMMUNICATIONS
 PO BOX 790086
 SAINT LOUIS MO 63179-0086



Page 2 of 2 June 30, 2017

Account Number: 8345 78 555 5555555
 Security Code: 5555

8 **Charge Details**

Previous Balance		153.81
Credit Card Payment	06/02	-100.00
EFT Payment	06/15	-53.81

9 **Payments received after 06/30/17 will appear on your next bill.**

Adjustments

Computerized Change of Service Fee - Adjustment	06/23	-4.99
Adjustments Total		-4.99

Remaining Balance **-44.99**

Service from 07/01/17 through 07/30/17

Spectrum TV™

Spectrum TV Silver	84.99
Promotional Discount	-25.00
Spectrum Receivers	9.98
2 Receivers at \$4.99 each	
Spectrum TV™ Total	\$69.97

10 **Fees & Charges**

FCC Admin Fee	0.08
Franchise Fee	6.41
Municipal PEG Access Fees	1.33
Total	\$7.82

Spectrum TV™ Total **\$77.79**

Spectrum Internet™

Spectrum Internet with WiFi	58.99
Includes -\$6.00 Bundle discount with TV and -\$4.00 promotional discount	-10.00
Total	\$48.99

Spectrum Internet™ Total **\$48.99**

Contact Us
 Visit us at spectrum.net/support
 Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 1000 NO RP 20 09212016 YNNNNYNN 01 999837

Spectrum Voice™

Phone number (555) 555-5555
 Unlimited Long Distance 29.99
 Pkg Includes: Phone Line, Modem, 18 Calling Features & Unlimited Calling within the USA, Canada, Puerto Rico, Us Virgin Islands, Guam & Mexico
 Bundle Discount -10.00
\$19.99

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total **\$19.99**

Other Charges

Wire Maintenance	4.99
3play Wire Maint Free	-4.99
Broadcast TV Surcharge	6.05
Other Charges Total	\$6.05

One-Time Charges

Boss, The Nr (HD)	06/14 8:08p	5.99
One-Time Charges Total		\$5.99

11 **Partial Month Charges**

Spectrum WiFi	06/14-06/30	4.51
Partial Month Charges Total		\$4.51

Current Charges **\$163.32**
Total Due by 07/20/17 **\$158.33**

Billing Information

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.

Continued on the next page...

Local Spectrum Store: 6524 Manchester Ave, St Louis MO Store Hours: Mon thru Fri - 9:00am to 6:00pm; Sat - 9:00am to 1:00pm

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/myaccount
 (My Account login required)

Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at spectrum.net/myaccount.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.



- Statement date, Account number and Security code in upper left corner of each page.
- How to reach us.
- At a glance: your charges, payments and credits for this bill.
- Payment due date.

- Payment coupon for your convenience. Simply tear it off and mail.
- Important messages, reminders and offers. You'll find special events, savings opportunities, news and promotions.
- Be sure our address shows in the return envelope window.

- Itemized details of transactions during this period.
- Adjustments showing any additional credits or fees applied.
- Required telecommunications Taxes, Fees and Charges. For information, please see the Billing Information section of your bill.

- Broadcast TV surcharge—A pass through reflecting charges assessed to Charter by the local broadcasters, or local "network affiliated" TV stations.
- Partial Monthly Charges from the date your services started through the first date of your regular billing period.

 Learn more at spectrum.net/readmybill

 Available in the **My Spectrum app**



PROGRAMMING YOUR REMOTE

Your Spectrum Remote can be programmed to control your TV and other devices. Find your remote below and follow the instructions to pair your remote to your TV.

To start programming, identify your remote. Check underneath the battery cover for the model number. Some of our most common remotes are pictured below. Visit spectrum.net/myremote for a complete list of our remotes and instructions.

 Learn more about your remote at spectrum.net/myremote

 Watch support video at spectrum.net/tv3

 Available in the **My Spectrum app**

IF YOUR REMOTE LOOKS LIKE THIS, FOLLOW THESE STEPS:



MODEL:
1060BC2/1060BC3

1. Turn on the TV you'd like to program your remote to control.
2. Press the TV button on your remote and wait for it to blink once. Then press and hold the SETUP button until the TV button blinks twice.
3. Enter the first setup code for your TV's brand from the code table using the number pad on your remote control.

TV Brand	Most Popular Codes
Insignia / Dynex	11423, 11780, 11564, 10171, 11204
LG / Zenith	11423, 10017, 11265, 10178, 10700
Panasonic	10250, 11480, 11457, 10051, 10650
Philips / Magnavox	11454, 11866, 10054, 10690, 11154
RCA / TCL	11547, 10178, 11447, 10047, 10051
Samsung	10812, 10060, 10702, 10178, 10650
Sharp	10818, 10093, 10688, 10851, 11602
Sony	10000, 10810, 10834, 11317, 11685
Toshiba	11524, 10156, 11256, 10265, 10060
Vizio	11758, 10864, 10885, 11756

4. Your TV button will blink twice if the code you entered is accepted. If the button doesn't blink twice, return to step 3 and try the same code again.
5. If the code is accepted, press POWER once and your TV will turn off. If your TV doesn't turn off, please return to step 3, enter the next setup code, and follow steps 4-6 until your TV powers off.
6. Once your TV has turned off, press POWER again to turn your TV back on. Your remote will now control your TV when you press the TV button.

Note: If your remote does not control your device after following the steps above, visit spectrum.net/myremote for additional instructions.

IF YOUR REMOTE LOOKS LIKE THIS, FOLLOW THESE STEPS:



MODEL:
CLIKR-5: UR5U-8780L

1. Turn on the device, such as your TV, that you want the remote to operate.
2. Point the remote at the device. Press and hold the corresponding device button [such as TV, DVD, CBL] until the LED blinks once and stays on.
3. While continuing to hold the device button, press the quick number assigned to your brand.

TV Brand	Quick Number
Sanyo	0
Sony	1
Samsung	2
LG / Zenith	3
Toshiba	4
Panasonic	5
Philips / Magnavox	6
Hitachi	7
Sharp	8
Vizio	9

4. Release both the device button and the number button to save the code. The device LED will blink twice to confirm the code is stored.
5. Press the power button. If your device turns off, programming for that device is complete.

Note: If your remote does not control your device after following the steps above, visit spectrum.net/myremote for additional instructions.

IF YOUR REMOTE LOOKS LIKE THIS, FOLLOW THESE STEPS:



MODEL:
URC 1160

1. Make sure your TV is powered on.
2. Simultaneously press and hold MENU and OK keys on remote until the INPUT key blinks twice.
3. Press and release the TV POWER key once.
4. Find your TV's brand in the chart. Press and hold down the digit key that corresponds to your TV's brand.

TV Brand	Digit
Insignia / Dynex	1
LG / Zenith	2
Panasonic	3
Philips / Magnavox	4
RCA / TCL	5
Samsung	6
Sharp	7
Sony	8
Toshiba	9
Vizio	0

5. The TV will turn off to confirm that you've successfully programmed your device.

Note: If your remote does not control your device after following the steps above, visit spectrum.net/myremote for additional instructions.

ACCESSING 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 (Select, Silver or Gold) or by category (Lifestyle, Movies, Sports).

 View channels at spectrum.net/channels

 Available in the [My Spectrum app](#)

DVR

Take complete control of your TV experience. Pause live broadcasts and use customized recording options so you can watch your favorite shows on your terms. To access your DVR press the DVR button or LIST button on your remote.

 Learn more at spectrum.net/dvrinfo

 Available in the [My Spectrum app](#)

PARENTAL CONTROLS

Parental Controls allow you to restrict viewing and purchases of TV programming. To access your Parental Control settings, go to the Main Menu on your program guide and set up your controls based on your viewing preferences.

You can also manage your Parental Controls on spectrum.net. Simply sign in and select Manage Equipment under the Account & Billing section.

 Learn more at spectrum.net/mycontrols

REFRESHING YOUR SPECTRUM RECEIVER

If your Spectrum Receiver isn't working properly, a refresh can help resolve many issues without affecting your recordings or service. If you are experiencing any of the below issues, refreshing your receiver may fix your issues:

- Missing channels
- Problems with the interactive guide
- No picture
- Poor picture quality

To refresh your receiver:

1. On your PC go to spectrum.net and sign in
2. Locate Manage Equipment under the Account & Billing section.
3. Select the Troubleshoot tab.
4. Select TV from the "Which service are you having an issue with?" dropdown.
5. If you have more than one receiver, click the Troubleshoot button for the appropriate device.
6. Select a symptom from the list.
7. Select the Reboot My Box button.

 Learn more at spectrum.net/refreshTV

 Watch support video at spectrum.net/tv6

 Available in the [My Spectrum app](#)

FIXING PICTURE QUALITY ISSUES

There are a couple of easy things you can do to troubleshoot your Video Picture.

- Check all your cables from your TV to your Spectrum Receiver, and from the Coaxial cable from the wall to your Spectrum Receiver. Make sure they are tight!
- Try refreshing your receiver on spectrum.net under Manage Account.
- If cables are tight, unplug your receiver for 15 seconds and then plug it back in and power on. It may take several minutes for the receiver to reboot; once it's rebooted check the video picture.

 Learn more at spectrum.net/tvpicture

 Available in the [My Spectrum app](#)

SPECTRUM TV APP

The Spectrum TV app gives you the ability to watch your favorite content virtually anywhere on multiple devices.

With the Spectrum TV app, enjoy hundreds of live TV channels and thousands of On Demand TV shows and movies in your home. Plus, when you are on-the-go, enjoy up to 150 live channels and up to 20,000 On Demand titles anywhere you have an Internet connection.

The Spectrum TV app can be watched in or out of your home depending on the device used, and can be downloaded to your mobile device from your app store or to your Roku, Xbox One, or Samsung Smart TV through the device console.

Note: Channel availability varies by area. Content for Spectrum TV app on Mobile may differ from that of Spectrum TV subscription package due to programming rights in some markets.

Spectrum TV app requires Spectrum TV and a connection to the Internet. Spectrum TV is supported on the following devices: current generation Roku 2, 3 or 4, iPad or iPhone with iOS 8 or later, Android 2.3 or later phone, Android 4.0 or later tablet, Kindle Fire HD/HDX, Xbox One, Samsung Smart TV (2012 or later models), and laptops/computers with Internet Explorer 10 or later, Firefox 39 or later, Chrome 41 or later, Safari 5 or later and Opera 28 or later.

SPECTRUM TV APP ON MOBILE DEVICES

Use the Spectrum TV app to watch live TV with your mobile phone or tablet anywhere in your home. You can also stream content from many channels using a WiFi or cellular connection when you are away from home.

How to download the Spectrum TV app on Mobile Devices:

1. Search for "Spectrum TV app" in the app store on your iOS or Android smartphone or tablet. Once you find the app, install it on your device.
2. Open the app and sign in using your Spectrum username and password.

Note: If you need to create/reset your spectrum.net email or password, visit spectrum.net/login.

An authorized modem is required for the in-home experience, which enables the maximum streaming options.

SPECTRUM TV APP ON CONNECTED DEVICES

The Spectrum TV app on connected devices (Roku, Xbox One, and Samsung Smart TV) gives you more choices for watching your favorite programming anywhere in your home. Watch Live TV and On Demand content, browse Guide listings, and much more.

How to download the Spectrum TV app on Connected Devices:

1. Search for "Spectrum TV app" in the channel store on your Roku, Xbox One, or Samsung Smart TV console. Once you find the app, install it on your device.
2. Open the app and sign in using your Spectrum username and password.

Note: If you need to create/reset your spectrum.net email or password, visit spectrum.net/login.

An authorized modem is required for the in-home experience, which enables the maximum streaming options.

 Learn more at spectrum.net/tvapp

 Available in the [My Spectrum app](#)

 Watch support video at spectrum.net/tv7

WATCH TV ONLINE AT SPECTRUMTV.COM

SpectrumTV.com provides easy access to your favorite shows/movies and the ability to watch TV online virtually anywhere on your desktop or tablet.

 Learn more at spectrum.net/spectrumtv

TV CHANNEL APPS

With TV channel apps, enjoy shows, sports and movies everywhere you go. With channel apps, catch all the action of your favorite shows no matter where you are. Use your tablet, smartphone or other mobile devices to access apps for 80+ networks.

HOW TO ACCESS TV CHANNEL APPS:

1. Go to spectrum.net/tveapps.
2. Browse through all the available networks and choose the channel apps you would like to download. Select the link for more information or go to the app store to download the app.
3. Once you've downloaded apps, sign in to each by selecting Spectrum as your provider and entering your username/password.

Note: Must be subscribed to the channel to have access to that channel's app. Availability across device types may vary.

 Learn more at spectrum.net/tveapps

 Available in the [My Spectrum app](#)



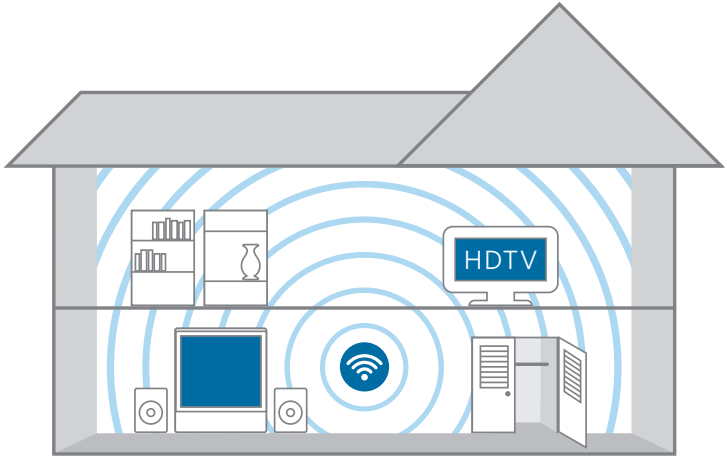
WIFI

WHERE TO PLACE YOUR ROUTER FOR BEST CONNECTION:

Place your Wireless Modem or WiFi Router in a central and open location. We recommend a wired Internet connection for high bandwidth usage devices such as Smart TVs, TV streaming devices and gaming consoles—doing so helps avoid interference and increases available WiFi bandwidth for other devices.

 Learn more at spectrum.net/wifihelp

 Available in the [My Spectrum app](#)



Do place in a central location.

Do place on a raised surface.

Do place in an open space.

Don't place in a media center or closet.

Don't place near wireless or radio signals like cordless phones.

Don't place behind a TV.

WIFI NETWORK NAME AND PASSWORD

You can manage your In-Home WiFi network at spectrum.net. From here, you can view your customized settings, such as WiFi Network Name (SSID) and Network Key (Password).

 Learn more at spectrum.net/wifiname

 Available in the [My Spectrum app](#)

TROUBLESHOOTING YOUR INTERNET SERVICE

If you are experiencing slow speeds or if your WiFi connection is intermittent, check the following:

- Distance from the Wireless Modem or WiFi Router: The farther away from the WiFi Router you are, the weaker your signal will be—try moving closer to your WiFi Router to see if the connection improves. WiFi signal strength may deteriorate over longer distances and as it passes through the construction materials of your home.
- Wireless Modem or WiFi Router Location and Obstacles: Your WiFi Router should be placed in a central location for best coverage.

 Learn more at spectrum.net/wifihelp

If you still continue to experience slow speeds, try resetting your Internet modem by following these steps:

1. Unplug the power cord from the back of the modem.
2. Wait 30 seconds, then reconnect power to the modem.
3. Wait two minutes to allow the modem to connect. The modem connection lights will be solid.
4. Confirm you are connected to the Internet by surfing to two or more web pages.

 Learn more at spectrum.net/modemreboot

 Watch support video at spectrum.net/in3

 Available in the [My Spectrum app](#)

SECURITY SUITE

Security Suite helps keep your family protected online. Download it today at spectrum.net/security.

- No need to purchase expensive security software.
- Spyware protection and removal helps guard against theft.
- Anti-Virus automatically updates to protect against new threats.
- Secure personal firewall helps stop hackers from breaking into your computer.

 Learn more at spectrum.net/securitysuite

EMAIL

Spectrum Internet customers get up to 7 mailboxes with 5GB of storage each. To set up your email address, log in to spectrum.net with your username and go to the Internet settings page. Click the link that says Create Mailbox, then follow the on-screen instructions.

 Learn more at mail.brighthouse.com

 Available in the [My Spectrum app](#)

SPECTRUM WIFI

With your Spectrum Internet service, you have access to thousands of WiFi hotspots nationwide. Save on your cell phone data plan by using Spectrum WiFi when you are away from home. Just look for Spectrum WiFi or CableWiFi networks to connect.

 Learn more at spectrum.net/findwifi

 Available in the [My Spectrum app](#)



SETTING UP YOUR VOICEMAIL

ACTIVATING VOICEMAIL—FIRST TIME ACCESS

To activate and set up your voicemail from your home phone, dial *98. Follow the voice prompts to create a PIN and set up a greeting and mailbox options.

Please note, Voicemail should be set up within the first 90 days. Customers who wait more than 90 days to set up their Voicemail will need to contact Spectrum Customer Service to have the service initialized before following the Voicemail setup instructions.

 Learn more at spectrum.net/setupvoicemail

ACCESSING VOICEMAIL

FROM YOUR COMPUTER OR MOBILE DEVICE:

- Visit the voice feature management tool at spectrum.net/phone, then select Manage Phone Features.

FROM YOUR HOME PHONE:

- Dial *98

FROM OUTSIDE YOUR HOME:

- Dial your 10-digit home phone number
- Press * when you hear the greeting
- Enter your PIN, followed by the # sign

 Learn more at spectrum.net/phone

VOICE FEATURE MANAGEMENT PORTAL

Use the voice feature management portal on your computer or mobile device to check your voicemail, manage voice features and access call history.

 Learn more at spectrum.net/phone

 Watch support video at spectrum.net/vc3



CALLING FEATURES

FEATURE	CONFIGURE IN VOICE ONLINE MANAGER	ACTIVATE	DEACTIVATE
3-WAY CALLING Lets you talk to two people in different locations at the same time	✓	FLASH	
BLOCK COLLECT CALLS Blocks incoming collect calls			
BLOCK INTERNATIONAL CALLS Blocks outbound international calls			
BLOCK OUTBOUND CALLER ID Prevents the party you're calling from seeing your name and number	✓	*67	*82
BLOCK UNWANTED CALLERS Routes up to 32 numbers to a message stating calls aren't being accepted	✓		
CALL WAITING While on the phone, a soft beep lets you know another person is calling	✓	FLASH	*70
FORWARD ALL CALLS Forwards incoming calls from your phone to another number	✓	*72	*73
FORWARD SELECTED CALLS Forwards incoming calls from up to 32 numbers from your home phone to another number	✓		
READABLE VOICEMAIL Takes voicemail messages and transcribes them to text	✓		
SPEED DIAL Lets you program up to 8 phone numbers for fast, one-digit dialing	✓	*74	

 Learn more at spectrum.net/callfeatures

ENHANCED 911 (E911)

To reach fire, police or ambulance services, just dial 911.

To help you remember to dial 911 IMMEDIATELY in case of any emergency, we've provided stickers to place on or near your phone (see inside back cover).

Enhanced 911 (E911) automatically provides the emergency service operator with your phone number and location.

To ensure that 911 calls are properly routed:

- Don't move the equipment installed in your home to another location.
- If you use our service from an address that's different from the one you initially provided, the E911 service won't work properly.
- When you plan to move and need to change your service address, please call Customer Care so that we can properly move your service.

BATTERY BACKUP

Spectrum Voice uses the electrical power in your home, so if there's a power outage all calling will be interrupted—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) 657-7328.

 Learn more at spectrum.net/battery

TROUBLESHOOTING YOUR VOICE SERVICE

If you are experiencing trouble with your phone services, such as no dial tone, you should reset your Voice modem by unplugging the power cord for 30 seconds and reconnecting.

You can also reset your Voice modem by following these simple steps:

1. Unplug the power cord from the back of the modem and remove any batteries.
2. Wait 30 seconds, then reinsert any batteries and reconnect power to the modem.
3. Wait two minutes to allow the modem to connect. The modem connection lights will be solid.
4. Attempt to make a phone call.

 Learn more at spectrum.net/voicehelp

SPECTRUM CUSTOMER PRIVACY POLICY

[FOR MAILED/PDF CABLE ACT POLICY]

We value the trust you place in us when you subscribe to Spectrum branded cable video, Internet, phone, and/or home security services (collectively, the "Spectrum Services"). We take the responsibility of protecting your privacy and the information we collect seriously. The Spectrum Customer Privacy Policy (the "Privacy Policy") describes the types of information we collect; how we use and share that information; and the choices you have regarding such use and sharing. It also describes the legal limitations imposed on our collection, use and sharing of information that personally identifies you; how long we maintain that information; how you may access, review and correct that information; and your rights under federal law and this Privacy Policy concerning such information.

We will provide written copies of the then current Customer Privacy Policy as required by law. However, we may change the Privacy Policy as indicated below. To keep you informed of our current practices, the most up-to-date version of this Privacy Policy will be posted at www.spectrum.com/privacy.

The Spectrum Customer Privacy Policy only applies to subscribers of one or more of the Spectrum Services provided by Charter Communications Operating, LLC and its subsidiaries. To review the full Spectrum Privacy Policy, please visit www.spectrum.com/privacy.

Depending upon the Spectrum Service(s) to which you subscribe, parts of this Privacy Policy may not be applicable to you.

Additionally, this Privacy Policy does not cover:

- information that may be collected 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 (i.e., Spectrum products, services, websites and mobile applications (sometimes referred to as the "Spectrum Platform"); or
- information collected by devices we do not control where the manufacturer has enabled information gathering capabilities.

You should read the privacy policies for these other products, services, websites, and applications to understand their privacy practices.

Also, certain services offered through Spectrum Enterprise may be subject to contracts that contain additional or different privacy-related terms and conditions. In such event, the terms of those contracts control.

COLLECTION OF INFORMATION

In order to provide and market services to you, we collect a variety of information about you when you communicate with us, when you use our products and services, and when you access our websites and applications. Some of this information is collected when you provide it to us directly, such as when you create an account, enter a contest or respond to a customer survey, or contact a customer service representative. Some of the information is collected automatically when you interact with our websites and applications or use our products and services. We may also collect information about you from third parties. The information collected depends on how you access and use the Spectrum products, services, websites and applications. If you are a Spectrum customer and you allow others to access and use your accounts, products or services, we will collect information about those users, as well.

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 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, 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.

Information We Collect Through the Spectrum Platform

We may automatically collect information about your use of our services, products, websites and applications in order to provide you with the service. Federal laws limit how we use and disclose the service usage information described below. Therefore, we will only use and disclose this information to provide the products and services you use and as described in this Privacy Policy. When we provide service, we collect information such as:

- device information, including but not limited to the device identifiers, the number of devices connected to our network, network addresses, and technical configurations of the equipment use 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.

Service usage information automatically collected includes:

- the channels, programs, and advertisements you viewed and how long you viewed such content when you subscribe to our video service ("Video Usage Information");
- content of emails, files and other information when it is necessary to provide you with the products or features of the services you use, such as email, cloud storage, and voicemail;
- the websites you visit when you are using our Internet service, in order to provide the service and connect you to the other sites and services you request ("Internet Usage Information");
- call records, including the phone numbers that you call and that call you, and the times and dates of those calls, when you subscribe to our phone service ("Call Detail Information"); and
- video recordings and alarm settings, when you subscribe to our home security service.

When you visit or use Spectrum websites and mobile applications, we collect information about your interactions within the website or applications, including where you browse, what you search, and any purchases you make within those sites and apps. 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 you just left, and the website you go to next. The collection of this information, including IP addresses and the referring websites, is required in order for users to communicate 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.

Information Obtained from Third Parties

We may also collect information from third parties to verify information you have provided and from credit reporting agencies to, for example, 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.

Sometimes, we also obtain additional information from outside sources to supplement the information we collect from you. We may collect commercially available demographic information about you or your community available from third parties such as research consultants and marketing firms, 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.

We may also 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.

USE OF INFORMATION

First and foremost, we use the information we collect to provide you with reliable, high quality products and services, which includes using the information we collect to communicate with you, make improvements, 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 may also use the information we collect to create operational and marketing reports, and to show you more relevant advertising, whether through our own services and websites, or on third party services and websites. We do not sell or otherwise share our Internet customers' Internet Usage Information, including web browsing histories obtained through our Internet service, with third parties for their own marketing or advertising purposes. In the event that we change these business practices, we would provide customers with any required notice and obtain any required consent.

To Provide and Improve our Products, Services, 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 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 are a website visitor, 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, 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

Our business and marketing reports use Combined Information to provide insights into what products and services our customers are using, how long they are using our products and services, and how some of our services are accessed. 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 or app or a third party’s platform. We may create similar reports in the phone, broadband, and home security contexts that measure and analyze service usage information, such as the peak times of usage, the amount of bandwidth used, and the amount of data stored on our systems (but not the content).

These reports only contain de-identified or aggregated information; and they do not contain information that personally identifies you.

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 de-identified or aggregate reports with third parties, as described in “When We Share Information with Others.” 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 AND TRACKING

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. We do not store sensitive information such as your password, e-mail address or credit card number in cookies. Cookies enable us to control the display of ads, track usage patterns, help diagnose problems with our services, gather demographic information, analyze trends, conduct research, and otherwise administer the Spectrum services.

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. No information that personally identifies you, such as your name, address, phone number or email address, is collected or used in this process.

WHEN WE SHARE INFORMATION WITH OTHERS

We share information with others when it is necessary to provide you with the products and services you request 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 and unaffiliated third parties for their own marketing activities only after we have obtained any necessary consent 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 customer service, system maintenance or supporting the features of this App. These third-party service providers are authorized to use your personal information only as necessary to provide these services on our behalf.

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.

Affiliates

We may share information about you with our affiliates 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 our affiliates for their own marketing purposes, when we have any necessary consent required to do so.

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 for or the 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 Spectrum services, we may be required 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 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

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.

If you subscribe to Spectrum services covered by the Cable Act, federal law allows us to share your name and address with non-affiliated third parties, including advertisers and marketing entities, for non-service related purposes, unless you object in advance to such sharing. This is often referred to as the "mailing list" exception. At this time, we do not share this information with third parties. If we decide to do this in the future, we will provide you notice and an opportunity to opt-out of such sharing.

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 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.

YOUR RIGHTS AND OUR LIMITATIONS UNDER FEDERAL LAWS

The Cable Act and the Communications Act imposes limitations on our collections, use, and sharing of information that personally identifies you when you subscribe to cable video and telecommunications services, or other services delivered by Spectrum cable services (the "Spectrum Services"). The Communications Act restrictions apply to telecommunications services,

which includes Spectrum phone and Internet services.

The Cable Act also limits how long we maintain information that personally identifies subscribers to the Spectrum Services, and provides subscribers with the right to access, review and correct that information. Subscribers to the Spectrum Services may enforce the limitations imposed on us by federal law with respect to the collection and disclosure of personally identifiable information about you as a subscriber to one of these services 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.

The Cable Act and Personally Identifiable Information

Section 631 of the Cable Act gives a subscriber to the Spectrum 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, anonymous, 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 Services or other services we provide and to detect unauthorized reception or use of the Spectrum 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.

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 our phone or Internet 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.

YOUR CHOICES

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. If you subscribe to Spectrum services, you may go to <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;
- to limit our use of your Video Usage Information, Combined Information, or our business and marketing reports to direct addressable advertisements or interest-based advertisements to you.

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 do not have access to Internet service, you may call us at 855-657-7328 to be added to any of these lists. 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.

CPNI

If you subscribe to our telecommunications services, 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 you, as a subscriber of a telecommunications 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 to market these other communications-related services by calling us at 855-657-7328.

We also offer various other non-communications related services, such as the Spectrum cable video service. 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 such non-communications related products or services. If you consent, we may use Your CPNI for the duration of such interaction to offer you those additional services.

SECURITY

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 or www.OnGuardOnline.gov.

INFORMATION RETENTION

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 the services 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, in some instances. If you are no longer a subscriber to any Spectrum service, we will keep information that personally identifies you as long as necessary to comply with the laws governing our business, such as business, tax, or other legal purposes

ACCESSING AND CORRECTING INFORMATION

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

If you subscribe to a service governed by the Cable Act 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 and we will be glad to 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 855-657-7328, 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.

CHILDREN'S PRIVACY

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

CHANGES TO THIS PRIVACY POLICY

The most current version of our Privacy Policy is published and maintained at www.spectrum.com. We may modify this Privacy Policy at any time, and 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.

CALIFORNIA PRIVACY RIGHTS

California law entitles our California customers to request additional information from a business which shares personally identifiable information with third parties for their 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, we will provide you with the names and addresses of our same-branded affiliates and a list of personally identifiable information that we may have shared with them.

CONTACT

If you have any questions about our privacy protections and policies, please 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.



THE BEST FOR BUSINESS.

Spectrum Business Internet, Voice and TV beat the competition.

**NO
CONTRACTS**



100MBPS INTERNET

For only

\$44⁹⁹
/mo when bundled
for first year*

BUSINESS VOICE

For only

\$29⁹⁹
/mo per line
for first year**

TV FOR ONLY \$24.99/MO FOR FIRST YEAR***

WE'LL BUY OUT YOUR CONTRACT[^]

RISK-FREE 30-DAY MONEY-BACK GUARANTEE[†]

**CALL FOR BUSINESS SOLUTIONS
866-974-5047**

Limited-time offer; subject to change. Qualified business customers only. Must not have subscribed to applicable services within the previous 30 days and have no outstanding obligation to Charter. Offer Details: *\$44.99 Internet offer when bundled with TV or Voice, includes Spectrum Business Internet Plus with 100Mbps download speeds, web hosting, email addresses, security suite and cloud backup. **\$29.99 Voice offer when bundled with Internet or TV includes one business phone line with calling features and unlimited local and long distance. ***\$24.99 TV offer includes Spectrum Business TV with 45+ channels including local broadcast channels. Standard rates apply after year one. Install, other equipment, taxes, fees and surcharges extra; additional services are extra. Restrictions apply. [^]For contract buyout qualifications, go to Spectrum.com/buyout. [†]For Risk-Free, 30-Day Money-Back Guarantee, visit Spectrum.com/guarantee. General Terms: TV: TV equipment may be required, charges may apply. Channel and HD programming availability based on level of service. INTERNET: Available Internet speeds may vary by address. VOICE: Unlimited calling includes calls within the U.S., Canada, Mexico, Puerto Rico, Guam, the Virgin Islands and more. Taxes and fees included in the price. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2017 Charter Communications.