



1-855-75-SPECTRUM • spectrum.net/welcome

Welcome

Thank you for choosing Spectrum



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.com/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 50 of this book and can also be found at spectrum.com/privacy.

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.com/termsandconditions.

To request a copy of the legal policies, call 1-855-75-SPECTRUM.



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.

IT'S EASY TO GET STARTED

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

ACCESS YOUR ACCOUNT ONLINE

- View your account summary including your current balances
- Pay your bill and set up automatic payments
- Switch to paperless statements
- See recent payments and Pay-Per-View/On Demand purchases
- View or reschedule installation or service appointments
- View Call Detail records

MANAGE YOUR PROFILE

- Change your username, password, security questions and answers
- Change your primary contact email address
- Create and manage your spectrum.net email addresses
- Download and manage your Security Suite
- Manage Email Parental Controls

MORE WAYS TO WATCH

- When you create your username, you can download the Spectrum TV App and enjoy 180+ live channels anywhere in your home
- Watch 60+ networks on the go with your tablet, smartphone and other devices

Visit spectrum.net/createaccount today!

YOUR ACCOUNT 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.NET CREDENTIALS

USERNAME:

PASSWORD:

Note: Once you register, you may change your password by hovering over My Account and clicking on Settings.

WIFI

NETWORK NAME (SSID):

NETWORK KEY (PASSWORD):

VOICE

MY PHONE NUMBER:

MY VOICEMAIL PIN:

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



Get ready to experience
LIFE IN DIGITAL

QUICK START 8



TV 12

| | |
|------------------------------------|----|
| Getting Started | 12 |
| Search TV Listings | 12 |
| Your Remote Control | 16 |
| How to Program Your Remote Control | 17 |
| Customize Your Digital TV Service | 18 |
| Closed Captioning | 19 |
| Parental Controls | 20 |
| Favorites | 21 |
| Changing Your Settings | 22 |
| On Demand - Channel 1 | 22 |
| Additional Features | 23 |
| DVR | 24 |
| Spectrum TV App | 28 |
| TV Everywhere - Channel Apps | 29 |
| FAQs | 30 |
| Troubleshooting | 31 |
| Connecting Components | 32 |



INTERNET 35

| | |
|-----------------|----|
| Spectrum.net | 35 |
| In-home WiFi | 36 |
| Troubleshooting | 37 |
| Security Suite | 38 |



VOICE 41

| | |
|----------------------|----|
| Voicemail | 41 |
| Calling Features | 42 |
| Making Calls | 45 |
| Directory Assistance | 45 |



YOUR ACCOUNT 5

| | |
|------------------------|----|
| Your Account Details | 5 |
| Reading Your Statement | 47 |
| Privacy Policy | 50 |
| FAQs | 58 |

Note: Services not available in all areas. Please review the Service Details, Policies and Customer Agreements brochure for important information.

QUICK START

The essentials to get you up and running

TV

MEET YOUR GUIDE

The Interactive Program Guide is your map to everything that's on TV. Open it by pressing **GUIDE**  on your remote, then use the **Directional**  buttons to move from listing to listing. Press **INFO**  to learn more about a listing and **OK/SEL**  to watch.

TRY ON DEMAND *(where available)*

Tune to Channel 1 or press **ON DEMAND**  on your remote for instant access to thousands of free movies and shows. Search and select by category using the **Directional**  buttons and **OK/SEL** .

DVR *(available by subscription)*

If you have DVR, you can control live TV using the **Command**     buttons on your remote, like you would a DVD player. To record a show, simply press **REC** . You'll find complete DVR instructions starting on page 24.

SPECTRUM TV APP + TV EVERYWHERE

Watch TV anywhere in your home with the free Spectrum TV App. Just search for "Spectrum TV App" in your app store and download the app to your mobile device.

With TV Everywhere, enjoy shows, sports and movies everywhere you go with over 60 channel apps. Just visit spectrum.net/tveverywhere to download the channel apps you're interested in.

DOWNLOAD THE LATEST CHANNEL LINEUP

See all your choices on one easy reference card with the most up-to-date listing of the stations and networks in your area. To download your copy, visit spectrum.net/channels.

PARENTAL CONTROLS

Parental Locks allow you to restrict viewing and purchases of TV programming based on your viewing preferences. You'll find complete instructions on how to activate and manage Parental Controls on page 20.

Note: Digital Service requires a digital receiver.

Internet

START USING YOUR ONLINE FEATURES

Create your username and password by going to spectrum.net/createaccount.

ENJOY SPECTRUM.NET

Watch TV or view your customized TV guide.

START USING YOUR EMAIL

Simply go to spectrum.net and sign in with your username and password. Click on the Email icon, which is in the upper right corner, to begin connecting instantly with friends and family.

MANAGE YOUR ACCOUNT

With My Account you can view, schedule and make payments online. Sign in at spectrum.net/myaccount and choose Change Bill Delivery Option.

DOWNLOAD SECURITY SUITE

Protect yourself against online threats by downloading our comprehensive security software. Go to spectrum.net/security to install.

Voice

SET UP YOUR VOICEMAIL NOW:

- 1 From your home phone, dial *99.
- 2 Create your PIN when prompted.
- 3 Record your name and personal greeting.

That's it! You're ready to start receiving messages.

USING YOUR CALLING FEATURES

As a Spectrum Voice customer, you also have access to useful calling features such as Call Waiting, Call Forwarding and more. To quickly learn how to use your Calling Features, turn to page 42.



Spectrum TV

Enjoy entertainment on your terms

Watch what you want, when you want, where you want with TV that revolves around you. Spectrum gives you access to the best entertainment available from your favorite HD channels to a robust On Demand library with thousands of shows and movies available instantly plus free apps let you watch TV anywhere in your home.

GETTING STARTED

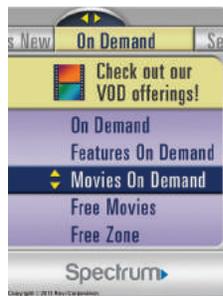
INTERACTIVE PROGRAM GUIDE

The Interactive Program Guide lets you see what's playing on other channels without missing the show you're watching. You can use it to find program listings, view program descriptions, set Parental Controls, access On Demand programming, view HD, set individual and series DVR recordings, order Pay-Per-View, access settings and more!

QUICKMENU

QuickMenu is available for users to browse and access a list of services including Search, On Demand, HD, Favorite Channels, Parental Controls and more. To use the QuickMenu:

- 1 Press **MENU** once on the remote control.
- 2 Use the **Left** and **Right** buttons to browse each category.
- 3 Use the **Up** and **Down** buttons to browse the items listed within a category.
- 4 Press **OK/SEL** to access highlighted items.
- 5 To exit the QuickMenu, press **EXIT**.



SEARCH TV LISTINGS

LISTINGS BY TIME

The Interactive Program Guide gives you easy access to all the features of TV in Digital. Simply press **GUIDE** on your remote, then select from the options available.



NAVIGATING LISTINGS

- Press **GUIDE** to go to program listings for the current hour.
- Use the **Up** and **Down** buttons to navigate program titles, and the **Left** and **Right** buttons to see program listings for later that day and for future days.
- Highlight a program title and press **OK/SEL**. If the program is on now, you will tune to it. If the program is on later, you will see an information screen that provides program details and other features.
- Press **INFO** to see detailed program information for any highlighted title.
- For faster searching:
 - Use the **PAGE** buttons to see the listings one page at a time.
 - Press and hold **Left** and **Right** buttons to rapidly move ahead in the listings.

- Skip ahead by a specified number of days:

- 1 In the Interactive Program Guide, press the number button for the number of days ahead you want to view information. For example, if today is Wednesday and you want to see programming information for Saturday, press 3. Saturday is three days ahead of Wednesday.
- 2 Press the **Right** button within two seconds of pressing the number button in step 1. The Interactive Program Guide displays the programming information for the day you selected.
- 3 To redisplay the information for today, do any of the following:
 - Press the number button you pressed in step 1 and press the **Left** button.
 - Press **GUIDE** to exit the Interactive Program Guide and press **GUIDE** again to display the Program Guide.
 - Press 0 and then the **Left** or **Right** button.

SORT LISTINGS

Press **A** from any guide screen or search results to sort listings alphabetically or numerically or by Favorites, HD and custom lists. You can also sort by a specific date or prime time listings.

FIND SHOWS

The Interactive Program Guide lets you find shows by time, channel list, theme, title or keyword. Simply press **GUIDE** twice* to access search/filter options.



TITLE AND KEYWORD SEARCH

The Search feature allows you to find programs by title or keyword.

- 1 Press **GUIDE** twice* to display Search Options.
- 2 Use the **Up** and **Down** buttons to highlight Title Search or Keyword Search. Press **OK/SEL**.
- 3 Using the **Directional** buttons, highlight the desired letter or number. Press **OK/SEL** to enter that desired letter or number.
- 4 Search will display results to the right side of the on-screen keyboard. Use the **Right** button to navigate the list of search results.
- 5 Use the **Up** and **Down** buttons to navigate the title results.
- 6 To select a title, press **OK/SEL** for viewing options.
- 7 To exit the Interactive Program Guide, press **EXIT**.



*Some customers may need to press **GUIDE** once and then **A** to access Search options.

PROGRAM INFORMATION

The Interactive Program Guide provides instant information while you view program listings, so you see a brief overview of the program at a glance.

CHANNEL AND INFO BANNERS

The Channel and Info Banners provide quick access to information about a program's title, start/end time and more, including:

- The channel logo, number and call letters
- The program title, start time and end time
- The current time of day
- Message alert
- Ratings icon
- Content advisory information

Channel Banner - The Channel Banner appears for a few seconds when you change the channel.

Info Banner - The Info Banner includes a status bar* and appears when you press the INFO  button while watching a program. A smaller version of the Info Banner displays when you press a DVR function key (FF or Rewind) or switch from delayed video to live video.

*DVR customers only



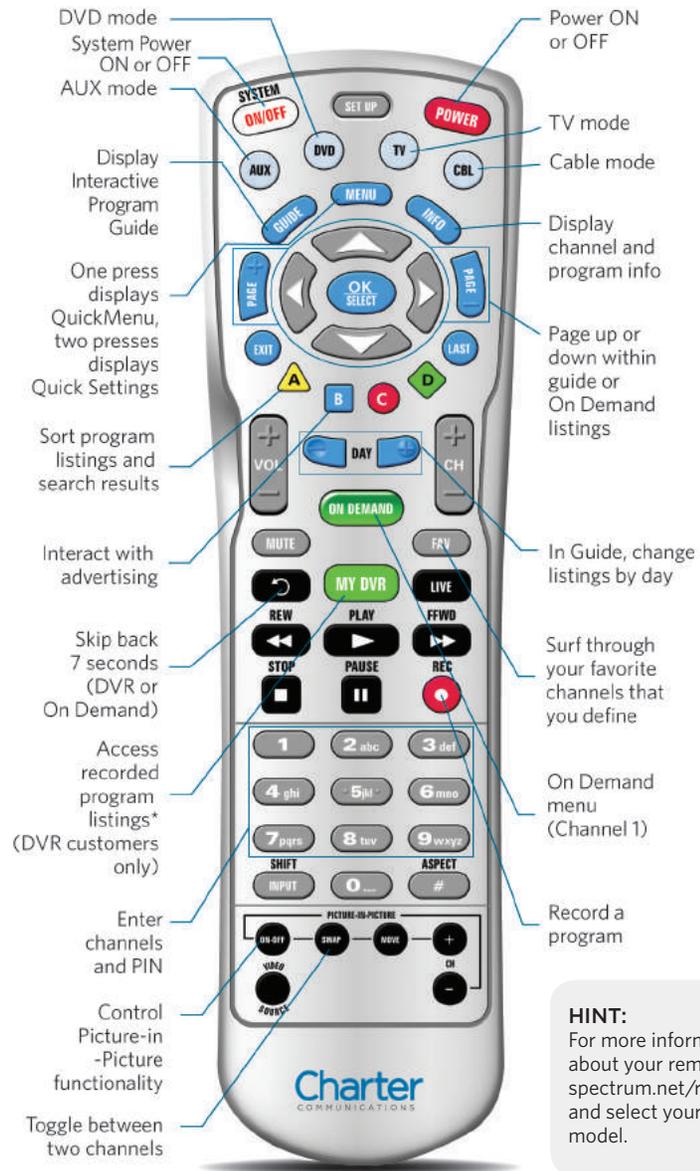
PLOT SUMMARY AND CAST & CREDITS

- While browsing the Interactive Program Guide or from search results, highlight a program and press INFO  to access a full plot summary or view a list of cast members for that movie or program.
- From Cast & Credits, use the Right  button to access a list of actors in that movie or program and then use the Up and Down  buttons to highlight a specific actor. Press OK/SEL  to auto-record movies and shows or list upcoming shows with that actor.



Coming soon.

YOUR REMOTE CONTROL



HINT:
For more information about your remote go to spectrum.net/remotes and select your remote model.

*Within your Guide, MY DVR may be shown as List  or DVR Menus 

Note: For some customers, the A  button will Sort Programming Listings, the B  button will Sort Program Listings by Theme and the C  button will Search Program Listings.

HOW TO PROGRAM YOUR REMOTE CONTROL

The remote control included with your digital receiver is preprogrammed to control your digital receiver, an RCA TV, a Toshiba DVD player and a Pioneer audio receiver.

It can also be reprogrammed to control other brands of media devices, allowing you to use your remote on your existing TV, DVD player or audio receiver.

To program your remote to control your TV or other devices please follow these steps:

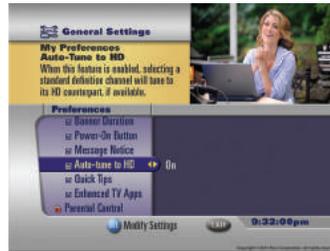
1. Turn on the TV you would like to program your remote control to use.
2. Before continuing you will need to locate the set-up code(s) for your TV brand or device, which can be found at spectrum.net/remotes by selecting your remote model from the list and following the directions to locate your setup codes, or in the user manual for your device.
3. Press the TV  button on your remote and wait for it to blink once. Then, press and hold the SET UP  button until the TV  button blinks twice.
4. Enter the set-up code using the number pad on your remote control. If the device you are trying to program has multiple set-up codes associated with it, only enter the first code and continue onto the next step.
5. Your TV  button will blink twice if the code you entered was accepted. If the TV  button doesn't blink twice, the code you entered was rejected. Please return to step 3 and try the same code again.
6. Once 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 and try the next code until your TV powers off.
7. 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.

CUSTOMIZE YOUR DIGITAL TV SERVICE

HD AUTO TUNE

HD Auto Tune automatically tunes to the HD channel when you enter an SD channel number or select an SD channel in the guide.

If you tune to an SD channel from the Interactive Program Guide or enter an SD channel number, you will be automatically tuned to the HD counterpart when available. The SD channel numbers within the Interactive Program Guide and Channel Banner are retained but the call letters and program information are updated to reflect the HD version of the channel.



TO TURN HD AUTO TUNE OFF/ON

If you have an SD TV connected to an HD receiver and notice that images on your TV do not fill the screen like they used to, you may wish to turn the HD Auto Tune feature OFF. To adjust the setting:



If your picture resembles the example above, try turning off the HD Auto Tune feature.

- 1 Press **MENU** twice followed by **A** to access the General Settings Menu.
- 2 Use the **Up** and **Down** buttons to highlight My Preferences and press **OK/SEL** to expand the category.
- 3 Use the **Up** or **Down** button to highlight Auto-tune to HD channels and press **OK/SEL**.
- 4 Use the **Up** and **Down** buttons to choose between On and Off.
- 5 Press **OK/SEL** to confirm the selected setting and press **EXIT** to return to programming.

Note: Requires an HD receiver.

REMINDERS

With the Interactive Program Guide, you can set reminders so you don't miss shows you want to watch.

- From the Guide, highlight a program airing in the future and press **OK/SEL**.
- Use the arrow buttons to highlight Remind Me About This Show and press **OK/SEL** to set the reminder.
- A reminder icon will be displayed in the Guide and a reminder banner will appear one minute before the program begins.

PAY-PER-VIEW REMINDERS

If you purchase a future PPV program, a reminder is automatically set and will appear one minute before the program begins.

CLOSED CAPTIONING

The Closed Caption option turns closed captioning off or on. This function has a default disabled setting. To modify this setting:

- Press **MENU** twice to access Quick Settings.
- Use the **Up** and **Down** buttons to highlight the Display Closed Captions option.
- Use the **Left** and **Right** buttons to set the option to Yes or No.
- Press **C** to exit and return to program viewing.

To change Closed Captioning settings including the caption window color and to see a preview of changes:

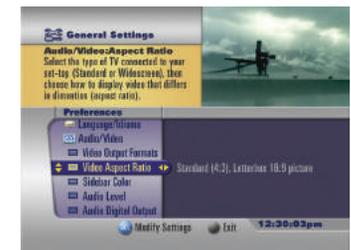
- Press **MENU** twice followed by **A** to access the General Settings Menu.
- Use the **Up** or **Down** button to highlight Language and press **OK/SEL** to expand the category.
- Use the **Down** button to highlight Closed Captioning and press **OK/SEL** to display Options.

Coming soon.

ASPECT RATIO

You may wish to set the Aspect Ratio (how programming will fill your TV screen) through Settings in the Guide. Here's how:

Press **MENU** twice followed by **A**. Select Audio/Video and then Video Aspect Ratio and press **OK/SEL**.



Use the **Right** button to access TV Type and use the **Up** and **Down** buttons to choose between Standard or Wide Screen.



Use the **Right** button to access the Picture Settings column and use the **Up** and **Down** buttons to change the settings.



Press **OK/SEL** to accept changes and press **EXIT** to return to television programming.

PARENTAL CONTROLS

Parental Controls enable you to restrict the viewing of certain channels, ratings, content advisory levels and time periods. You can also hide the titles and descriptions of adult-oriented programs so they do not appear on-screen. If you have not yet created a PIN, but still try to turn on Parental Controls, you will be prompted to create a PIN. Once you have specified the locking settings you want, you can then turn on Parental Controls. To watch locked programs and channels, you then must enter a PIN.

SET OR CHANGE PARENTAL CONTROL LOCKS

- 1 Press **MENU** twice followed by **A** to access the General Settings Menu.
- 2 Use the **Up** and **Down** buttons to highlight Parental Controls and press **OK/SEL** to expand the category.
- 3 Use the **Up** and **Down** buttons to select the blocking category to see or change:
 - Locked Channels
 - Locked Ratings
 - Locked Content
 - Locked Time
 - Hide Adult Titles
- 4 Press **OK/SEL** to expand the category and set or modify blocking options.
- 5 To exit the General Settings Menu press **EXIT** .

ENABLING PARENTAL CONTROLS

- 1 Press **MENU** twice to access Quick Settings to enable Parental Controls once the locks have been set.
- 2 Use the **Up** and **Down** buttons to highlight Activate Parental Controls.
- 3 Use the **Left** or **Right** buttons to change the setting from No to Yes.
- 4 Press **OK/SEL** and enter your 4-digit PIN when prompted.
- 5 Press **A** to acknowledge the change and return to program viewing.

CHANGE PARENTAL CONTROL PIN

- 1 Press **MENU** twice followed by **A** to access the General Settings menu.
- 2 Use the **Up** and **Down** buttons to highlight Parental Controls and press **OK/SEL** to expand the category.
- 3 Use the **Up** and **Down** buttons to highlight Change PIN and press **OK/SEL** .
- 4 Enter your current 4-digit PIN and follow the prompts to change and confirm your new PIN.
- 5 Press **A** to acknowledge the change.
- 6 Press **EXIT** to exit General Settings Menu.

ENABLING AND DISABLING THE PURCHASE PIN

The Purchase PIN feature prevents unauthorized individuals purchasing Pay-Per-View programs. If the Purchase PIN is enabled, a PIN will be required prior to purchasing PPV content.

You can enable or disable the Purchase PIN by using the Purchasing/Locking Status option under Purchasing in the General Settings menu.

CHANGING THE PURCHASE PIN

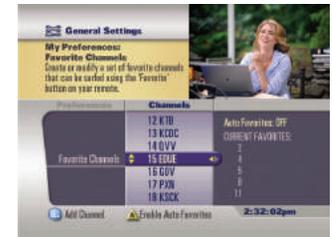
You can establish or change the Purchase PIN by using the Change PIN option in the Purchasing category of the General Settings menu.

FAVORITES

The Favorites feature allows you to quickly access the channels you have designated as your Favorites.

Setting Favorite Channels:

- 1 Press **MENU** twice to access the Quick Settings menu.
- 2 Press **A** to access the General Settings menu.
- 3 Use the **Up** and **Down** buttons to locate the Favorite Channels preference.
- 4 Use the **Right** button to move right to the Channel column.
- 5 Use the **Up** and **Down** buttons to highlight a channel or enter a channel number that you want to make a Favorite.
- 6 Press **OK/SEL** to mark the desired channel as a Favorite.
- 7 Continue this process for each desired channel.
- 8 When finished, press the **Left** button to return to the General Setting menu, then **EXIT** .



To remove a Favorite Channel, highlight it in the Channels column and press **OK/SEL** . To remove all Favorite Channels at once, locate the Clear All option at the top of the Channels column and press **OK/SEL** .

To Access Favorites:

- You can conveniently access your Favorites by pressing **FAV** while watching TV. Pressing **FAV** brings you to the next Favorite Channel in the active list. It also displays the name of the Favorites List on the Channel Banner.
- You can access your Favorites by pressing **MENU** to access the Quick Menu and using the **Left** and **Right** buttons to navigate to the menus category. Use the **Down** button to highlight Favorite Channels and press **OK/SEL** .

- You may also display your Favorites in the Interactive Program Guide. Press **GUIDE** , press **A**  and select List Favorites. Available to DVR customers only.

CHANGING YOUR SETTINGS

You can activate and customize certain Interactive Program Guide features using the General Settings Menu.

GENERAL SETTINGS

Press **MENU**  twice followed by **A**  to access the General Settings Menu. Use the Up and Down  buttons to highlight the settings categories. The current setting for items in the categories are displayed. To change one, press **OK/SEL**  to open the category and select the item that you want to change. Some settings categories are listed below:

- My Preferences
- Timers
- Accessories
- Purchasing
- Language
- Parental Control
- Audio/Video

QUICK SETTINGS

The Quick Settings menu lets you activate Parental Controls, make a channel a favorite, record the current channel, play secondary audio, activate the sleep timer and display closed captions very easily and quickly.

- 1 Press **MENU**  twice.
- 2 Use the Up and Down  buttons to highlight an option.
- 3 Use the Left and Right  buttons to change the settings for an option from Yes to No and press **OK/SEL** .
- 4 Press **C**  or **EXIT**  to return to program viewing.



ON DEMAND — CHANNEL 1

HOW TO USE ON DEMAND

- 1 Tune to Channel 1 or press **ON DEMAND**  on your remote.
- 2 Select a category using your remote.
- 3 Choose a movie or program.
- 4 Confirm your choice and enjoy!

The On Demand menu displays a variety of programming categories. Use the Directional  buttons on your remote to navigate both Up/Down and Left/Right to explore different categories and titles.

ORDER FROM THE ON DEMAND PREVIEW BANNER

Many titles have a preview designated by a Preview icon in the description. To preview a title, press **Play**  on your remote.

To buy the program, press **B**  and follow the on-screen prompts to complete your order. Many programs are available at no additional cost. Press **Play**  to watch your selection. You can watch your program as often as you want during the rental period.

MY ON DEMAND RENTALS/PURCHASED/RECENTLY VIEWED

If you have stopped a program and want to come back to it later, select My Rentals, Purchased or Recently Viewed in the appropriate location in the On Demand Menu.

- Highlight and select a title to see the information screen that displays your remaining rental time and other program details.
- Press **Play**  to start watching where you left off or press **Rewind**  to play the program from the beginning.
- Watch as many times as you want, on any TV, within the rental period.

HELP & SERVICES ON DEMAND

Have questions or need help with your services? Visit the Help & Services category on Channel 1 for answers.

ADDITIONAL FEATURES

DIGITAL MUSIC

You can press **INFO**  twice for more information on each music channel.

MESSAGES

We may occasionally send you messages to announce new services, special promotions or other valuable information. If you have a message, a green light will appear on the front of your digital receiver. Tune to Channel 2499 to view the message. Once you view a message, the green light will disappear.

ORDERING PAY-PER-VIEW

The Interactive Program Guide makes ordering and watching Pay-Per-View (PPV) programs easy. From the Guide, select a PPV title from a PPV channel.

To purchase a program, follow the on-screen prompts to complete your order.

If the program is scheduled to air at a future time, a Reminder is automatically set to notify you of your order before the program begins.

UPGRADE SERVICES — INSTANTLY!

Now you can upgrade to TV Silver or TV Gold by using your remote. Simply tune to a channel you are currently not subscribed to and follow the instructions, or go to channel 2495 to see all offers.

Note: Instant Upgrade service not available in all areas and only available via select programming packages.

DVR

You're about to completely change the way you watch TV. Control live broadcasts and use customized recording options so you can watch your favorite shows on your terms.

CONTROL LIVE TV

MINI INFO BANNER

The Mini Info Banner appears whenever you pause, rewind or fast-forward a live program or switch from delayed video to live video. It gives you information such as the program duration and your location within the program.

PAUSE

As you watch live TV and recorded programs, press **Pause**  and the programming on your TV screen instantly freezes. For programs you are watching live, your DVR will remain in pause for a limited time.*

**Pause capacity depends on video format; less than two hours for High-Definition programming.*

REWIND

Press **Rewind**  up to three times to increase the rewind speed.

- Press **Play**  to resume normal play.

FAST-FORWARD

Press **Fast-Forward**  to move forward in a recorded program. Press it up to three times to increase the fast-forward speed.

- Press **Play**  to resume normal play.

Note: You can only fast-forward up to the point of live broadcast.

INSTANT REPLAY

With Instant Replay,** you can go back to see the last play of the game or replay the last scene of your movie.

- Press **Replay**  to replay the last 7 seconds.
- Press **Replay**  repeatedly to continue skipping back in 7-second increments.

*** Some remotes are equipped with Instant Replay and LIVE buttons.*

RETURN TO LIVE TV

Anytime you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press **LIVE** .

YOUR VIDEO LIBRARY

Using your DVR with the Interactive Program Guide, you can build your own library of programs, movies, sports, TV shows...whatever you want. Follow the steps below to build and manage your video library.

RECORDING TV

You can set and schedule recordings three ways: one-touch record, interactively by program and by manually scheduling your recording.

ONE-TOUCH RECORD

Press **REC**  while watching TV. For programs airing now, the recording includes any program in the buffer. You can automatically schedule recordings for programs starting at a later time or date by pressing **REC**  while in the listings. Recording will start at the program's scheduled start time.

MANUALLY SCHEDULE A RECORDING

You can set a Manual Recording to automatically record a specific time and channel.

- From any video press **REC** .
- Select the channel, days, start and end times you wish to record and confirm your settings.

RECORDING TWO PROGRAMS AT ONCE

The Dual Tuner DVR allows you to set recordings for two different programs that air at the same time. While recording two programs, you can watch and control either program up to the point of live TV. There are several ways to record two programs at once. Here are two basic examples:

While Watching a Show:

- Press **REC**  to record the program you are watching.
- Press **SWAP**  to switch to the other tuner and find the second program you want to record.
- Press **REC**  when you locate the second program you want to record.

From the Guide:

- Highlight a program you want to record from any listings screen.
- Press **REC**  to set up the first recording.
- Highlight the second program.
- Press **REC**  to set up the second recording.

RECORD A SERIES

Your DVR lets you record multiple episodes of a program according to your preferences.

- Press **REC**  while in Guide.
- Select Record Entire Series.
- Choose your options and press **A**  to accept.

Your Series Recordings will appear in the Recorded Shows list with the show title as its label. Multiple recordings of the same show will be contained in a folder of the same name and individual programs will be listed beginning with the most recent recordings first.

SERIES MANAGER

Use the Series Manager to view a list of series, modify the priority assigned to a series, sort series by title or priority and to view storage capacity.

- Press **MY DVR**  twice* on the remote to access the DVR Menu.
- Use the **Up** and **Down**  buttons to highlight Series Manager and press **OK/SEL** .

Some customers may need to press MY DVR  once and then **C  to access Series Manager.*

MANAGING SCHEDULING CONFLICTS

If you schedule more than two recordings for the same time, you will see a Scheduling Conflict screen. In case of a scheduling conflict between two series programs, additional icons will appear at the bottom of the Scheduling Conflict screen to help you determine which program to record.

Note: If you want to record two series recordings instead of an individual recording that airs at the same time, you must delete the individual recording from the Scheduled Recordings List.

VIEW OR MODIFY YOUR LIST OF SCHEDULED RECORDINGS

- Press **MY DVR**  twice* on the remote.
- Use the **Up** and **Down**  buttons to highlight Scheduled Recordings and press **OK/SEL** .
- Select a title to either modify recording options or stop recording.

Some customers may need to press MY DVR  once and then **B  to access Scheduled Recordings.*

VIEW PROGRAMS STORED IN YOUR VIDEO LIBRARY

- Press **MY DVR**  on the remote. Use the **Up** and **Down**  buttons to search through the list of recordings.
- From the information screen, select **Resume Playback** to resume play from where you left off or select **Play From Beginning** to restart from the beginning.
- To control playback while watching a recorded program, use the video control buttons.

RECORDING LOW AND FULL NOTICES

To help you manage your personal video library, the Interactive Program Guide will advise you with an on-screen notice when the available memory gets low or full. If recording space becomes full during a recording, the recording will stop. Make sure you have enough recording space to record the entire program before you begin to avoid missing part of the program.

MANAGING RECORDINGS

MANAGING YOUR VIDEO LIBRARY

Your DVR will record and store SD and HD content. To make the most efficient use of DVR storage space:

Available Recording Space:

To view the remaining storage space on your DVR hard drive, press **MY DVR**  on the remote to display Recorded Shows, then press **A**  to display the Options menu. Select **View Disk Info**.

Delete Recordings:

From Recorded Shows, select a title and select **Erase** to delete the recording.

Note: Recording HD programming requires a DVR connection to an HD television. Programming hours may vary depending on content being recorded and DVR model.

DVR Lost and Found:

Press **MY DVR**  twice on the remote and select **DVR Lost and Found** to view a list of recently deleted or missed recordings and to access options to save content if available.

Note: In some versions of the Interactive Program Guide, recorded shows are listed as Saved Shows. Coming soon.

SPECTRUM TV APP ON MOBILE

WHAT IS THE SPECTRUM TV APP ON MOBILE?

Use the Spectrum TV App to watch over 180 live channels on your mobile device at no additional charge, anywhere in your home. You can also watch over 40 channels outside of your home network.* You can even download or stream On Demand content from anywhere with a WiFi connection.* You can also use the app to schedule recordings, browse the Guide, send content to your TV, learn more about your favorite shows and more!

**May vary based on current level of subscription.*

DOWNLOAD THE FREE APP:

- 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 the head of household spectrum.net email address and password associated with your account.

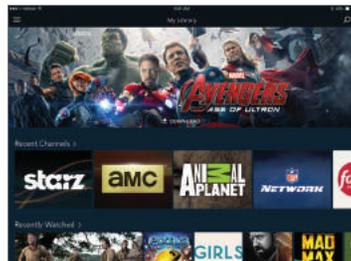
Note: If you need to create/reset your spectrum.net email or password, visit spectrum.net/login.

A modem from Charter is required for the in-home experience, which enables the maximum streaming options.

APP FEATURES INCLUDE:

MY LIBRARY

Customize your library to easily find what you want to watch or access your Downloads, Favorites and Watchlist.



GUIDE

Use the Guide to browse and discover programming airing now and airing 12 days in the future, or identify which programs you can watch on your device or on your TV.

Use the filter feature to display channels by category type, use the sort feature to view by channel number or letter, set reminders and schedule recordings on your DVR.

LIVE TV STREAMING*

Watch 180+ live channels on your device in your home network and a growing number of channels while on the go. The Spectrum TV App gives you the ability to watch your favorite content on more screens.

**Expanded Basic and above programming package required. Select channels are available for live streaming outside the home. Streaming currently requires a WiFi connection.*

ON DEMAND

Check out the new Download to Go feature. Download your favorite movie or show onto your mobile device for later viewing while connected to any WiFi. You can stream On Demand content on the Spectrum TV App using a WiFi or Cellular connection. Downloading On Demand content is only available using a WiFi connection.



HELP & TROUBLESHOOTING

Have questions or need help with your Spectrum TV App on Mobile? Visit spectrum.net/spectrumentvapp.

Note: New customers may not be able to access Spectrum TV App for up to 48 hours after installation. 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.

TV EVERYWHERE - CHANNEL APPS

WHAT IS TV EVERYWHERE - CHANNEL APPS?

With TV Everywhere, 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 over 60 digital networks.

HOW TO ACCESS TV EVERYWHERE:

- 1 Go to spectrum.net/onthego.
- 2 Browse through all the available networks and choose the channel apps you want to download and select the link for iOS and Android devices.
- 3 Once you've downloaded the app, sign in by using your username and password.

HELP & TROUBLESHOOTING

Have questions or need help with TV Everywhere? Visit spectrum.net/tveverywhere.

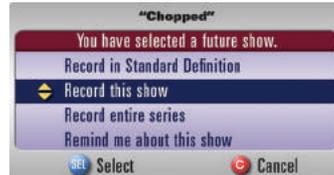
FAQS

WHAT IS THE PICTURE QUALITY OF RECORDED PROGRAMS?

The DVR records programs in the same quality in which they are broadcast. For example, programs broadcast in HDTV format are recorded in HDTV quality (if your DVR is connected to a High-Definition television). Broadcast quality may vary.

CAN I RECORD IN SD WHEN HD AUTO TUNE IS ENABLED?

Yes. When you schedule future recordings you will be prompted with recording options including Record in Standard Definition.



CAN I RECORD DIGITAL MUSIC CHANNELS?

Yes. You can record and play back digital music.

CAN I RECORD ON DEMAND PROGRAMS?

On Demand cannot be recorded with the DVR. Free programs are available to view until they expire. Purchased programs are available for replay during the purchase window (usually 24-48 hours).

HOW DO I RECORD TWO PROGRAMS AT ONCE?

Simply create a recording for each program. You can even watch a previously recorded program while recording two new ones.

WILL IT SUPPORT EXTERNAL STORAGE DEVICES?

Yes. It includes an eSATA interface that supports the connection and use of external storage devices. Please visit spectrum.net/support for more information.

HOW MANY RECORDINGS CAN I SCHEDULE FOR THE FUTURE?

There is no limit to the number of recordings you can schedule, as long as you do not schedule more than two programs to record at the same time and you have available recording space.

WHAT IF THE PROGRAM I WANT TO RECORD RUNS OVER ITS SCHEDULED AIR TIME, SUCH AS WHEN A FOOTBALL GAME GOES INTO OVERTIME? HOW CAN I MAKE SURE I RECORD EVERYTHING?

Change the recording options for the program by selecting the scheduled recording and follow the on-screen prompts for recording options. You can adjust the start and end times for the recording to ensure everything gets recorded.

TROUBLESHOOTING

PROBLEM: MY TV HAS NO GUIDE LISTINGS (DIGITAL SERVICES ONLY)

Possible Causes:

The issue may be related to low signal, loss of two-way communication, equipment that is hooked up incorrectly or a power outage.

Try This:

- Check connections for tightness.
- Make sure equipment is connected correctly.
- Make sure DVD is powered off.
- If you have a digital box (DCT), please make sure the TV is tuned to the appropriate channel, either 3 or 4.
- Make sure the digital box (DCT) is powered on.

PROBLEM: NO PICTURE

Possible Cause:

Cable signal may not be reaching your home.

Try This:

Check to make sure all cables are connected properly and that your TV is tuned to the cable channel (3 or 4). If you are using baseband connections to the TV, make sure the correct audio and video settings are selected on the TV. If you are still not receiving a cable signal, please call Customer Care.

PROBLEM: REMOTE CONTROL DOES NOT WORK

Possible Causes:

- Dead batteries
- Obstruction between remote and cable terminal
- Remote isn't set in Cable TV mode

Try This:

- Change the batteries in your remote control.
- Make sure nothing is on the digital receiver or blocking a clear line of sight between it and the remote.
- Press CBL  on the remote.
- Reboot your digital receiver.

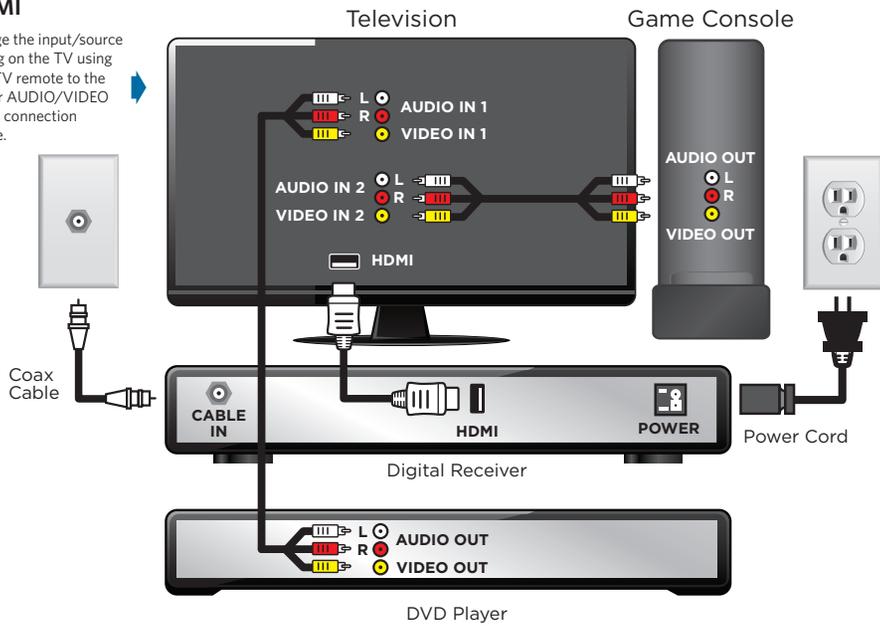
If you have followed these steps and are still experiencing technical problems, please refer to the troubleshooting FAQs at spectrum.net/support.

CONNECTING COMPONENTS

Connect your TV set, DVD and game console with your digital receiver:

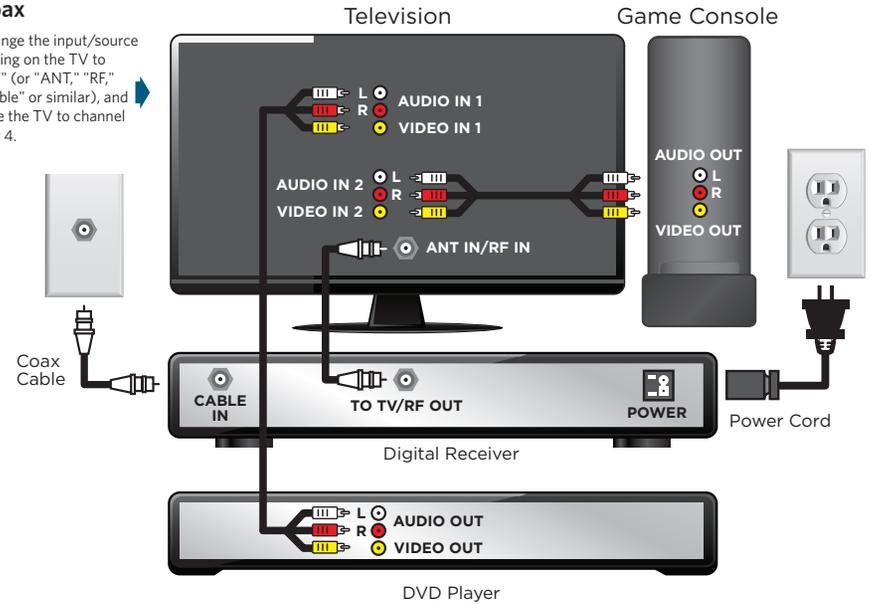
HDMI

Change the input/source setting on the TV using your TV remote to the proper AUDIO/VIDEO HDMI connection source.



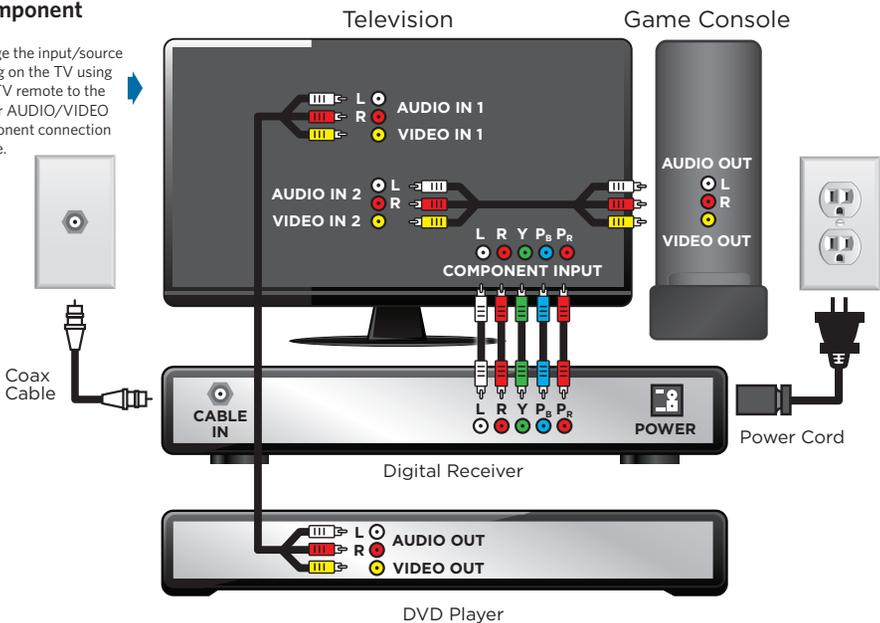
Coax

Change the input/source setting on the TV to "TV" (or "ANT," "RF," "Cable" or similar), and tune the TV to channel 3 or 4.



Component

Change the input/source setting on the TV using your TV remote to the proper AUDIO/VIDEO component connection source.



QUICK TIP

For additional information and diagrams for connecting components, please visit spectrum.net/tvconnections.



Spectrum Internet

Your connection to everything you love

The Internet is all around us—from our computers and laptops to our smartphones, tablets and game consoles. With Spectrum Internet, you get blazing-fast speeds so everyone in your home can be online, all the time, on every device.

SPECTRUM.NET

ENHANCE YOUR TV EXPERIENCE

- Customize the TV Guide to feature your favorite channels or types of channels (sports, family, movies, lifestyle, music or weather).
- Access show details easily and have the ability to record or tune directly to the TV.
- Find shows, sports or movies fast with an advanced filter.

ACCESS ALL YOUR EMAIL

- Keep the whole family connected with email
- Access email through PCs, Macs, tablets and mobile devices
- View email across multiple email providers with the unified inbox feature
- Increased storage capacity of 5 GB per account to allow you to save your emails

WATCH TV WHERE YOU ARE

- Enjoy 180+ live channels in your home
- Watch over 60+ channels anywhere, anytime
- View your full On Demand catalog, schedule your DVR or tune directly to your TV

IN-HOME WIFI

Spectrum's in-home WiFi service simplifies your wireless experience by providing you with a WiFi Router that can either be installed at the same time as your Internet service, or separately for existing customers through professional or self-installation options. In-home WiFi customers receive dedicated 24x7 support from Spectrum.

WIFI NETWORK NAME & PASSWORD

Your WiFi Router is preset with a WiFi Network Name (SSID) and WiFi Network Key (Password) that you will use to connect your devices. The default SSID and Password are uniquely generated for every device (like a serial number) to protect and maximize your WiFi network's security. This information is provided on a label found on your WiFi Router for easy reference when you need it to connect a device to your network. Use the example label below to help identify your WiFi Router's unique settings.

- 1 WiFi Network Name (SSID): "MySpectrumWiFiXX-2G"
- 2 WiFi Network Key (Password): vastcoconut280



Your WiFi Router is capable of connecting both 2.4 and 5GHz enabled devices. In the example above, your 2.4 GHz network is: "MySpectrumWiFiXX-2G" and your 5GHz network is: "MySpectrumWiFiXX-5G". The Network Key (Password) is the same for both networks.

You may change your SSID and Password using the WiFi Router admin page (download your WiFi Router's manual for additional instructions at spectrum.net) Please keep in mind that, if you change your SSID and Password, the information on the label will no longer be valid.

Your WiFi Router comes preset with the highest standard of WiFi Encryption protection available. This should not be disabled or changed as it will make your network less secure and potentially open your files and valuable data to hackers or give access to nearby users who want to use your bandwidth.

For more information about WiFi, please visit spectrum.net/wifi.

CONNECTING WIRELESS DEVICES

- 1 Open the WiFi settings menu or application on your wireless device (i.e., laptop computer, gaming device, iPhone, etc.) to manage WiFi connection.
- 2 Select the unique WiFi Network Name (SSID) printed on the WiFi Router. Using the example above, you would see the SSID "MySpectrumWiFiXX-2G". If you see the name ending in '5G' your device is 5 GHz capable. Connecting to the '5G' network may provide a better experience.

- 3 When prompted, enter your Network Key (Password) to connect to the WiFi network. Using the example on the previous page, you would enter "vastcoconut280".
- 4 Repeat steps 1-3 to add other WiFi enabled devices.

For step-by-step instructions on how to connect a particular wireless device to your WiFi network, please visit spectrum.net/mobileconnect.

TROUBLESHOOTING

WIFI TROUBLESHOOTING TIPS

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

- 1 **Distance from the 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.
- 2 **WiFi Router Location and Obstacles:** Your WiFi Router should be placed in a central location in your home for best coverage. WiFi signal strength deteriorates over distance and as it passes through the construction materials of your home. Thick walls, metal, and water degrade the signal the most. Consider placing your WiFi Router in a centralized, open location off the floor to maximize your performance.
- 3 **Competing Devices:** The more devices that are sharing your Internet connection, the more bandwidth each is competing to use. One or two devices may be 'hogging' your bandwidth. Try connecting devices that use the most bandwidth, such as Smart TVs, game systems, and PCs, directly to the WiFi router with a wired Ethernet connection. Also be aware that your WiFi signal uses the same air space as neighboring WiFi networks. If you live in a dense neighborhood or building and you see a lot of WiFi networks around you, your WiFi network is competing with all of the surrounding WiFi networks. Try connecting to the "5G" if your wireless device supports it.
- 4 **Interfering Devices:** All devices with an antenna are trying to send data in the same space as your WiFi Network. Cordless phones, baby monitors, Bluetooth devices (i.e., wireless speakers, mouse) and neighboring wireless networks may be interfering with your WiFi Network. Consider moving your WiFi devices away from the other transmitting devices, or turn them off when not in use.
- 5 **Connected Devices:** In general, your WiFi speeds will only be as fast as your device can handle. The age of your device and its components, such as antenna and processing power, may limit performance. Should you continue to experience an intermittent or dropped WiFi connection, unplug your WiFi Router and allow it to reset. For additional support, visit spectrum.net/wifi or call 1-855-75-SPECTRUM.

SECURITY SUITE

FIGHT ONLINE THREATS

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

- **NO NEED TO PURCHASE EXPENSIVE SECURITY SOFTWARE** like McAfee® or Norton®.
- 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.

Visit spectrum.net/security to download Security Suite.

UNDERSTANDING WHAT THE LIGHTS MEAN ON YOUR MODEM

| LIGHT ON YOUR MODEM | WHAT IT MEANS |
|--|---|
| Power | A steady light means your modem is on. |
| Receive, Cable, Downstream, Sync or Block Sync | A steady light means the modem is properly connected. It may flash when data is being transferred. IF THE LIGHT IS OFF, THERE IS NO CONNECTION. |
| PC, Online, Upstream, Ready or Link | A steady light means the modem is properly connected. IF THE LIGHT IS OFF, YOUR COMPUTER IS TURNED OFF OR NOT CONNECTED. |
| Activity, Send, USB, ENET or Data | This light shows that data is flowing through the modem. |
| Test or Error | This light is normally off. A STEADY LIGHT USUALLY MEANS FAILURE OF THE MODEM OR THE NETWORK. |

If one or more of the modem lights reveals that you have no Internet connection, here are a few things you can do:

REBOOT YOUR MODEM — Internet connectivity problems can often be resolved by turning off and restarting your modem.

REBOOT YOUR COMPUTER — Many computer problems can be resolved by shutting down and restarting your computer.

CHECK YOUR CABLE TV SERVICE — Turn on your TV and check for cable service. If there is a cable outage, neither your television nor your Internet modem will work. Wait until your cable TV service is restored before you attempt any further cable modem troubleshooting.

CHECK FOR LOOSE CABLES OR CONNECTIONS — If the connection on your network or coaxial cable becomes loose at either your modem, computer or cable outlet, secure the connection.

PERFORM A COMPLETE POWER CYCLE

If you have no Internet connection, try performing a “complete power cycle,” outlined below:

- 1 Unplug the modem from its power source (wall outlet or surge protector).
- 2 If you’re using a router for wireless or other networking, turn it off and unplug it.
- 3 Shut down your computer.
- 4 After one minute, re-power the modem. Wait for the lights to return to normal.
- 5 Restart the router or networking device. Wait for the lights to illuminate.
- 6 Restart your computer and open your web browser.

If you’re still having problems, please visit spectrum.net/internethelp or contact Customer Care at 1-855-75-SPECTRUM.



Spectrum Voice

Unlimited laughing with family. Unlimited gossiping with your best friend. Unlimited stories from home when you're away. That's the power of Spectrum Voice.

SPECTRUM VOICE FEATURES

VOICE ONLINE MANAGER

Use Voice Online Manager on your computer or mobile device to check your voicemail, manage voice features and access call history. Visit spectrum.net/voice.

VoiceMail

Listen to new messages and even reply to them by email.

Readable VoiceMail

Enter up to five email addresses, and we'll send notifications of new voicemails with a text transcription of the message.

Voice Settings

Turn settings like Call Forwarding and Block Unwanted Callers on and off.

MY ACCOUNT

View your monthly call details, pay your bill and update user preferences by visiting spectrum.net/myaccount.

USING YOUR SPECTRUM VOICEMAIL

ACTIVATING VOICEMAIL (FIRST-TIME ACCESS)

To activate and set up your voicemail from your home phone, dial *99. Follow the voice prompts to create a PIN and set up a greeting and mailbox options.

ACCESSING VOICEMAIL

From your computer or mobile device:

- Visit Voice Online Manager at spectrum.net/voice.

From your home phone:

- Dial *99.

From outside your home:

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



| FEATURE | CONFIGURE IN VOICE ONLINE MANAGER | TO ACTIVATE | TO DEACTIVATE |
|--|-----------------------------------|-------------|---------------|
| BLOCK ANONYMOUS CALLS Rejects calls from anyone whose Caller ID info is blocked | ✓ | * 7 7 | * 8 7 |
| SPEED DIAL Lets you program up to eight phone numbers for fast, one-digit dialing | ✓ | * 7 4 | |
| CALL WAITING While on the phone, a soft beep lets you know another person is calling | ✓ | FLASH | * 7 0 |
| ALL CALL FORWARDING Forwards incoming calls from your home phone to another number | ✓ | * 7 2 | * 7 3 |
| SELECTIVE CALL FORWARDING Forwards incoming calls from up to 48 numbers from your home phone to another number | ✓ | * 6 3 | * 8 3 |
| VIP RINGING Plays a unique ring for calls from up to 48 numbers | ✓ | * 6 1 | * 8 1 |
| ACCEPT SELECTED CALLERS Limits incoming calls from up to 48 numbers you choose | ✓ | * 6 4 | * 8 4 |
| BLOCK UNWANTED CALLERS Routes up to 48 numbers to a message stating calls aren't being accepted | ✓ | * 6 0 | * 8 0 |
| SIMULTANEOUS RING Enables incoming calls to be received on different numbers | ✓ | * 3 6 1 | * 3 6 2 |
| BACKUP PHONE In the event of a network outage, forwards all incoming calls to another number | ✓ | | |
| DO NOT DISTURB Forwards all incoming calls to a Do Not Disturb message | ✓ | * 7 8 | * 7 9 |
| BUSY CALL FORWARDING Forwards incoming calls to another number when phone is busy | ✓ | * 9 0 | * 9 1 |
| NO ANSWER CALL FORWARDING Forwards incoming calls to another number if phone goes unanswered | ✓ | * 9 2 | * 9 3 |
| BLOCK COLLECT CALLS Blocks incoming collect calls | ✓ | | |
| BLOCK INTERNATIONAL CALLS Blocks outbound international calls | ✓ | | |
| REPEAT DIALING Automatically redials a busy number, then notifies you when the line is free | | * 6 6 | * 8 6 |
| 3-WAY CALLING Lets you talk to two people in different locations at the same time | | FLASH | |
| CALL RETURN Automatically calls back the last person who called you | | * 6 9 | * 8 9 |
| BLOCK CALLER ID Prevents the party you're calling from seeing your name and number | | * 6 7 | |



ADDITIONAL SPECTRUM VOICE SERVICES

CALLER ID

With Caller ID, the incoming caller's phone number and name (if available) are displayed on a Caller ID unit before you answer the call. This feature requires a Caller ID compatible phone.

CALLER ID ON TV

With Caller ID on TV, you can see who's calling while you're watching TV. The incoming caller's phone number and name (if available) are displayed right on your TV screen. This feature is available when you subscribe to Spectrum Voice with Caller ID and Spectrum TV with a digital receiver.

Note: Available in select markets.

ENHANCED 911 (E911)

To reach fire, police or ambulance services just dial 9 1 1 .

To help you remember to dial 9 1 1 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 installing a battery backup—just call 1-855-75-SPECTRUM.

CALL TRACE

If you receive a harassing or threatening call, you can attempt to have the number traced and, by request, forwarded to the proper authorities by dialing *57 from your home phone. Charter Communications can only release these records to the proper authorities. Charter Communications can't guarantee this service will work for any particular attempt. However, you'll be billed for the amount of the service, regardless of the results. Contact Customer Care regarding rates for this service.

Note: Customer initiated; not related to CALEA or law enforcement activity.

QUICK TIP

If you are registered on the Do Not Call (DNC) registry to reduce unwanted telemarketing calls, you need to notify them of your new phone number.

Visit www.dontcall.gov to update your listing.



ADDITIONAL SPECTRUM VOICE SERVICES

LOCAL CALLS

Just dial as you normally would. For calls within your area code, simply dial the 7-digit number.

Note: In some areas, you may be required to dial the area code plus the 7-digit phone number in order to make a local call.

LONG DISTANCE CALLS

For calls outside of your area code, dial:

1 + area code + 7-digit phone number.

With Spectrum Voice, you can make calls throughout the United States, Canada, Puerto Rico, the U.S. Virgin Islands and Guam.

INTERNATIONAL CALLS

Dial 0 1 1 + the country code + the phone number.

If you don't know the country code or want an operator to place the call for you, dial 0 . For info on international rates, visit spectrum.net/voice.

OPERATOR ASSISTANCE

To reach an operator, press 0 . An operator can help you place the following types of calls (additional charges may apply):

- Collect Calls: The operator contacts the answering party and requests payment for the call.
- Person-to-Person Calls: The operator must reach the requested person to connect the call.
- Bill-to-Third-Party Calls: The operator contacts one phone number and requests that the call be charged to another designated phone number
- Busy-line Verification: The operator checks a phone number to verify whether there's a conversation on the line.
- Busy-line Interrupt: The operator interrupts a conversation on the line that's verified as busy.
- Calling Card: The operator can help the caller contact any number by using a prepaid calling card.
- General Assistance: The operator can help with things such as time of day and dialing assistance (including local, long distance and international).

DIRECTORY ASSISTANCE

Dial 4 1 1 to access Directory Assistance services through an automated system or live operator. A live operator can assist with any residential listing request, and an automated system can assist with any business and government listings.

You can also get additional info with Enhanced Directory Assistance, such as movie listings, stock quotes, weather forecasts, traffic conditions and turn-by-turn directions—all from a live operator.

IMPORTANT ACCOUNT INFORMATION

READING YOUR STATEMENT

You should receive your first bill within two weeks from the time your service starts. It'll include partial month charges for your first month of service, plus charges for the current month and any installation charges (if applicable).

PAYMENT OPTIONS

- Auto Pay is the simplest way to pay your bill.
Sign up at spectrum.net/myaccount.

Note: Auto Pay enrollment may take up to 1 or 2 billing cycles. Please remember to pay your monthly bill until you've received an email confirmation stating that Auto Pay has been successfully set up.

- Make a one-time payment at spectrum.net/myaccount, through your bank, via mail, by phone at 1-855-75-SPECTRUM (1-855-757-7328) or in person at a Spectrum store. Go to spectrum.net/locations to find the nearest store.
- If you have questions about your bill, please visit spectrum.net/support, chat online at spectrum.net/support or call Customer Care at 1-855-75-SPECTRUM (1-855-757-7328).

For the latest bill statement information,
visit spectrum.net/statementinfo.

September 20, 2016

Account: **8345 78 555 5555555**
 Phone Number: (555) 555-5555
 Security Code: **5555**
 Service At: 5555 MAIN ST
 SAINT LOUIS MO 63131-1800

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

3 Summary *Service from 09/28/16 through 10/27/16 details on following pages*

| | |
|--------------------------------|--------------|
| Previous Balance | 153.81 |
| Payments Received - Thank You! | -153.81 |
| Adjustments | -4.99 |
| Remaining Balance | -4.99 |
| 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 10/10/16 \$168.33

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



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 63131-1800



September 20, 2016
Customer Name
 Account: 8345 78 555 5555555
 Phone Number: (555) 555-5555
 Service At: 5555 MAIN ST
 SAINT LOUIS MO 63131-1800

Total Due by 10/10/16 \$158.33

Amount you are enclosing \$

7 CHARTER COMMUNICATIONS
 PO BOX 790086
 SAINT LOUIS MO 63179-0086

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

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

Page 2 of 2 September 20, 2016
 Customer Name
 Account: 8345 78 555 5555555
 Security Code: **5555**

8 Charge Details

| | | |
|---------------------|-------|---------|
| Previous Balance | | 153.81 |
| Credit Card Payment | 09/02 | -100.00 |
| EFT Payment | 09/15 | - 53.81 |

Payments received after 09/20/16 will appear on your next bill.

9 Adjustments

| | | |
|---|-------|---------|
| Computerized Change of Service Fee - Adjustment | 08/23 | -4.99 |
| Adjustments Total | | -\$4.99 |

Remaining Balance - \$4.99

Service from 09/28/16 through 10/27/16

Spectrum TV™

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

10 Fees & Charges

| | |
|---------------------------|---------------|
| FCC Admin Fee | 0.08 |
| Franchise Fee | 6.41 |
| Municipal PEG Access Fees | 1.33 |
| | \$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 |
| | \$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

11 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) | 07/29 | 8:08p | 5.99 |
| One-Time Charges Total | | | \$5.99 |

12 Partial Month Charges

| | | |
|-----------------------------|-------------|---------------|
| Spectrum WiFi | 08/31-09/27 | 4.51 |
| Partial Month Charges Total | | \$4.51 |

Current Charges \$163.32
Total Due by 10/10/2016 \$168.33

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.



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

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

ALL CUSTOMERS

CHARTER RESIDENTIAL SUBSCRIBER PRIVACY POLICY

Charter takes the protection of our subscribers' ("You," "Your" or "Customer(s)") privacy seriously. The following privacy policy ("Policy") applies to those Charter residential Customers who subscribe to Charter's residential video programming, high-speed Internet and/or telephone service (individually and collectively the "Service") and describes the Customer information that Charter collects and retains, how Charter uses and protects it, the limited cases where Charter may disclose some or all of that information, and Your rights under the Cable Communications Policy Act of 1984 ("Cable Act"). Depending upon the Charter Service to which You subscribe, parts of this Policy may not be applicable to You. Charter values Your privacy and considers all personally identifiable information contained in our business records to be confidential. Please review this Policy and, if You are a Charter telephone service subscriber, the attached Customer Proprietary Network Information ("CPNI") Policy (the "CPNI Policy"), in conjunction with Your service agreement, terms of service and acceptable use policy ("Your Service Agreement"). Charter will provide You copies of this Policy annually and the CPNI Policy at least once every two years, whether or not we have revised the policies. We may modify this Policy at any time. The most current version of this Policy can be found on www.spectrum.com. If you find the changes unacceptable and if those changes materially and adversely impact Your use of the Service, You may have the right to cancel Your Service under Your Service Agreement. If You continue to use the Service following the posting of a revised Policy, we will consider that to be Your acceptance of and consent to the Policy as revised.

What type of information does Charter collect?

Charter collects both personally identifiable information and non-personal information about You when You subscribe to our Service. Charter uses its system to collect personally identifiable information about You: (a) when it is necessary to provide our services to You; (b) to prevent unauthorized reception of our services; and (c) as otherwise provided in this Policy. Charter will not use the system to collect Your personally identifiable information for other purposes without Your prior written or electronic consent. Charter also collects personally identifiable and non-personal information about You when You voluntarily provide information to Charter, as may be required under applicable law, and from third parties, as described in this Policy.

Personally identifiable information is any information that identifies or can potentially be used to identify, contact, or locate You. This includes information that is used in a way that is personally identifiable, including linking it with identifiable information from other sources, or from which other personally identifiable information can easily be derived, including, but not limited to, name, address, phone or fax number, email address, spouses or other relatives' names, drivers license or state identification number, financial profiles, social security number, bank account information, and credit card information. Personally identifiable information does not include information that is collected anonymously (i.e., without identification of the individual or household) or demographic information not connected to an identified individual or household.

Non-personal information, which may or may not be aggregated information about our Customers and may include information from third parties, does not identify individual Customers. Charter may combine third party data with our business records as necessary to better serve our Customers. Examples of non-personal information include IP addresses, MAC addresses or other equipment identifiers, among other data. Our systems may automatically collect certain non-personal information when You use an interactive or transactional service. This information is generally required to provide the service and is used to carry out requests a Customer makes through a remote control or set-top box.

We may also collect and maintain information about Your account, such as billing, payment and deposit history; maintenance and complaint information; correspondence with or from You, information about the service options that You have chosen; information the equipment You have, including specific equipment identifiers; and information about Your use of our services, including

the type, technical arrangement, quantity, destination and amount of use of certain of those services, and related billing for those services.

Charter also collects customer-provided customization settings and preferences. By using our service, You consent to our collection of this information and other information communicated to Charter such as correspondence, responses to surveys or emails, information provided in chat sessions with us, registration information, or participation in promotions or contests.

If You subscribe to our video service, then in certain of our systems, our set-top boxes automatically collect information that may be used to determine which programs are most popular, how many set-top boxes are tuned to watch a program to its conclusion and whether commercials are being watched, as well as other audience-measurement focused information. Our processes are designed to track this information and audience statistics on an anonymous basis. Information such as channel tuning, the time the channel is changed, and when the set-top box is "on" or "off" is collected at a secure database in an anonymous format. Charter, or our contractors or agents, may from time to time share the anonymous information with our advertisers, content providers, or other third parties with whom we have a relationship. We will not provide our advertisers, content providers, or these other third parties with personally identifiable information about You unless we have received Your consent first, except as required by law. (See "Who sees the information collected by Charter?")

Why does Charter collect personally identifiable information?

Charter collects and uses personally identifiable information to:

- properly deliver our Services to You;
- provide You with accurate and high quality customer service;
- perform billing, invoicing and collections;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of Charter's Services or violations of our policies or terms of service;
- keep You informed of new or available products and services;
- better understand how the Service is being used and to improve the Service;
- manage and configure our device(s), system(s) and network(s);
- 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.

You acknowledge and agree that all communications between You and Charter may be recorded or monitored by Charter for quality assurance or other purposes.

If You use an interactive or transactional service, for example, responding to a survey or ordering a pay-per-view event, the system will collect certain additional personally identifiable information, such as account and billing information or Customer-provided locale and service preferences, to properly bill You for the services purchased and to provide You with a more personalized experience. In addition, certain information such as Your connections to our system is automatically collected to, for example, make it possible for Your digital boxes to receive and process the signals for the services You order.

Charter may also collect personally identifiable information from third parties to enhance our customer database for use in marketing and other activities. Charter also collects personally identifiable information from third parties to verify information You have provided us and collects personally identifiable information from credit reporting agencies to, for example, determine Your creditworthiness, credit score, and credit usage. Charter also may maintain research records

containing information obtained through voluntary subscriber interviews or surveys.

If You subscribe to our high-speed Internet service, Charter transmits personally identifiable and non-personal identifiable information about You over the Service when You send and receive e-mail and instant messages, transfer and share files, make files accessible, visit websites, or otherwise use the Service and its features. Our transmission of this information is necessary to allow You to use the Service as You have chosen and to render the Service to You.

Who sees the information collected by Charter?

Charter will only disclose personally identifiable information to others if: (a) Customer provides written or electronic consent in advance, or (b) it is permitted or required under federal or applicable state law. Specifically, federal law allows Charter to disclose personally identifiable information to third parties:

- when it is necessary to provide Charter's services or to carry out Charter's business activities;
- as required by law or legal process; or
- for mailing list or other purposes, subject to Your ability to limit this last type of disclosure.

To provide services and carry out our business activities, certain authorized people have access to Your information, including our employees, entities affiliated through common ownership or control with Charter and third parties that provide and/or include: billing and collection services; installation, repair and customer service subcontractors or agents; program guide distributors; software vendors; program and other service suppliers for audit purposes; marketers of Charter's products and services; third party auditors; our attorneys and accountants; and/or strategic partners offering or providing products or services jointly or on behalf of Charter. The frequency of disclosures varies according to business needs, and may involve access on a regular basis. Charter restricts third parties' use of Your information to the purposes for which it is disclosed and prohibits third parties from further disclosure or use of Your personally identifiable information obtained from us, whether for that third party's own marketing purposes or otherwise.

Unless You object in advance, federal law also allows Charter to disclose through "mailing lists," personally identifiable information, such as Your name, address and the level of Your service subscription, to non-affiliated entities, including advertisers and marketing entities, for non-service related purposes, including product advertisement, direct marketing and research. Under no circumstances will Charter disclose to these advertising entities the extent of Your viewing habits or the transactions You make over the system. Charter, or our contractors or agents, may from time to time share non-personal and/or aggregate information such as the number of Service subscribers who match certain statistical profiles (for example, the number of subscribers in various parts of the country) with our advertisers, content providers, or other third parties with whom we have a relationship.

We may provide anonymous data to third parties who may combine it with other information to conduct more comprehensive audience analysis for us and for television advertisers. This data helps program networks and cable operators decide on which programs, channels, and advertising to carry. Charter may also use that information to distribute targeted advertising to You without having disclosed any of Your personally identifiable information to the advertisers. These advertisements may invite interactive or transactional follow-up from You. By using any of Charter's interactive services, You consent to our collection of this additional information. Unless You consent first or except as required by law, only anonymous information is disclosed to audience measurement services.

As part of its business activities, if Charter enters into a merger, acquisition, or sale of all or a portion of our assets, Charter may transfer Customers' personally identifiable and non-personal information as part of the transaction.

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, 866, 877 or 888 numbers.

If allowed by and after complying with any federal law requirements, Charter may disclose personally identifiable information about Customer to representatives of government or to comply with valid legal process, except as provided below, disclosures shall not include records revealing Customer's selection of video programming. Disclosures to representatives of government may be made pursuant to an administrative subpoena, warrant, court order, our reasonable discretion in cases of emergency or serious physical injury, or other permitted means. In these situations, Charter may be required to disclose personally identifiable information about a Customer without Customer's consent and without notice to the Customer. Law enforcement agencies may, by federal or state court order, and without notice to You, obtain the right to install a device that monitors Your Internet and e-mail use, including addresses of email sent and received and in some cases the content of those communications; and/or Your use of our telephone service, including listings of incoming and outgoing calls and in some cases the content of those calls. In some instances where there are valid legal requests for or orders for disclosure of Your information, we may notify You of the requests or orders and then it may be up to You to object or take specific action to prevent any disclosures pursuant to those requests or orders.

Where a governmental entity is seeking personally identifiable information of a Customer who subscribes to Charter's video services only or records revealing Customer's selection of video programming, the Cable Act requires a court order and that the video subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At such a proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the prosecution of the case. Except in certain situations (such as with respect to those who owe, or are owed, welfare or child support) state welfare agencies may obtain the names, addresses, and certain other Customer information as it appears in Charter's subscriber records under the authority of an administrative subpoena.

We may also use or disclose personally identifiable information about You without Your consent (a) to protect our Customers, employees, or property, (b) in emergency situations, (c) to enforce our rights in court or elsewhere, or directly with You, for violations of service terms, conditions or policies and/or (d) in order to comply with the Digital Millennium Copyright Act or as otherwise required by law, for example, as part of a regulatory proceeding.

Note to California Customers Regarding Your Privacy Rights:

California law requires Charter provide to certain Customers, upon request, certain information regarding the sharing of personally identifiable information to third parties for their direct marketing purposes. As mentioned above, Charter does not share personally identifiable information with unaffiliated third parties for their own direct marketing purposes. However, Charter may share personally identifiable information with some same-branded affiliates for those affiliates' direct marketing purposes (and, if a Charter telephone subscriber, then subject to the restrictions in the attached CPNI Policy). If You make a request by phone or on-line, Charter will provide You with the number of its same-branded affiliates in California and a list of personal information that it may have shared with some or all such affiliates.

Can I prohibit or limit Charter's use and disclosure of my personally identifiable information?

If You do not want Your name, address, level of service or other personally identifiable information disclosed to third parties in a "mailing list" as explained above, please register this preference at <http://unsubscribe.spectrum.com> or by contacting us by telephone at 1-855-75-SPECTRUM.

Customers of our video service cannot opt-out of the collection of audience measurement data.

Also, if You do not want to receive marketing messages (e.g., phone calls, emails, and direct mail) from Charter, You may call 1-855-75-SPECTRUM or visit <http://unsubscribe.spectrum.com> and make a request to have Your privacy preferences updated. Please note that such request will not eliminate all telephone calls, emails or direct mail sent to You from Charter as Charter may still continue to send non-marketing account-related messages to You.

How long does Charter maintain personally identifiable information?

Charter will maintain personally identifiable information about You as long as You are a subscriber to Charter's Service and as long as necessary for the purpose for which it was collected. If You are no longer a subscriber to any Charter Service and the information is no longer necessary for the purpose for which it was collected, Charter will only keep personally identifiable information as long as necessary to comply with laws governing our business. These laws include, but are not limited to, tax and accounting requirements that require record retention. Charter will also maintain personally identifiable information to satisfy pending requests for access by a subscriber to his/her information or pursuant to a court order. Charter will destroy Customers' personally identifiable information when the information is no longer necessary for the purpose for which it was collected, when there are no longer pending requests for such information, and when it is no longer necessary to retain the information under applicable laws.

How does Charter protect customer information?

Charter takes the security of our Customers' personally identifiable information seriously. Charter takes such actions as are reasonably necessary to prevent unauthorized access by entities other than Charter to personally identifiable information. Charter uses security and/or encryption technology to secure certain sensitive personally identifiable information when it collects such information over the system. Charter restricts access to its customer database and secures the content by use of firewalls and other security methods. Charter limits access to databases containing Customers' personally identifiable information to those specifically authorized employees and agents of Charter and other parties identified in the "Who sees the information collected by Charter?" section above. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

You need to help protect the privacy of Your own information. You and others who use Your equipment must not give identifying information to strangers or others whom You are not certain have a right or need to the information. You also must take precautions to protect the security of any personally identifiable information that You may transmit over any home networks, wireless routers, wireless fidelity (WiFi) networks or similar devices by using encryption and other techniques to prevent unauthorized persons from intercepting or receiving any of Your personally identifiable information. You are responsible for the security of Your information when using unencrypted, open access or otherwise unsecured networks in Your home. For more information on things You can do to help protect the privacy of Your own information, visit www.spectrum.net/security or www.OnGuardOnline.gov.

Can I see the information that Charter collects about me?

You have a right under the Cable Act to see Your personally identifiable information that Charter collects and maintains. The information Charter has about its Customers is maintained at the local offices where service is provided, in our systems, and at our corporate headquarters. If You would like to see Your information, please send a written request to Your local Charter office. To find the location of Your local office please visit www.spectrum.com. Charter will be glad to make an appointment for You to come in to Your local office during regular business hours. If Your review reveals an error in our records, Charter will correct it. You may also be able to access certain information about You or Your account by telephone or online at www.spectrum.com, depending upon the information You have provided.

Does Charter protect children's privacy?

Charter is concerned about children's privacy and does not knowingly collect personally identifiable

information from anyone under the age of 13 over its Service unless otherwise expressly identified. At those specific parts of our Service, Charter will provide a special notice or other information describing the additional privacy protections that may apply. Charter urges children to always obtain a parent or legal guardian's permission before sending any information about themselves over the Internet and urges parents and legal guardians to be vigilant regarding children's Internet usage. Other services or web pages accessed through Charter's Service may have different policies on collection of information pertaining to children and You should consult their privacy policies and read their notices if You have any concerns about the collection or use of such information by those entities.

How does Charter use cookies and web beacons?

A cookie is a small file that stores information in Your browser on Your computer. Charter places cookies in Your browser that contain some of the information You provide when You register with us and when You set up a personalized service or customize Your settings and preferences on our websites. Charter does not store highly sensitive personal information such as Your password, e-mail address or credit card number in cookies. Cookies enable Charter to summarize overall usage patterns for analysis. In addition, Charter uses cookies to provide personalized services such as saving Your astrological sign on Spectrum.net. Charter may also use cookies to provide a more useful online experience, such as allowing You to quickly enter a sweepstakes if You're already logged on.

A web beacon is an invisible graphic on a web page that is programmed to collect non-personally identifiable information about Your use of a given site. Like cookies, web beacons allow Charter and its technology providers to summarize overall usage patterns for our analysis and provide personalized services. Charter does not share or provide personally identifiable information we may collect, such as names, e-mail addresses and phone numbers with our advertisers without Your express permission. However, Charter may provide site usage information linked to Your personally identifiable information to law enforcement or others in compliance with valid legal process or in other situations as stated in the "Who Sees the Information Collected by Charter?" paragraphs above.

You may opt-out of the cookies delivered by Charter on its websites by changing the setting on Your browser. Depending on Your privacy settings, please be aware that this may disable all cookies delivered to Your browser, not just the ones delivered by Charter. Because a "Do Not Track" protocol has not yet been finalized, Charter's information collection and disclosure practices, and the choices that we provide to consumers, will continue to operate as described in this Privacy Policy, whether or not a Do Not Track signal is received.

Targeted Advertisements

Charter wants to make the advertisements it provides more relevant to You. Charter collects and uses non-personal information, such as information about your visits to our websites, ZIP Code, IP address and information from third parties. We may also combine that information with personally identifiable information, such as information You provide Charter and from Your Charter account. (See "What type of Information does Charter Collect"). In addition, Charter may partner with third-party advertising companies who may utilize cookies, web beacons, or other technology to deliver or facilitate the delivery of targeted advertisements.

Charter also uses third-party advertising companies to identify and present tailored online advertisements for its goods and services and uses anonymous ZIP Codes to geographically target online advertisements for our other clients. Charter will not provide our online partners with access to Your name, address, e-mail address, telephone number or other personally identifiable information without Your permission. When targeted online advertisements displayed on third-party websites are based on Your personally identifiable information or general location derived from your Charter IP address, You may opt-out by going to <http://unsubscribe.spectrum.com> and updating Your privacy preferences. After doing so, we recommend that You also remove any unwanted cookies from Your browser. For more information on how to adjust these settings go to Spectrum.com > Support > Internet Help.

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; if You grant permission, we will use Your personal information for the permitted purposes only. In some areas we will be able to target cable advertisements to Your household that will be more relevant to Your interests based on information You provide us or information that we receive from third parties. When those cable advertisements are directed to You based on Your personal information, You can elect not to receive them. You may opt-out by going to <http://unsubscribe.spectrum.com> and updating Your privacy preferences.

If you change or get a new account, You will need to review all of Your opt-out choices.

What can I do if I believe Charter has violated my rights?

You may enforce the limitations imposed on us by federal law with respect to the collection and disclosure of personally identifiable subscriber information about You, 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.

What if I have any questions?

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 Charter's website at www.spectrum.com.

IMPORTANT NOTE:

This Policy does not apply to Your use of any Charter website. You should review the privacy policy applicable to each site, which is available under the "Your Privacy Rights" or "Privacy Policy" section of each Charter website. This Policy also does not apply to those commercial customers who subscribe to Charter Business' commercial video programming, high-speed Internet and/or telephone service or any other commercial customer. The Commercial Subscriber Privacy Policy is available under the "Your Privacy Rights" section of www.spectrum.com.

Effective: December 16, 2013

Charter Residential Customer Proprietary Network Information (CPNI) Policy

The following CPNI Policy is in addition to requirements set forth in Charter's Residential Subscriber Privacy Policy and is subject to some permitted uses and disclosures of Your name, address, and/or telephone number outlined in the Privacy Policy. The information that we have (1) relating to the quantity, technical configuration, type, destination, location, and amount of Your use of telephone service, and / or (2) contained on Your telephone bill concerning the telephone services that You receive is subject to additional privacy protections. That information, when matched to Your name, address, and telephone number is known as "Customer Proprietary Network Information," or CPNI for short. Examples of CPNI include information typically available from details on a customer's monthly telephone bill—the type of line, technical characteristics, class of service, current telephone charges, long distance and local service billing records, directory assistance charges, usage data, and calling patterns. As a subscriber to our telephone services, You have the right, and Charter has a duty, under federal law to protect the confidentiality of CPNI. Charter offers many communications-related services, such as, for example, Charter Internet services. From time to time we would like to use the CPNI information we have on file to provide You with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to Your specific needs. We would like Your approval so that we, our agents, affiliates, joint venture partners, and independent contractors may use this CPNI to let You know about communications-related services other than those to which You currently subscribe that we believe may be of interest to You. You do have the right to restrict this use of CPNI.

IF WE DO NOT HEAR FROM YOU WITHIN 30 DAYS OF THIS NOTIFICATION, WE WILL ASSUME THAT YOU APPROVE OUR USE OF YOUR CPNI FOR THE PURPOSES OF PROVIDING YOU WITH INFORMATION ABOUT OTHER COMMUNICATIONS-RELATED SERVICES. YOU HAVE THE RIGHT

TO DISAPPROVE OUR USE OF YOUR CPNI, AND MAY DENY OR WITHDRAW OUR RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING THE TELEPHONE NUMBER REFLECTED ON YOUR MONTHLY BILLING STATEMENT OR 1-855-75-SPECTRUM. We will also honor any restrictions applied by state law, to the extent applicable. Charter also offers various other services that are not related to the communications services to which You subscribe. Under the CPNI rules, some of those services, such as Charter video services, are considered to be non-communications related services. Occasionally, You may be asked during a telephone call with one of our representatives for Your oral consent to Charter's use of Your CPNI for the purpose of providing You with an offer for products or services not related to the telephone services to which You subscribe. If You provide Your oral consent for Charter to do so, Charter may use Your CPNI for the duration of such telephone call in order to offer You additional services. Any action that You take to deny or restrict approval to use Your CPNI will not affect our provision to You, now or in the future, of any service to which You subscribe. You may disregard this notice if You previously contacted us in response to a CPNI Notification and denied use of Your CPNI for the purposes described above. Any denial of approval for use of Your CPNI outside of the service to which You already subscribe is valid until such time as Your telephone services are discontinued or You affirmatively revoke or limit such approval or denial. The CPNI Policy above may be required by law to apply to our Voice over Internet Protocol, or, IP voice services.

Effective: May 4, 2009.

TV

1. How do I set up my remote to control my TV?

Turn on your TV and press the TV  button and the SET UP  button until the TV  button blinks twice. Using your remote enter the five digit TV manufacturer's code and wait for the TV  button to blink twice. If the button does not blink, the code was entered incorrectly. Press the POWER  button and your TV should turn off. You should now be able to control your TV with your remote.

For more detailed information, please refer to page 17.

2. What is the difference between the System On/Off button and the Power button?

The POWER  button will turn on/off the currently selected device only. The System ON/OFF  button will turn on/off the digital receiver and any programmed devices such as a DVD Player, TV and Auxiliary Devices.

3. What is the difference between a Locks PIN and a Purchase PIN? (Locks Options)

The Locks PIN allows customers to block content based on desired criteria such as rating or theme unless the PIN has been entered when prompted. The Purchase PIN blocks purchasing of content such as VOD, PPV or upgrading your services on your TV unless the PIN has been entered.

4. How do I set up Parental Controls? (Locks Options)

To set up a Parental Control PIN, press the MENU  button twice followed by the A  button. Use the Directional  buttons to highlight Parental Control and press OK/SEL . Then, using your Directional  buttons, scroll to Change PIN and press OK/SEL . Once you have created a Parental Control PIN press the A  button on your remote to return to the Parental Control menu and using your Directional  buttons, scroll to one of the options for locking content such as Locked Channels or Locked Ratings and press OK/SEL  and using the Directional  buttons enable the desired locks. Once you have enabled all necessary locks, return to the Parental Control menu using the Left  button and then scroll to Locking Status and press OK/SEL . Highlight ON and press the OK/SEL  button. Follow the on screen directions to enable your Parental Locks. Press EXIT  button to return to programming.

For more detailed information, please refer to page 20.

5. What is HD Auto Tune?

If you have an HD Digital Receiver, High Definition Auto Tune automatically tunes to the HD channel of any channel you choose. If a standard definition channel is selected and there is an HD counterpart available, your digital receiver will automatically tune to the HD feed.

For more detailed information, please refer to page 18.

6. My picture doesn't fill the screen like it used to, how I do fix this?

Press the MENU  button twice followed by the A  button to access the General Settings menu. Using the Up and Down  buttons, highlight My Preferences and press OK/SEL . Once in the My Preferences category, use the Directional  buttons to highlight Auto-Tune to HD and press OK/SEL . Then using the Up and Down  buttons, highlight the Off option to disable HD Auto Tune and press OK/SEL . Press the EXIT  button to return to your program.

For more detailed information, please refer to page 19.

7. How do I set my Digital Receiver to display the time?

Press the MENU  button twice followed by the A  button to access the General Settings Menu. Using the Directional  buttons, scroll to Accessories and press OK/SEL . Use the Directional  buttons to scroll to Set-Top Clock and press OK/SEL  to view options. Then, use the Directional  buttons to highlight Display and press OK/SEL  to access display options. Use the Directional  buttons, highlight the desired display option and press OK/SEL  to enable it.

8. How can I find the channel that my favorite program is on?

Press the Guide button twice and use the Directional  buttons to highlight Title or Keyword search and press OK/SEL . The search window will display and using the Directional  buttons, highlight and press OK/SEL  to select the letters that will spell the name of the program you are looking for. As you type, matching titles will appear on the right side of the guide. When you see the title you were searching for, use the Directional  buttons to scroll to the right and press OK/SEL .

For more detailed information, please refer to page 13.

9. How do I set a series recording on my DVR?

Within your Guide, highlight a future program that you want to record as a series and press the REC  button on your remote control. Using the Directional  buttons, select the Record Entire Series option and press OK/SEL  to display the Series Manager Options window. Use the Directional  buttons to specify your preferences for a series recording in the Series Manager Options window. When you have finished specifying options, press the A  button on your remote. The Series recording icon will display next to the program listing in the Program Guide.

For more detailed information, please refer to page 26

10. Sometimes when I schedule a series recording, it doesn't record every day, am I doing something wrong?

Not all shows are categorized as a series, some shows (i.e., talk shows) will need to be manually scheduled to record the specific channel every day at the same time the program is shown.

11. Can I record a Pay-Per-View Event?

Yes, you can schedule to record a Pay-Per-View Event that you purchased.

12. What is Video on Demand? Who has access to Video on Demand?

Video on Demand (VOD) offers the flexibility and convenience of watching thousands of movies and shows that start anytime you want – many for FREE. You also have the ability to play, pause, rewind and fast forward On Demand programs using your remote within 24 hours of purchase.

Note: You can not record VOD programming.

13. I am trying to buy a program from Pay-Per-View and it is asking me for a PIN, what is the PIN I should enter?

The PIN should be the Purchase PIN that you selected when setting up your Parental Controls.

INTERNET

1. I'm having a problem with my Internet service, what is the first step I should take to try to resolve the issue?

Power cycling your modem and WiFi Router, if you have one, is typically the first step in troubleshooting because it solves a variety of common issues. To power cycle your equipment, unplug the modem from its power source (wall outlet or surge protector). If you are using a router for wireless or other networking, turn it off and unplug it. Shut down your computer and after a minute, repower the modem. Wait for the lights to return to normal and then restart the WiFi Router or networking device. Wait for the lights to illuminate before restarting your computer and opening any web browsers.

VOICE

1. What is Voice Online Manager?

Use Voice Online Manager on your computer or mobile device to check your voicemail, manage voice features and access call history.

Turn to page 41 for more information.

2. I have no dial tone, what should I do?

You should power cycle your Phone Modem by unplugging the power cord for 30 seconds and reconnecting.

3. What are Star Codes?

Star Codes are used to activate or deactivate a feature using your phone or handset.

Turn to page 42 for a full list of Spectrum's Calling Features.

4. When I make an outbound call, will I be charged?

Spectrum Voice includes unlimited domestic long distance calling within the U.S., Canada, Puerto Rico, Guam and U.S. Virgin Islands. You will not be charged for calls to these destinations.

All outbound international calls are rated and billed according to each destination. Please visit spectrum.com for international destination rates or to subscribe to an international calling plan.

For more detailed information on calling, please refer to page 45.

5. How do I set up my voicemail?

To activate and set up your voicemail, dial *99 from your home phone. Follow the voice prompts to create a PIN and set up a greeting and mailbox options.

For more detailed information, please refer to page 41.

NEW

Spectrum
BUSINESS

More Savings + More Productivity

Maximum R.O.I.



Get the best business Internet, Phone, and TV
for the lowest price

Spectrum Business™ Internet
Up to 60Mbps for only

\$39.99
/mo**

+

Spectrum Business™ Voice
Reliable Business Phone for only

\$29.99
/mo,
per line**

No Taxes • No Hidden Fees • No Contracts

Plus, add
Spectrum Business TV
\$19.99
/mo†

Increase Your Business Productivity & Save

Contact Spectrum Business Today

866.974.5047

Business.Spectrum.com/Power

Place one of these stickers on your phone.

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. *Speed comparison based on Spectrum Business Internet Plus with 60Mbps download speed, AT&T 6Mbps DSL, CenturyLink 7Mbps DSL, Frontier 7Mbps DSL and Verizon 10-15Mbps DSL (downloads only) in Spectrum markets as of February 4, 2015. **Bundle price is \$69.98 for Spectrum Business Internet and Spectrum Business Voice for 12 months & includes Spectrum Business Internet Plus with 60Mbps download speeds, web hosting, email addresses, desktop security, & cloud backup, plus one business phone line with calling features and unlimited local and long distance within the U.S., Puerto Rico, and Canada. Standard rates apply after promotion. Charter Internet modem is required & included in price; Internet taxes, fees, & surcharges are included in price (except TX and WI); \$29.99 Phone price includes taxes, fees, & surcharges. Other Phone services may have applicable taxes and fees. Installation and other equipment taxes and fees may apply. Actual speeds may vary. †Spectrum Business TV offer is for 12 months when bundled with Internet or Voice & includes Business Class TV with 40+ channels including local broadcast channels. TV equipment required and is extra. Applicable TV taxes and fees may apply. Number of channels may vary. Installation and other equipment taxes and fees may apply. Services are subject to all applicable service terms & conditions, which are subject to change. Services not available in all areas. Restrictions apply. Call for details. ©2016 Charter Communications.

Charter
COMMUNICATIONS