



January 3, 2023
 Account Number: **xxxx xx xxx xxxxxxxx**
 Security Code: **xxxx**
 Service At: Your Address

NEWS AND INFORMATION

Have questions about your bill?

Visit us at Spectrum.net/billing
 Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

Summary Service from 01/03/23 through 02/02/23 details on following pages

Previous Balance	216.30
Payments Received -Thank You!	-139.78
Adjustments	4.99
Past Due Balance - Due Now	\$71.53
Spectrum TV®™	19.99
Spectrum Internet™	79.99
Other Charges	21.00
One-Time Charges	8.95
Taxes, Fees and Charges	4.87
Current Charges Due By 01/20/23	\$134.80
Total Due	\$279.58

IMPORTANT BILLING UPDATE

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

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

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

- Broadcast TV Surcharge will increase by \$1.20/mo.
- Spectrum Lifestyle Plan will increase by \$2/mo.
- Spectrum Internet will increase by \$5/mo.



IMPORTANT PROGRAMMING CHANGE: Effective on or after December 29, 2022, Azteca America Network will cease programming on channel 806. To view related programming, check your Spectrum TV Guide for channel location and programming details. For a complete channel lineup, visit Spectrum.net/channel-lineup. To view this notice online, visit Spectrum.net/ProgrammingNotices. You may downgrade or disconnect your service without charge within 30 days of receipt of this notice.

ACTION REQUIRED: ACCOUNT STATUS DELINQUENT

Your account is now in a delinquent status. The total delinquent amount is due immediately and must be paid to avoid collections activity including, potential service suspension. If you resume service after disconnection due to nonpayment, your past due balance, along with first month of service and a reconnection fee will be required.



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652
 8150 1200 NO RP 03 01042023 NNNNNYNN 01 996913

Your Name
 Your Address

January 3, 2023

Your Name

Account Number: **xxxx xx xxx xxxxxxxx**
 Service At: Your Address

Total Due	\$279.58
Amount you are enclosing	\$

Please Remit Payment To:

SPECTRUM
 PO BOX 7186
 PASADENA CA 91109-7186

815012005303289900279588

Account Number: Your Name
 Security Code: xxxx

Have questions about your bill?
 Visit us at [Spectrum.net/billing](https://spectrum.net/billing)
 Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)
 8150 1200 NO RP 03 01042023 NNNNNYNN 01 996913

Charge Details

Previous Balance		216.30
Credit Card Payment	12/22	-139.78

Payments received after 01/03/23 will appear on your next bill.

Adjustments

Reconnection Fee	12/25	4.99
Adjustments Total		\$4.99

Past Due Balance - Due Now \$71.53

Service from 01/03/23 through 02/02/23

Spectrum TV®™

Spectrum Lifestyle Plan	49.99
Ret Mi/file \$30 Off 12m	-30.00

Your promotional price will expire on 07/02/23

\$19.99

Spectrum TV®™ Total \$19.99

Spectrum Internet™

WiFi Service	5.00
Free Internet Modem	0.00
Spectrum Internet	74.99

\$79.99

Spectrum Internet™ Total \$79.99

Other Charges

Broadcast TV Surcharge	21.00
Other Charges Total	\$21.00

One-Time Charges

Late Fee	12/18	8.95
One-Time Charges Total		\$8.95

Taxes, Fees and Charges

FCC Admin Fee	0.09
Franchise Fee	3.61
PEG Capital Fee	1.17
Taxes, Fees and Charges	\$4.87

Current Charges Due By 01/20/23 \$134.80
Total Due \$279.58

Messages continued from page 1

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

Billing Information

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

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

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

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Continued on the next page...

Local Spectrum Store: 220-09 Hillside Ave, Queens Village NY 11427 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 61-38 190th Street, Fresh Meadows NY 11365 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Simplify your life with Auto Pay!

Spend less time paying your bill and more time doing what you love.

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

Set up easy, automatic bill payments with **Auto Pay!**

Visit: spectrum.net/account
 (My Account login required)

Payment Options

Pay Online - Sign in to [Spectrum.net](https://spectrum.net) to pay or view your bill.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Spectrum.

For questions or concerns, please call **1-855-707-7328**.



Account Number: **Your Name**
xxxx xx xxx xxxxxxxx
Security Code: **xxxx**

Have questions about your bill?Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8150 1200 NO RP 03 01042023 NNNNNYNN 01 996913

Authorization to Convert your Check to an Electronic Funds

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

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

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

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

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

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

For immediate closed captioning concerns, call 1-855-707-7328 or email closedcaptioningsupport@charter.com.

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





Account Number:: **Your Name**
Security Code: xxxx xx xxx xxxxxxxx
xxxx

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8150 1200 NO RP 03 01042023 NNNNNYNN 01 996913

