



Amount Due

Due on

How It Adds Up

Previous Balance

Payments Received

Remaining Balance

Current Activity

Spectrum Internet®

Credits & Charges

IMPORTANT NEWS

Enroll in Auto Pay today!

Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit [Spectrum.net/autopay](https://spectrum.net/autopay).

Stay protected with Spectrum!

Spectrum is dedicated to keeping you and your family safe online. Visit [Spectrum.net/securitycenter](https://spectrum.net/securitycenter) for tools and solutions to keep your personal information secure.

Special Movers Offer!

Spectrum services are easy to take with you. Ask about getting 1 **FREE** line of Unlimited Mobile for 1 year. **CALL 1-877-906-9182** or visit [Spectrum.net/easymove](https://spectrum.net/easymove).

GET THE BEST VALUE IN STREAMING

Stream more than 90 popular channels when you add Spectrum TV® Stream for \$39.99/mo. **CALL 1-877-598-8603**.

Detach the included payment stub and enclose it with a check made payable to Spectrum. If you have questions about your account, call us at **(855) 757-7328**.



DO NOT SEND PAYMENTS TO THIS ADDRESS

4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652

Amount Due

Due on

Account Number

Amount Enclosed

\$

Please send payment to:

SPECTRUM
PO BOX 6030
CAROL STREAM IL 60197-6030

Your Bill Details

Previous Balance

Credit Card Payment

Credit Card Payment

Remaining Balance

Current Activity

Spectrum Internet® Total

Credits & Charges

Credits & Charges Total

Amount Due on**For more helpful information, see following pages.**

Business Owners Qualify

Call 1-877-551-5981 to speak to a Spectrum Business specialist to set up professional-grade services.

Protect Your Private Data.

Add Spectrum Security Suite and protect your network from viruses and other online attacks, plus detect and remove malicious malware.



Learn more at Spectrum.net/Security.

Download the My Spectrum App.

We've made it even easier for you to sign in and manage your Spectrum account all in one place with the **My Spectrum App**.



Visit Spectrum.net/MySpectrumApp to download the app today.

Ways to Pay



Auto Pay: Visit Spectrum.net/AutoPay. Auto Pay is the easiest way to pay your bill on time every month.



App: Pay your bill through the My Spectrum App.



Online: Pay your bill online at Spectrum.net.
Want to go paperless? Visit Spectrum.net/billing.



Phone: Call the automated payment service at **(833) 267-6097**.



Store

Your Spectrum Stores are located at:

Visit Spectrum.com/stores for additional locations and hours.

Support, Bill FAQs and Descriptions

Support

Visit: [Spectrum.net/support](https://spectrum.net/support)

Call: (855) 75-SPECTRUM (1-855-757-7328)

Moving Soon?

Visit [Spectrum.com/easy2move](https://spectrum.com/easy2move) or call us at (877) 940-7124 for help transferring and setting up your services in your new home.

Bill FAQs

How do billing cycles work?

Your first bill covers your first day of service through your first full billing cycle. Future service will be billed a month in advance. If you make a Pay-Per-View or On Demand purchase, it will be included on your next billing statement.

What happens if I have insufficient funds or a past due balance?

Spectrum may charge a processing fee for any returned checks and card chargebacks. If your payment method is refused or returned for any reason, we may debit your account for the payment, plus an insufficient funds processing fee as described in your terms of service or video services rate card up to the amount allowable by law and any applicable tax. Your bank account may be debited as early as the same day your payment is refused or returned. If your bank account isn't debited, the return check amount (plus fee) must be paid by cash, cashier's check or money order.

What if I disagree with a charge?

If you want to dispute a charge, you have 60 days from the billing due date to file a complaint. While it's being reviewed, your service will remain active as long as you pay the undisputed part of your bill.

What if my service is interrupted?

Unless prevented by situations beyond our control, services will be restored within 24 hours of you being notified. If your service is interrupted for more than 24 continuous hours, you can contact us for a credit.

You can find all of our terms and conditions at [Spectrum.com/policies](https://spectrum.com/policies).

Descriptions

Taxes 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](https://spectrum.net/taxesandfees) for more information.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at [Spectrum.com/policies](https://spectrum.com/policies).

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

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).

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

Franchise Administrator -

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.



ACCOUNT NUMBER

SECURITY CODE

STATEMENT DATE

SERVICE ADDRESS

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