



## Enjoy a connection that's ready for anything

Village at Westside Crossing now offers you the power and cutting-edge technology of Spectrum Internet® and Spectrum TV®. As a Spectrum customer, you have a reliable connection that puts everything within reach.



### SPECTRUM INTERNET GIG

- Fast Internet speeds up to 1 Gbps
- One (1) Modem
- One (1) Router
- No data caps



### SPECTRUM TV SELECT

- 155+ channels†
- Disney+ Basic included\*. Visit [Spectrum.com/cp/disney-plus](https://spectrum.com/cp/disney-plus) to activate
- ViX included\*\*. Visit [Spectrum.com/get-vix](https://spectrum.com/get-vix) to activate
- Stream anytime and anywhere with the Spectrum TV App. Visit [Spectrum.net/spectrumtvapp](https://spectrum.net/spectrumtvapp) for download instructions
- 85,000+ On Demand choices
- One (1) Xumo Stream Box



### UPGRADE\* YOUR SERVICE TO INCLUDE:

Other Spectrum Internet and TV packages, premium channels and Spectrum Voice®.

\*Upgrades are billed separately

**TO ACTIVATE YOUR SERVICE OR LEARN MORE ABOUT UPGRADES**

**CALL 1-855-326-5115**

SPECTRUM INTERNET: Speeds based on wired connection. Actual speeds (including wireless) vary and are not guarantee. SPECTRUM TV: †Channel availability based on level of service and not all channels available in all markets or locations. Spectrum TV App requires Spectrum TV. Account credentials required to stream content. Streaming capabilities restricted in some areas; not all channels supported. Spectrum TV App is available only on compatible devices. \*DISNEY+ BASIC: For existing Disney+ subscribers, this is an offer for an additional Disney+ subscription. This will not replace any existing Disney+ subscription you may already have. Accounts must be managed separately. Must maintain eligible services to retain Disney+. Use of Disney+ is subject to the Disney+ Subscriber Agreement. © 2024 Disney and its related entities. \*\*ViX Premium with Ads: Must be 18 years of age or older to redeem offer and must remain on Mi Plan Latino and TV Select plan to retain offer. One offer per eligible Spectrum account. For existing ViX Premium subscribers, this is an offer for an additional ViX Premium Con Anuncios subscription. This will not replace any existing ViX subscription you may already have. Accounts must be managed separately. XUMO: Separate subscriptions are required to view content through various paid applications. Xumo Stream Box, Xumo logos, and all other Xumo product names, logos, slogans or marks are the trademarks of Xumo or its licensors. © 2024 Xumo. All trademarks are the property of their respective owners. © 2024 Charter Communications, all rights reserved.

# Spectrum

## SERVICE FAQ

### Q: WHAT SERVICES ARE INCLUDED IN MY PACKAGE?

**A:** Your services include Spectrum Internet® Gig with speeds up to 1 Gbps, plus Spectrum TV® Select with 155+ channels and On Demand content. Disney+ Basic and ViX included.

You can view your channel lineup by visiting [Spectrum.net](https://Spectrum.net) and creating an account or downloading the Spectrum TV App.

### Q: WHAT SPECTRUM EQUIPMENT WILL I NEED?

**A:** You can get one (1) modem, one (1) router, and one (1) Xumo Stream Box included at no charge.

Xumo offers all your favorite apps pre-installed, the ability to search across both live TV and your apps, and includes a voice-activated remote.

Please keep in mind that while there is no charge for equipment, you will be responsible for any loss, theft or damage to the equipment.

### Q: HOW DO I SET UP MY SERVICE?

**A:** Residents with existing Spectrum service can call **1-855-326-5115** to order Internet and TV service and have a self-install kit mailed to your home.

Residents who are new to Spectrum can visit [Spectrum.com/servicesetup](https://Spectrum.com/servicesetup) to order service and a self-install kit. To set up your account, you will need your address and phone number.

Call us at **1-855-326-5115** on or after the service effective date, which will be indicated on Spectrum communication that will be mailed to you. Information and services will not be available before this date.

### Q: CAN I UPGRADE MY SERVICE?

**A:** Yes, you can upgrade your Spectrum TV package, add premium channels, sign up for Spectrum Mobile®, and add reliable home phone services with Spectrum Voice®.

To upgrade, call Spectrum Customer Service at **1-855-326-5115**. You will be billed separately for any additional upgrades, services or equipment.

### Q: IS SPECTRUM VOICE INCLUDED IN THIS PACKAGE?

**A:** No, Spectrum Voice is not included. You can upgrade to Spectrum Voice for an additional charge.

### Q: WHO DO I CONTACT IF I HAVE A PROBLEM WITH MY SERVICE?

**A:** There are several ways to get support with Spectrum. Create an account on [Spectrum.net](https://Spectrum.net) to view Popular Support topics and download the My Spectrum App to manage your bill, services and equipment. You can always call Customer Service 24/7 at **1-855-326-5115**.

### Q: WHERE DO I RETURN MY EQUIPMENT?

**A:** Returning equipment is easy. Bring your equipment to any *The UPS Store* location. UPS will package and ship your equipment at no charge to you, just mention that it is a Spectrum equipment return. Keep the receipt for your records.

### Q: WHAT DO I DO IF I ALREADY HAVE A SPECTRUM ACCOUNT?

**A:** Your billing will automatically adjust to reflect the services included in your community's services. Any service outside of that (i.e. Phone, International TV, other premiums) will continue to be billed to you directly.



**CONTACT 24/7  
CUSTOMER SUPPORT:**

Give us a call at **1-855-326-5115**



**VISIT US ONLINE:**

**Spectrum.com/  
community-solutions/resident-support**