

Utilities

Cable & Internet: Spectrum (833) 697-7328

Phone: Spectrum (855) 243-8892

Power: Duke Power (919) 508-5400

Gas: Dominion Energy (877) 776-2427

Water/Sewer: Go to town website at www.fuquay-varina.org, print off application, email completed application back to the Town of Fuquay-Varina

Trash/Recycling: (919) 753-1027

DMV: Fuquay-Varina (919) 552-1895

U.S. Post Office: Fuquay Varina (919) 552-8963

HOA INFORMATION

ASSOCIA CAROLINAS

P. (704) 944-8181

www.associaonline.com

Carolina Gardens HOA TV & Internet Services



Q: What Telecom Services and Equipment are included in the HOA dues?

A: Spectrum High-Speed 400Mbps Internet and Spectrum TV (175 channels)

A: Up to (2) set top boxes, (1) modem, (1) wireless router

*resident is responsible to return equipment directly to Spectrum or reimburse Spectrum for lost or damaged equipment

Q: How do I set up my Internet and TV service?

A: Call 833-697-7328 to order a Spectrum professional installation:

- Please ONLY call the above # (other Spectrum call centers will not recognize your address) CALL 7-10 days prior to closing date.
- Professional Installation: call the above #, provide your new address and set-up a date for a Spectrum tech to install equipment and activate services - this service will incur a fee.

Q: Who do I contact for customer service?

A: Spectrum Customer Service (833-697-7328)

Q: Where do I return my equipment?

A: Drop off at your local Spectrum store

Q: Can I upgrade my services?

A: Yes, upgrade options include more TV and premium channels like HBO and Stars, faster Internet and telephone service. Spectrum will bill you directly for upgraded services or additional equipment.

Q: How does billing work?

A: If you only activate HOA included services (400Mbps Internet and 175 TV channels), you will not receive a bill from Spectrum.

A: If you order upgrade services and or additional equipment, you will be billed directly by Spectrum for those upgrades

Spectrum New Orders & Customer Service (833-697-7328)

- Please ONLY call the above # (other Spectrum call centers will not recognize your address)