

Rutherford

Internet and TV Service

Rutherford residents receive bulk High-Speed Internet and TV service to support our evolving needs to work, learn and play at home.

Q: What are the Benefits?

- A: Every home includes 400 Mbps High-Speed Internet and approximately 200 TV channels
- A: High-Speed Internet is core to supporting our evolving work, learn and play at home lifestyle
- A: Goodbye monthly Internet / TV bill because the charge for bulk service is included in your HOA assessments

Q: What Telecom Services and Equipment are included in the bulk provided service?

- A: Spectrum High-Speed Internet and Spectrum TV
- A: Up to (2) set top boxes, (2) remotes, (1) modem, (1) wireless router
- A: For a list of included TV channels – call 833-697-7328

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

- A: **833-697-7328** is the only Spectrum number you'll ever need – call this number to:
- **Activate New Service:** call 7-10 days before your preferred activation date to schedule a Spectrum technician to install and activate service (service fee may apply)
 - **Order service upgrades and get customer or technical support by contacting Spectrum**
 - * You are responsible to return equipment directly to Spectrum or reimburse Spectrum for lost or damaged equipment
 - * Please **ONLY** call the above Spectrum number (other Spectrum numbers will not recognize your address for \$0 rate billing)

Q: Can I add services with Spectrum?

- A: Yes, you can order additional services and or equipment directly from Spectrum like additional TV boxes, more TV channels, premium TV channels (HBO and STARZ) and telephone service

Q: How does billing work?

- A: If you only activate the bulk provided service (400 Mbps Internet and TV), you will not receive a bill from Spectrum because the charge for bulk service is included in your HOA assessments
- A: If you order additional services or equipment, Spectrum will bill you monthly for these upgrades

Q: Can I use another provider for my Internet services?

- A: Yes. You may choose to use another provider of your choice. However, doing so will not reduce the amount of your HOA assessments

Rutherford is a Pulte Homes® community.

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