Carolina Gardens

Internet and TV Service

Carolina Gardens 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 400 Mbps 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**: ***Important** to call approx. 7-10 days before the preferred activation date to schedule a Spectrum technician to install and activate service (customer address will not be in the Spectrum ordering system until that time) (install 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

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