



Enjoy a connection that's ready for anything

Talia 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 2 Gbps
- One (1) Modem
- One (1) Router
- No data caps



SPECTRUM TV ESSENTIALS

- 70+ channels†
- Stream anytime and anywhere with the Spectrum TV App. Visit [Spectrum.net/spectrumtvapp](https://spectrum.net/spectrumtvapp) for download instructions
- Thousands of On Demand choices



UPGRADE* YOUR SERVICE

Add other Spectrum Internet and TV packages, premium channels and Spectrum Voice®.

*Upgrades are billed separately



TRY ONE LINE OF UNLIMITED MOBILE FOR A FULL YEAR

Included risk free with Spectrum Internet service. Additional lines available for \$30 per month. Visit [SpectrumMobile.com](https://spectrummobile.com) to activate your Mobile line.

TO ACTIVATE YOUR SERVICE OR LEARN MORE ABOUT UPGRADES

CALL 1-855-326-5115

SPECTRUM MOBILE: Limited time offer; subject to change; offer applies to new Mobile customers without any outstanding obligation to Spectrum. Limited to one promotional line per account. Mobile devices excluded from offer. Offer reflected with up to 12 months credit on bill statement. Standard rates apply after promo period or if qualifying services not maintained. Offer cannot be applied to existing lines on customer account. Tablets not eligible for promotion. Reduced speeds after 30 GB of usage per line. Auto Pay required. **SPECTRUM INTERNET:** Speeds based on wired connection. Actual speeds (including wireless) vary and are not guaranteed. **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. **XUMO STREAM BOX:** 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. All trademarks are the property of their respective owners. Services subject to all applicable service terms and conditions, subject to change. Not available in all areas. Restrictions apply. © 2025 Charter Communications, all rights reserved.

Spectrum

SERVICE FAQ

Q: WHAT SERVICES ARE INCLUDED IN MY PACKAGE?

A: Your services include Spectrum Internet® Gig up to 2 Gbps for uploads and downloads, plus Spectrum TV® Essentials with 70+ channels and On Demand content.

Spectrum TV Essentials is only accessible through the Spectrum TV App using a streaming device such Xumo Stream Box, Samsung Smart TV, Roku, XBOX One, or Apple TV. No Spectrum Receiver is needed.

You can view your channel lineup by visiting 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 and one (1) router 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 see if additional equipment is needed.

Residents who are new to Spectrum can visit 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 service 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 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/resident-support