



INNOVATIVE SOLUTIONS. COMMITMENT TO SUCCESS.

**Spectrum Video & Managed WIFI
Services**

Spectrum | **COMMUNITY™
SOLUTIONS**

SPECTRUM COMMUNITY SOLUTIONS OVERVIEW

As part of America's fastest growing TV, Internet and Voice company of Charter Communications, Spectrum Community Solutions provides innovative solutions for the Multi-Dwelling Business segment.

We understand and work with our clients on smart and innovative solutions for properties from 20 to 25,000 units, with the goal of enhancing property amenities to attract and retain residents. We're committed to integrating the highest quality service with superior entertainment and communications products.

WHAT MATTERS MOST TO YOU, MATTERS MOST TO US.

- ▶ Increase your property value
- ▶ Invest in your property's future
- ▶ Keep your residents happy

OUR COMMITMENT

1 CUSTOMER SATISFACTION:

Our goal is to connect people with information, entertainment and each other. That's why we offer flexible solutions with the latest innovations for every type of home.

2 INNOVATIVE OPTIONS FOR YOUR PROPERTY:

- ▶ Dedicated bandwidth to each user's device
- ▶ For security purposes, each device is separated from others on the network
- ▶ Leverage existing coax on the property

3 STRATEGIC SERVICE SOLUTIONS:

- ▶ Dedicated U.S.-based support teams that specialize in WiFi
- ▶ 24/7/365 live support
- ▶ View the health of your property network anytime

¹ Varies by market availability.

PROVIDING ENTERTAINMENT SOLUTIONS CUSTOMIZED TO YOUR RESIDENTS' NEEDS

With Spectrum Community Solutions, you'll be able to provide your resident with:

- ▶ **Fast, easy to use professionally managed WiFi that works everywhere**
- ▶ **The best in TV entertainment**
- ▶ **Dependable around-the-clock customer and technical support**

SPECTRUM TV



- FREE HD
- Upgraded Bronze package included
- 50+ Additional channels added from Standard package
- Channels include NFL Network, Golf, MLB, NBA, CBS Sports, ESPNU, Fox Sports 2, Animal Planet, Disney JR, Nick JR, OWN, ETC.
- 1,000+ On Demand movies, shows and Primetime favorites available
- Access live channels anywhere with the Spectrum TV App

SPECTRUM INTERNET



- Property Wide Managed WIFI
- Personal Area Network (PAN) included
- Extremely Fast Speeds
- Separate Staff and/or Maintenance Networks Included at no Additional Cost
- Unlimited bandwidth with no data caps

OVERVIEW OF MANAGED WIFI

INTERNET

- Speed options:
 - Dedicated per user device speeds
- Not partnered/resold

MANAGEMENT

- NOC monitored and managed 24/7/365
- Auto reboot capability of in-unit equipment
- Break, fix and replacement included

EQUIPMENT

- Enterprise-grade equipment
- Professional design and installation
- Designed to -65 db signal strength
- Managed network performance
- Personal network capabilities
- 4-Level Security

SUPPORT

- 24/7/365 dedicated technical support
- Device management portal
- Property Network Health Portal
 - View performance of network and track resident support calls



BENEFITS OF MANAGED WIFI FOR YOUR PROPERTY



INCREASE PROPERTY VALUE

A managed WiFi network infrastructure in your property increases overall property value.



INCREASE PROPERTY ROI

We provide the best possible experience for the most requested resident amenity – WiFi – to drive higher occupancy and lower churn.



SECURE, SEGMENTED NETWORKS

We maintain and support separate, secure networks for residents, guests and staff.



CONSERVE CAPITAL

We install and maintain the best-in-class, enterprise-grade network.
No equipment to purchase or manage.



INCREASE CONTROL

We give you the ability to leverage amenity access to empower new business practices.



PEACE OF MIND

We design, install, manage and maintain your best-in-class network.

BENEFITS OF MANAGED WIFI FOR YOUR RESIDENTS



PROPERTY-WIDE CONNECTIVITY

- Property-wide WiFi coverage
- Immediate availability on check-in
- Roaming available across entire property



PERSONAL NETWORK

Security

- MAC isolation between user devices



CONVENIENCE AND RELIABILITY

- 24/7/365 dedicated technical support
- No hardware required (we provide it!)
- No maintenance or repair costs

OVERVIEW OF SPECTRUM TV



UNLIMITED SIMULTANEOUS STREAMS

Residents can watch unlimited simultaneous streams when connected to the property's WiFi.



FULL CHANNEL LINEUP

Residents can access the full channel lineup when connected to the property's WiFi.



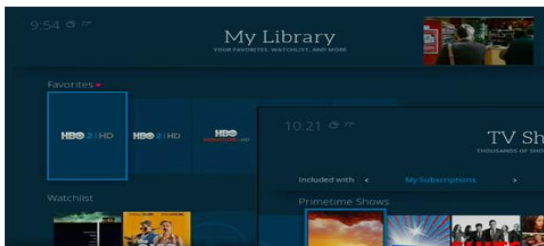
RESIDENT UPGRADE BENEFITS

- Upgraded Bronze package included
 - 50+ Additional channels added from Standard package
 - Channels include NFL Network, Golf, MLB, NBA, CBS Sports, ESPNU, Fox Sports 2, Animal Planet, Disney JR, Nick JR, OWN, ETC.
- Save favorite and recently watched channels across multiple devices
- Add DVR* for the freedom to watch shows and movies anytime
- Access to Parental Controls
- Watch TV using any connection
- Access to TV Everywhere channel apps within your subscription
- Access thousands of On Demand shows and movies
- Option to add premium* and international channels*

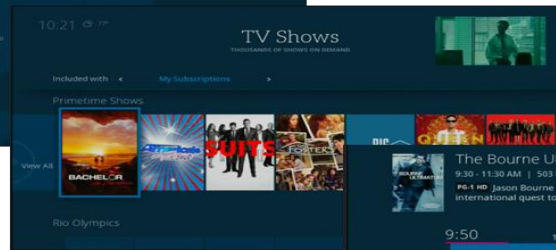
* Additional Fees Billed Directly to the Individual Residents Apply

Spectrum Guide

Spectrum Guide is a custom developed interactive user interface that is rendered in the cloud. Nearly any STB in the Charter plant can deliver a high quality, modern user experience



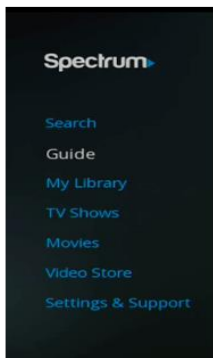
My Library provides easy access to all main features including DVR recordings (where applicable), watchlist, and recently watched channels and content



VOD Pages are divided into TV Shows, Movies and Video Store to facilitate finding content that is included in the user subscription as well as content available for rental

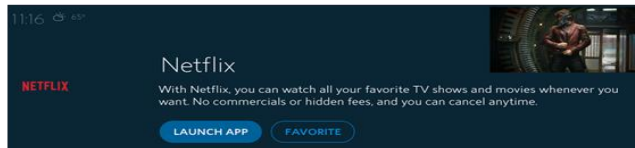


Standard Grid Guide is also available to provide users familiar navigation format



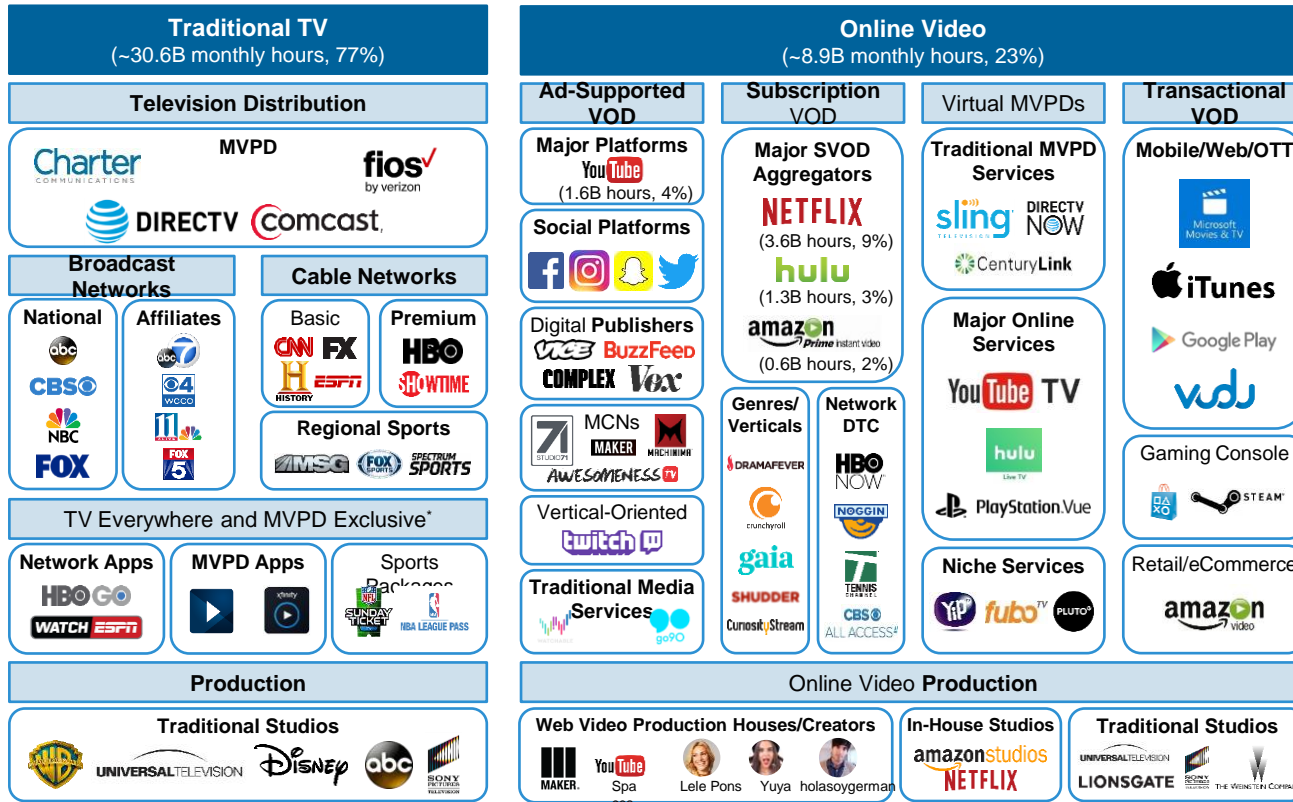
Main Navigation bar to get users to what they want quickly

Netflix can be launched from guide or as a channel



Video Offerings

From more sources than ever before.



BENEFITS OF Streaming TV FOR YOUR PROPERTY



INCREASE PROPERTY VALUE & ROI

Make Spectrum TV available for residents in fitness facilities and common areas, giving your property the best amenity benefits.



EQUIPMENT-LESS

There's no equipment to manage or install, and residents have instant access to Spectrum TV.



ACCESSIBLE PORTALS

Property managers have an easy-to-use dashboard to view network status, trouble tickets, data usage and connected devices.



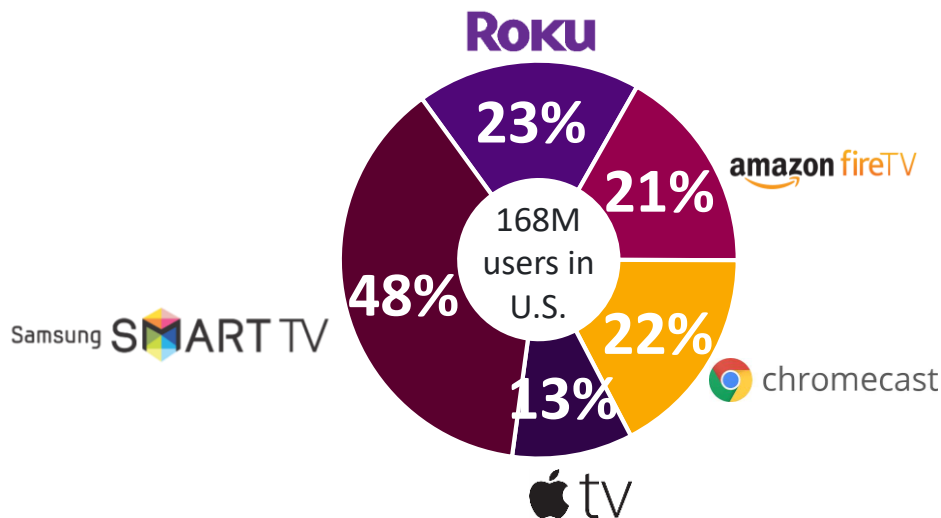
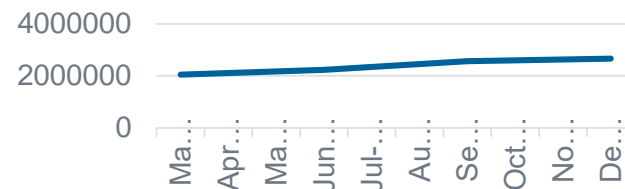
PEACE OF MIND

We design, install, manage and maintain your best-in-class network.

Residents are connecting streaming devices

And if that wasn't enough, they're on more in-home devices than ever before... (this doesn't even include mobile or web browser)

Spectrum TV App Unique Active Households



Spectrum TV app is currently supported on Apple iOS9.0+, Android4.2+, AppleTV4th Gen+, Roku 2nd Gen+, Samsung Smart Hub, and SpectrumTV.com (IE 11.0+, Firefox 40+, Safari 8+, Chrome 45+, Microsoft Edge).

Spectrum Managed WiFi with Bulk Video



DESCRIPTION

Spectrum Community Solutions provides internet and TV services for apartment buildings, senior living properties, off-campus student housing, RV parks and marinas. Residents can watch live TV and On Demand shows and movies whenever they're connected to their property WiFi provided by Spectrum Community Solutions.

HOW IT WORKS

Residents can watch TV after downloading the Spectrum TV app on their compatible device. Residents can also visit SpectrumTV.com to watch on their computer. The app or browser recognizes when a customer is connected to the property WiFi, so there's no need to sign in manually with a username and password. Just open the app or a browser to instantly watch TV.

FEATURES

- Stream Live TV
- Video On Demand
- Unlimited simultaneous streams. *Managed WiFi only.
- No equipment or installation required.
- Customers can upgrade to enjoy additional “Registered User” benefits with a Spectrum Identity:
 - Save favorite and recently watched channels across multiple devices.
 - Adding DVR for the freedom to watch shows and movies anytime.
 - Access to Parental Controls.
 - Watch TV using any WiFi connection.
 - Access to TV channel apps such as ESPN and HBO GO
 - Adding premium and international channels.

DEFINITIONS

Spectrum Identity used to:

- Save Personal Preferences
- Access App when not on property's WiFi network
- Access Advanced Features
- Access TV Everywhere Apps
- Access Upgraded Content
- Access Parental Controls
- **Registered user** – is a user that has a direct account with Spectrum aka Spectrum Identity.
- **Unregistered user** – is a user that doesn't have direct account with Spectrum aka Spectrum Identity and can only view the property's bulk video package while connected to the Managed WiFi.

Spectrum TV Bulk Video with Auto Access



HOW IT WORKS

The Auto-Access feature identifies the customer is connected to the property WiFi. So there's no need to sign in manually with a username and password. Just open the app or a browser to instantly watch TV.

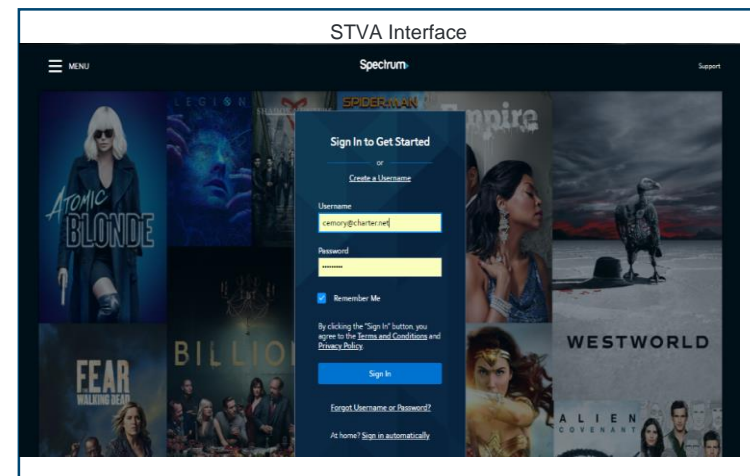
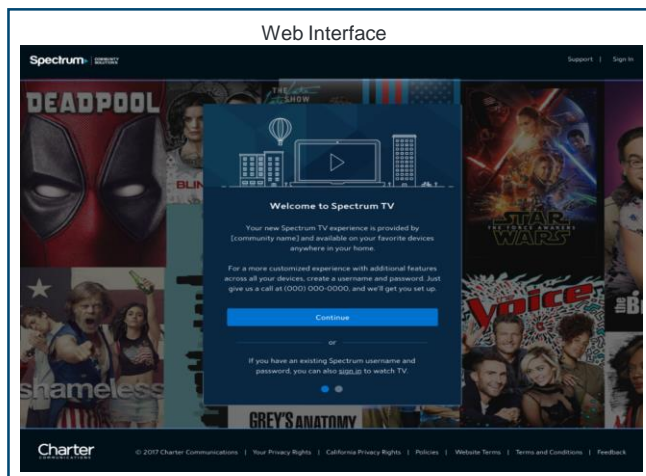
SPECTRUM TV APP FEATURES

Auto-Access Feature:

- **No Spectrum Identity required**
- Tenants can use Spectrum TV App on a device connected to the property's network and view the channels available on the property's video subscription without having to enter credentials.

Value position:

- STB included so residents can get a STB as part of the Bulk offering
- Great variety of channels
- Valuable entertainment option
- Immediate access to Spectrum TV upon resident move-in



SPECIALIZED CUSTOMER CARE



24/7/365 SUPPORT

Spectrum Community Solutions provides 24/7/365 technical support via a toll-free 1-800 number for residents and property staff. The Support Center is 100% U.S.-based and specializes in WiFi customer care offering the residents quality service on every call.



RESIDENT SUPPORT

24/7/365 live support answered by an agent trained to assist the residents with the following:

- Confirm the resident's device(s) are set up properly
- Confirm connectivity to the Internet and personal network
- Other general support issues



PROPERTY SUPPORT

24/7/365 live support answered by an agent trained to assist the property staff in troubleshooting WiFi network issues such as:

- Confirming power status
- Re-booting hardware remotely, including the server, switches, WAPs, UPS and routers

NETWORK MAINTENANCE

Maintenance that covers the time and materials required to repair or replace equipment on site that has become defective through normal wear and usage. We monitor the equipment remotely and take immediate action to restore service as quickly as possible. Spectrum Community Solutions will dispatch a trained technician on site if the trouble issue is not resolved through remote troubleshooting efforts.