

## Chateaux de Bardmoor Spectrum Cable and Internet Contract Bulk Contract Activation Date: March 27, 2026

As you may know, our current Spectrum cable and internet contract expires in March. After reviewing several options, the Board has approved a new five-year contract with Spectrum, which we believe is the best choice for Chateaux de Bardmoor. Our new contract will take effect on **March 27, 2026**.

**IMPORTANT:** For any problems with installed service, please contact the local Spectrum store:

### **Seminole Mall**

7871 113th St. N., Seminole, FL 33772

Phone: (888) 406-7063

### **What's New?**

There will be very little change to your current service.

- Your existing equipment will continue to work.
- If you are satisfied with your current service, **no action is required**.
- Our current streaming channels will continue to be available (see attached sheet).

### **Channel Lineup**

Our current TV Select Platinum package is no longer available. However, we will receive a nearly identical lineup:

**TV Select Plus**, with **Entertainment** and **Sports View** packages included.

A channel listing is attached for your reference.

### **Equipment Provided**

Each residence will continue to receive:

- Internet/WiFi service
- One cable modem and one WiFi router
- Two TV cable boxes

You now have three choices for your two TV boxes:

1. Two standard set-top cable boxes
2. One standard set-top box and one DVR/cable box
3. One standard set-top box and one **Xumo Cloud Streaming DVR box**

### **About the Xumo Box:**

- Allows recording of programs to the Spectrum cloud for viewing on compatible devices via the Spectrum TV app (while connected to your home network)
- Helps manage streaming services and reduces the need for multiple remotes/input switching
- Does have a significant learning curve

### **WiFi Upgrade**

Our new contract includes upgraded WiFi speeds of **600 Mbps x 20 Mbps**. While many residents may notice little difference, this will improve performance for newer TVs and streaming services.

## **New Residents**

New residents needing equipment may schedule home delivery or pick up equipment at a local Spectrum store

Please bring proof of address and mention the **Chateaux de Bardmoor Bulk Contract**.

You should receive:

- Two cable boxes
- One cable modem
- One router

## **Installation Options**

- Residents may install equipment themselves.
- Phone walk-through assistance is available from Spectrum at no charge.
- Professional installation can be scheduled for a fee.
- Moving or adding equipment within your home can also be done for a fee.

## **Adding Equipment**

Additional boxes or equipment beyond what is included in the contract may be ordered through Spectrum for delivery or pickup. These items will be billed separately to your home address.

## **Problems with Equipment**

If equipment or remotes malfunction, you may exchange them at a Spectrum store or call to request service.

## **Fees**

There is **no charge** for:

- Contract-supplied equipment
- Mailing or picking up equipment
- Service calls to correct suspected problems
- Replacement of defective outside lines

There **may be fees** for:

- Professional installation of new equipment
- Moving or adding equipment within your home
- Rewiring due to defective internal wiring