



Connect every corner of your home

Whippoorwill Homeowners Association now offers you the power and cutting-edge technology of Spectrum Internet® and Spectrum TV®. As a Spectrum customer, you can count on the best entertainment at an incredible value!

RESIDENTS WITH EXISTING SPECTRUM SERVICE

To move your Spectrum account to your new address and order your community's services and equipment, call **1-855-326-5115**

RESIDENTS NEW TO SPECTRUM

Visit Spectrum.com/ServiceSetup or scan the QR code to set up service and obtain equipment



You will be able to review the services available to you, add new or upgrade your services and order your equipment self-installation kit

DOWNLOAD THESE SPECTRUM APPS

To watch your TV service using the Spectrum TV App, visit Spectrum.net/spectrumtvapp for download instructions

To manage your account, download the My Spectrum App at Spectrum.net/myspectrumapp

IF YOU HAVE ANY QUESTIONS OR TO LEARN MORE ABOUT UPGRADES

CALL 1-855-326-5115

<As a resident of this property, the many benefits of Spectrum Internet, TV, Voice and Mobile services are available to you. Spectrum has the right to exclusively market Spectrum services to the property. Spectrum is not the exclusive provider of these services at this property, services from other providers may be available.>

Spectrum

SERVICE FAQ

Q: WHAT SERVICES ARE INCLUDED IN MY PACKAGE? A:

Your services include Spectrum Internet® up to <400 Mbps> plus Spectrum TV® <Select Signature> with <155+ or 150+> live channels and On Demand content.



HBO Max Basic With Ads, ESPN Unlimited, Hulu, Disney+, Paramount+ Essential, Peacock Premium with Ads, FOX One, AMC+ with Ads, and ViX Premium with Ads are included at no extra cost. Visit Spectrum.com/appactivateto to activate

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, one (1) router, one (1) (1) Spectrum Receiver, and/or one (1) Xumo Stream Box> 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: 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.



TRY SPECTRUM MOBILE® RISK-FREE FOR A FULL YEAR AT NO COST TO YOU - A \$360 VALUE

Included with Spectrum Internet service. Additional lines available for \$30 per month.

Visit SpectrumMobile.com to activate your Mobile line.



**CONTACT 24/7
CUSTOMER SUPPORT:**

Give us a call at 1-855-326-5115



**VISIT US
ONLINE:**

Spectrum.com/resident-support

All equipment or services outside the agreement will be an additional charge. **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. Restrictions apply. **SPECTRUM INTERNET:** Speeds based on wired connection. Actual speeds (including wireless) vary and are not guaranteed. **SPECTRUM TV:** Streaming apps included in qualifying Spectrum TV plans for residential customers only. TV equipment may be required, charges apply. Channel availability based on level of service and not all channels available in all markets or locations. Activation of a separate subscription may be required to view content through each streaming application. This may not replace any existing subscriptions you already have; those must be managed separately. Services subject to all applicable service terms and conditions, subject to change. All other trademarks and logos herein are the property of their respective owners. For details, visit spectrum.com/disclosures. <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. © 2025 Xumo.> © 2025 Charter Communications, all rights reserved.