

**OWNER INFORMATION**  
**Brandy Lakes Condominiums Spectrum Bulk TV/Internet Agreement**  
**Guidelines and Procedures**

**Scope of Contract –**

The contract with Spectrum covers TV and internet access services only.

Owners with Spectrum phone services will not be affected. Phone services will be continued as in the past. No owner communication with Spectrum will be required.

**Timing –**

The first phase of the new bulk agreement begins March 1, 2021.

The second and final phase of the bulk agreement starts April 1, 2021.

**First Phase –**

The first phase is designed for residents who do not have the internet services and hardware covered in the new bulk agreement to procure the hardware and turn on the services.

A resident who currently has previously subscribed to Spectrum internet services and has the hardware and services covered in the new agreement are exempt from this first phase. Their involvement in the bulk agreement begins with the start of the second and final phase on April 1<sup>st</sup>.

**First Example**

A resident has the current bulk TV service but does not subscribe to Spectrum's Internet service and/or DVR service. This resident is eligible to pick up and start using the additional bulk services without charge for the period of March 1<sup>st</sup> through March 31<sup>st</sup>.

**Second Example**

A resident who has two receivers, one of which is a DVR, and additionally has Spectrum's Internet service. This resident's account remains the same through the first phase. No actions are required. The retail billing the customer receives will remain, until the second phase begins on April 1<sup>st</sup>, at which time the charges for the "additional services and hardware" are included in the new bulk agreement. Accordingly, no personal billings will be sent to residents.

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**First Phase (continued) –**

**Third Example**

A resident subscribes to a Spectrum phone service as well as internet. The resident, who is part-time, will not return to Brandy Lake until after April 1, 2021 (e.g., summer 2021). The resident need not take any action including contacting Spectrum until they return. Further, personal billing by Spectrum to the resident for internet services will cease for the period effective April 1, 2021.

**Second Phase –**

The second phase begins on April 1<sup>st</sup>. On this date, the bulk billing transfers over to the new agreement. All invoices for resident's personal Spectrum accounts will have been adjusted, removing any charges for programming, Internet and hardware now covered by the new bulk agreement.

**Effective Dates are Important –**

- Not sooner than March 1 -

Only new subscribers to Spectrum internet should contact Spectrum by phone to:

Acquire internet service.

Order equipment – modem, set-top box (one for each TV), DVR.

Residents who are current subscribers to Spectrum internet services may not pick up the new hardware or start the new services prior to the first day of the first phase (March 1<sup>st</sup>). Doing so will create a retail charge.

- April and thereafter -

Residents who are current subscribers to Spectrum internet services may not order by phone (or pick up any new hardware) or start the new services prior to April 1, 2021. Doing so will create a retail charge.

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**How to subscribe to new services and/or request equipment or other services -**

**By phone only. Call 833-697-7328.**

Residents will identify themselves as a resident of Brandy Lakes and provide an address in full.

Residents will then be associated with the new bulk agreement status and their order will be fulfilled.

Equipment acquisition alternatives –

The call center will offer three alternatives to acquire hardware:

1. Resident to pick up hardware at a Spectrum store (locally Rhinelander or any other location).
2. To ship the hardware to a resident for a nominal charge (approximately \$10.00).
3. To send out a Spectrum technician to install and set it up. The charge for the install is typically \$49.00.

Moving forward, the Bulk care phone number is **833-697-7328**. This is a special call center only for Bulk TV and Internet properties. You will find the level of care to be an improvement over the past since the service people have specific training for bulk customers and properties.

Last, remember the CRITICAL DATES.