

SPECTRUM CABLE TV & INTERNET

The Brandy Lake Property Owners Association (BLPOA) has an agreement with Spectrum Cable (managed by Charter Communications) to provide the following **FREE** items and services for residents –

- Internet Access
- Cable TV –
 - Modem
 - Wireless Router
 - DVR (digital video recorder for one TV)
 - One “set top box” for a second TV
 - Cables and controls for two TVs
 - Over 400 channels (see last page)
 - Download speed of 400 mbs

Residents can obtain a second DVR and/or a third set top box in addition to obtaining additional channels for TV such as movies, etc for an additional monthly charge.

TO OBTAIN SERVICE:

Owners are responsible to personally subscribe and obtain equipment.

Call our own customer care center at 833-697-7328. This number is specific to BLPOA residents. Any other number seen in advertisements, web, etc. will not be of use since those numbers would be for “retail” customers only.

Residents will then be associated with the BLPOA agreement and the order will be fulfilled.

The care center will offer three alternatives to acquire hardware:

1. Self install - Resident to pick up hardware at a Spectrum store (locally Rhinelander¹); or,
2. Self Install - To ship the hardware to a resident for a nominal charge (approximately \$10.00); or,
3. To send out a Spectrum technician to install and set it up. The charge for the install is approximately \$50.00.

FAQs:

1. If self install, will it work right away? No. Residents must call the care center and they will turn on the service to the unit. At that point, the internet as well as cable will work.
2. What if it doesn't work correctly after the call? Call the care center and request help. If they cannot help over the phone, a service person will be sent at no charge.
3. What if a resident already has a wireless router and wants to use it as opposed to the provided router? Suggest use the provided router since it is of high quality and designed for the other equipment.

¹ 821 Lincoln Street, Rhinelander, WI 54501.

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FAQs (continued):

4. The cable TV or internet does not work properly after use over a period of time? Contact the care center and report an issue. They will try to help over the phone; or, if necessary, send a service person. Residents can also take the suspected equipment to the Rhinelander sales office for an exchange.
5. Who is responsible for the equipment? If working order, Spectrum will replace or repair. If physical custody, the resident is responsible for all equipment and must return all equipment to Spectrum upon vacating a unit.
6. Who is responsible for internet security? Residents are encouraged to obtain their own security software.
7. Is the use of Spectrum services private? Spectrum treats communications through its network as confidential and does not access, use or disclose the contents of private communications. See its privacy policy at <https://www.spectrum.com/policies/spectrum-customer-privacy-policy>.
8. Does the Spectrum agreement provide for a phone? It does not. If a resident requires a home or cell phone, this can be arranged by calling the care center at 833-697-7328. Charges for a phone will be billed to the unit owner directly. See <https://www.spectrum.com/home-phone>.
9. Can a resident see his or her account on the internet? Set up an account at www.spectrum.net.

IF ADDITIONAL QUESTIONS:

Call Lee Schultz, Property Manager, 715-356-4143.

TV PACKAGES					
SPECTRUM SELECT		116 IFC	639 Oxygen HD	SPECTRUM TV BRONZE	
(Includes Spectrum TV Basic and the following services)		117 SundanceTV	640 Investigation Discover..	(Includes Spectrum TV Select and the following channels)	
1 Spectrum News 1 (WI) --		121 INSP	643 E! HD	Digi Tier 1	
3 WTPX - ION		123 TBN	644 Travel Channel HD	10 NFL Network	619 American Heroes Ch. HD
6 WGN America		124 Living Faith Network	648 FX HD	34 Golf Channel	638 LMN HD
7 WSAW - CBS		125 SonLife	649 Paramount Network HD	37 TCM	642 i24 HD
8 WLEF - PBS		126 HSN2 HD	651 truTV HD	52 VICE	645 fyi, HD
9 WAOW - ABC		127 Daystar	653 VH1 HD	66 Discovery Family	646 DIY Network HD
11 WZAW - FOX		131 QVC2 HD	654 MTV HD	67 Nick Jr.	647 Cooking Channel HD
12 WJFW - NBC		146 Investigation Discovery	655 CMT HD	71 Universal Kids	650 Science Channel HD
14 WAOW - The CW		154 Liquidation Channel	656 BET HD	72 Disney Junior	652 Fuse HD
15 USA Network		156 WE tv	660 ESPN HD	73 OWN	658 Ovation HD
16 HLN		160 SHOPHQ	661 ESPN2 HD	79 LMN	659 GAC HD
17 msnbc		161 Hallmark Mov. & Myst.	662 NBC Sports Network HD	80 GSN	665 Golf Channel HD
18 Freeform		177 FXX	663 FS North HD	83 Disney XD	666 MLB Network HD
20 Bravo		178 Jewelry TV	664 BTN HD	84 MLB Network	667 ESPNEWS HD
21 Discovery Channel		182 Shop Zeal 3	672 FOX Sports 1 HD	87 DIY Network	668 ESPNU HD
22 Disney Channel		183 Liquidation Channel	674 RSN Extra HD	93 fyi,	669 NFL Network HD
23 TNT		184 Shop Zeal 1	682 FS North Plus HD	94 Science Channel	671 Tennis Channel HD
24 Lifetime		185 Spectrum Reach	683 SEC Network HD	95 American Heroes Ch.	673 FOX Sports 2 HD
25 Paramount Network		186 LOVE	684 SEC Extra HD	100 Cheddar HD	675 CBS Sports Network HD
26 CNN		189 WZAW - Movies!	688 Disney Channel HD	102 UP	687 Nick Jr. HD
27 A&E		190 WZAW - MeTV	691 Nickelodeon HD	104 VICE	689 Disney Junior HD
28 FS North		191 WAOW - Decades	692 Freeform HD	105 Smithsonian Channel	690 Disney XD HD
29 CMT		192 WJFW - Antenna TV	693 Cartoon Network HD	111 BBC World News	694 Discovery Family HD
30 VH1		193 WAOW - Court TV	700 Spectrum News 1 (WI) --	113 i24	695 Universal Kids HD
31 The Weather Channel		194 WSAW - MyTV	702 FXX HD	114 Reelz	698 REVOLT HD
32 truTV HD		195 WLEF - PBS	706 MotorTrend HD	116 IFC	701 Smithsonian Channel HD
33 SYFY		196 WLEF - Wisconsin Chann..	709 TBN HD	117 SundanceTV	704 AXS TV HD
35 ESPN		197 WLEF - Create	711 Daystar HD	118 LMN	707 Nat Geo Wild HD
36 ESPN2		199 WLEF - PBS Kids	716 Hallmark Mov. & Myst. ..	119 The Impact Network HD	713 FM HD
38 HISTORY		202 Galavisión	717 IFC HD	120 UP	714 Heroes & Icons HD
39 MTV		206 WYTU - Telemundo	718 SundanceTV HD	124 VICE	715 Reelz HD
41 Nickelodeon		222 Cartoon Network	719 FX Movie Channel HD	126 VICE HD	717 IFC HD
43 HGTV		302 ESPN2	721 TV Land HD	127 TCM HD	718 SundanceTV HD
44 Animal Planet		303 ESPN	724 WE tv HD	128 GSN	720 TCM HD
45 TV Land HD		317 RSN Extra	726 Jewelry TV HD	130 BYUtv	722 GSN HD
46 Oxygen		320 FS North	727 BBC America HD	132 Baby First TV	723 VICE HD
47 NBC Sports Network		321 BTN - Extra1	728 WGN America HD	134 Disney Junior	725 OWN HD
48 BBC America		322 BTN - Extra2	729 INSP HD	135 Discovery Family	738 BBC World News HD
49 TBS		323 FS North Plus	730 Pop HD	136 Nick Jr.	741 RFD-TV HD
50 AMC		324 BTN	731 The Weather Channel HD	147 Nat Geo Wild	751 FOX Deportes HD
51 Travel Channel		327 NBC Sports Network	732 CNN HD	148 Science Channel	752 TUDN HD
53 Food Network		328 FOX Sports 1	733 FOX News Channel HD	149 American Heroes Ch.	753 ESPN Deportes HD
54 FOX Sports 1		333 SEC Network	734 CNBC HD	150 Ovation	762 Disney XD HD
55 TLC		334 SEC Extra HD	735 HLN HD	152 Heroes & Icons	772 TV One HD
56 Investigation Discovery		344 ShopHQ Health HD	736 msnbc HD	153 ASPIRE TV	773 UP
57 Cartoon Network		597 ShopHQ Health HD	737 FOX Business Network HD	155 RFD-TV	777 NBC Universo HD
58 Comedy Central		600 WLEF - PBS HD	739 Bloomberg Television HD	158 DIY Network	781 ASPIRE TV HD
59 E!		601 HSN HD	740 C-SPAN HD	159 Cooking Channel	782 The Impact Network HD
60 National Geographic		605 WZAW - FOX HD	742 C-SPAN2 HD	162 OWN	796 Newsy HD
62 CNBC		606 QVC HD	743 C-SPAN3 HD	164 REVOLT	
63 FOX News Channel		607 WSAW - CBS HD	749 Galavisión HD	165 FM	
64 FX		609 WAOW - ABC HD	761 Cartoon Network HD	166 Newsy	
65 BET		610 WAOW - The CW HD	794 SonLife HD	168 GAC	
70 Bloomberg Television		611 QVC2 HD	795 Liquidation Channel HD	175 Fuse	
74 BTN		612 WJFW - NBC HD	798 Public Affairs Channels	179 Cleo	
75 Hallmark Mov. & Myst.		613 WLEF - Wisconsin Chann..	799 Public Affairs Channels	180 Hallmark Drama HD	
76 WE tv		614 SHOPHQ HD	883 Public Affairs Channels	210 NBC Universo	
78 Hallmark Channel		616 WTPX - ION HD	884 Public Affairs Channels	214 ESPN Deportes	
82 MotorTrend HD		617 HSN2 HD	885 Public Affairs Channels	215 TUDN	
86 C-SPAN3		620 A&E HD	886 Public Affairs Channels	224 Disney XD	
88 FS North Plus		621 HISTORY HD	887 Public Affairs Channels	242 FOX Deportes	
89 Pop HD		622 Discovery Channel HD	890 Public Affairs Channels	304 ESPNEWS	
90 C-SPAN		623 TLC HD	891 Public Affairs Channels	305 FOX Sports 2	
91 C-SPAN2		624 TNT HD	892 Public Affairs Channels	306 CBS Sports Network	
92 FOX Business Network		625 Animal Planet HD	893 Public Affairs Channels	308 Discovery Life Channel	
101 GEM Shopping Network HD		626 TBS HD	894 Public Affairs Channels	310 ESPNU	
103 QVC		627 National Geographic HD	895 Wisconsin Eye	313 Tennis Channel	
106 BBC America		628 USA Network HD	896 C-SPAN3	315 NFL Network	
109 HSN		629 HGTV HD	897 C-SPAN2	325 Golf Channel	
110 Bloomberg Television		630 Food Network HD		329 MLB Network	
112 FOX Business Network		631 Living Faith Network HD		339 Olympic Channel	
115 FX Movie Channel		632 Bravo HD		595 Black News Channel HD	
		633 Comedy Central HD		598 Olympic Channel HD	
		634 SYFY HD		599 Cleo HD	
		635 Lifetime HD			
		636 Hallmark Channel HD			
		637 AMC HD			

OTHER SERVICES

- 903 Music Choice
- 904 Music Choice
- 905 Music Choice
- 906 Music Choice
- 907 Music Choice
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- 930 Music Choice

Charter Communications. Programming may vary. Channels, Tiers and Packaging subject to change. Services not available in all areas. Charter issued digital receiver or CableCARD required to view programming channels, except for Basic Service viewable with customer owned TV equipped with digital QAM Tuner subject to future service changes when a market transitions to All Digital. Charter issued digital receiver required to view PPV and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD or Digital Terminal Adapter customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide.

In a switched digital market, due to system technology enhancements access to certain digital channels will require a digital receiver, as HDTVs & digital QAM tuners equipped with CableCARDs or TV's equipped with Digital Terminal Adapter's cannot access certain digital channels requiring two-way communication (e.g., PPV & On Demand programming). CableCARD customers with TiVo equipment will also need a Tuning Adapter for access to such digital channels.

SAP - Second Audio Programming (Spanish Language when available) is offered on analog Basic Service & Expanded Service channels. Check your interactive program guide for further details. Channel numbers listed are for either analog cable-ready TV sets or Charter digital receivers. Customers using a QAM tuner TV or other personal QAM tuner device, not connected to a digital receiver, must activate the Auto Program feature, as described in the TV/device's Owner's Manual, to receive some digital services.

Any contractual relationship between the parties will be the result of formal negotiations and will only become effective upon execution of the contract by representatives of the parties authorized to enter into such agreements.

Areas Served: Cities of Crandon, Eagle River, Rhinelanders, Tomahawk; County of Oneida; Towns of Arbor Vitae, Argonne, Lincoln, Minocqua, Nokomis, Pelican, Phelps, Pine Lake, Washington and Woodruff, WI