

Dear Community Members,

We are writing to inform you that Sunfish Bay has signed a new agreement with Spectrum to provide the following services under a new bulk package.

- Spectrum TV Platinum Cable Service:
- 2 Spectrum Standard HD Receivers included (1 of them DVR)
- Spectrum Internet 400MBPS with in home WI-FI equipment

All equipment or services outside the agreement will be an additional charge (for example: Premium Channels, Spectrum Home Phone Service).

The conversion will begin on 2/2/2022 and Spectrum will begin billing the COA on 3/1/2022.

You will be responsible for paying your individual Spectrum bill until the COA billing takes effect on 3/1/2022.

Existing Customers – Upcoming Rate Changes

Your current billing rate will continue until the first bill after the agreement goes into effect. You will notice a decrease in your new bill that will reflect the services included in the bulk package. If you already have cable and internet services you should not need to take action but it is always recommended to call **after 2/2/2022** to confirm that you have the proper modem to handle the 400 MBPS internet service, that your account was properly converted, you have the correct cable boxes and to find out what your new bill will be for any upgrades you may have. The number for the bulk care center is **1-833-697-7328**.

New Customers- How to Obtain Service and Equipment

If you are not a current Spectrum subscriber with both cable and internet services, please call the bulk care center **ON or AFTER 2/2/2022** at **1-833-697-7328** to subscribe to the new bulk package. When calling, tell the Spectrum representative your address, unit number and that there is a bulk agreement in your community.