



# WELCOME TO SPECTRUM

Start enjoying all the benefits of your new services today at [brighthouse.com/myservices](http://brighthouse.com/myservices)



## GET STARTED

Create a username and password to access more features. Have your account number, primary phone number or security code handy.

1. Go to [brighthouse.com/myservices](http://brighthouse.com/myservices) and select Create Username.
2. Follow the simple instructions.
3. Write down your username and password for easy reference.

**Tip:** We recommend signing up from your home computer.



## MANAGE YOUR ACCOUNT

Now you can sign in to [brighthouse.com/myservices](http://brighthouse.com/myservices). Get the best online experience and enhanced security with these features and more:

- Enroll in Auto Pay and paperless billing
- Set account access for your family
- Manage appointments

Have questions or need help? Visit [brighthouse.com/support](http://brighthouse.com/support).

Welcome to TV and Internet without limits →



P.O. BOX 31710 TAMPA, FL 33631-3710  
7635 1600 NO RP 18 01182018 YYNNNNNY 01 026746 0102

JULIUS MULLER  
2550 STAG RUN BLVD APT 513  
CLEARWATER FL 33765-1840



0001200100349430380522012276

Thank you for choosing Spectrum  
**GET THE MOST FROM YOUR SERVICES STARTING RIGHT NOW**

**SPECTRUM TV™** | More ways to watch.



**Catch up On Demand**

Just press Menu on your remote to watch what you want, when you want it.

**Get the Spectrum TV App**

Watch on more devices than ever before. Download at [brighthouse.com/apps](http://brighthouse.com/apps).



**Watch online**

Enjoy your shows on your laptop at [SpectrumTV.com](http://SpectrumTV.com).



**Take TV Everywhere**

Get FREE channel apps at [brighthouse.com/apps](http://brighthouse.com/apps).

**SPECTRUM INTERNET™** | Unlimited data with built-in security.



**Stay safe online—for FREE**

Your Internet service includes security software for up to 10 computers. Get protected now at [brighthouse.com/securityinfo](http://brighthouse.com/securityinfo).



**Power every device with WiFi**

Add fast in-home WiFi for \$5 more per month so everyone in your home can stream, chat and download across all their devices. Call **1-855-65-SPECTRUM** (1-855-657-7328).

**Add Spectrum Voice™** with unlimited nationwide calling and advanced calling features at [Spectrum.com](http://Spectrum.com).

We're committed to protecting your privacy. View our policy at [Spectrum.com/termsandconditions](http://Spectrum.com/termsandconditions).



January 18, 2018  
 Account Number: **0034943038-05**  
 Security Code: **8343**  
 Service At: 2550 STAG RUN BLVD  
 APT 513  
 CLEARWATER FL 33765-1840

**Have questions about your bill?**  
 Visit us at [brighthouse.com/billing](http://brighthouse.com/billing)  
 Or, call us at 855-65-SPECTRUM (1-855-657-7328)

**Summary** *Services from 01/15/18 through 02/14/18  
 details on following pages*

Previous Balance	0.00
Payments Received	0.00
<b>Remaining Balance</b>	<b>\$0.00</b>
Spectrum TV™	45.98
Spectrum Internet™	44.99
Other Charges	7.50
One Time Charges	15.98
Taxes, Fees and Charges	8.31
Current Charges	\$122.76
<b>Total Due by 01/23/18</b>	<b>\$122.76</b>

**Welcome to Spectrum!**

This bill reflects install & service charges from the date of install through your current billing period. If you made a payment at time of install, this bill may not reflect that payment but your next bill will.



P.O. BOX 31710 TAMPA, FL 33631-3710  
 7635 1600 NO RP 18 01182018 YYNNNNNY 01 026746 0102

JULIUS MULLER  
 2550 STAG RUN BLVD APT 513  
 CLEARWATER FL 33765-1840



**SPECTRUM NEWS**

**At Spectrum, we continue to enhance our services, offer more of the best entertainment choices and deliver the best value.** We are committed to offering you products and services we are sure you will enjoy.

**Important Billing Update**

Effective with your next billing statement, pricing will be adjusted for:

- Broadcast TV Surcharge from \$7.50 to \$8.85. This reflects costs incurred from local Broadcast TV stations.
- Spectrum Receiver from \$5.99 to \$6.99 (per receiver).

**DON'T MISS A MOMENT OF THE WINTER OLYMPICS**

**FEBRUARY 8-25.** Catch all your favorite events at home and on-the-go on the networks of NBC Universal with Spectrum TV™. Watch live on your TV and at [SpectrumTV.com](http://SpectrumTV.com), stream on your devices anywhere in your home with the Spectrum TV App and take every event on-the-go with the NBC Sports app. Plus, enjoy On Demand with pre-games coverage and more. **Visit [Spectrum.net/NBCOlympics](http://Spectrum.net/NBCOlympics) to learn more.**

**PLANNING A MOVE? LET US MAKE IT EASIER.** Packing and moving can be a lot of work, but when you call Spectrum, a representative will transfer all your services to your new address with no hassles. **Call 1-855-238-1365 or visit [Spectrum.com/easy2move](http://Spectrum.com/easy2move) to get started today.**

January 18, 2018

**Julius Muller**

Account Number: 0034943038-05  
 Service At: 2550 STAG RUN BLVD  
 APT 513  
 CLEARWATER FL 33765-1840

**Total Due by 01/23/18** **\$122.76**  
 Amount you are enclosing \$

**Please Remit Payment To:**  
 BRIGHT HOUSE NETWORKS  
 PO BOX 31710  
 TAMPA, FL 33631-3710



Account Number: Julius Muller  
 Security Code: 0034943038-05  
 8343

**Have questions about your bill?**  
 Visit us at [brighthouse.com/billing](http://brighthouse.com/billing)  
 Or, call us at 855-65-SPECTRUM (1-855-657-7328)  
 7635 1600 NO RP 18 01182018 YYNNNNNY 01 026746 0102

### Charge Details

Previous Balance	0.00
<b>Remaining Balance</b>	<b>\$0.00</b>

Payments received after 01/18/18 will appear on your next bill.

Service from 01/15/18 through 02/14/18

### Spectrum TV™

Spectrum TV Select	64.99
Basic TV & Expanded Basic TV Services	
Promotional Discount	-25.00
Spectrum Receivers	5.99
	<b>\$45.98</b>

Taxes	Local Communications Service Tax	3.12
	State Communications Service Tax	4.06
	State Sales Tax	0.35
Fees & Charges	Federal Regulatory User Fee	0.08
		<b>\$7.61</b>

Spectrum TV™ Total \$53.59

### Spectrum Internet™

Spectrum Internet with Wifi	69.99
Includes Bundled Discount with TV	-10.00
Promotional Discount	-15.00
	<b>\$44.99</b>

Taxes	State Sales Tax	0.70
		<b>\$0.70</b>

Spectrum Internet™ Total \$45.69

### Other Charges

Broadcast TV Surcharge	7.50
<b>Other Charges Total</b>	<b>\$7.50</b>

### One Time Charges

Spectrum WiFi Activation	01/15	9.99
BLADE RUNNER	01/17	5.99
<b>One Time Charges Total</b>		<b>\$15.98</b>

**Current Charges** **\$122.76**  
**Total Due by 01/23/18** **\$122.76**

### Billing Information

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](http://spectrum.com/policies).

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](http://spectrum.net/programmingnotices).

**Spectrum Receiver \$5.99** - Charges include: \$4.99 for Receiver Rental and \$1.00 for Secure Connection.

**Bright House Networks Cable Entity** - The Bright House Networks entity providing the services is a subsidiary of Charter Communications Operating, LLC and uses the brand name "Spectrum".

**Authorization to Convert your Check to an Electronic Funds Transfer Debit** - For your convenience, if you provide a check as payment, you authorize Spectrum, formerly Bright House Networks, to use the information from your check to make a one-time electronic funds transfer from your account. Should you have any questions about this, your statement, or with the services provided to you by Spectrum, please call our office at the telephone number on the front of this statement. Or visit [brighthouse.com/locations](http://brighthouse.com/locations). To assist you in future payments, your bank or credit card account information may be electronically stored in our system in a secure, encrypted manner.

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.



Visit [brighthouse.com/locations](http://brighthouse.com/locations) for store locations. For questions or concerns, visit [brighthouse.com/support](http://brighthouse.com/support) or call 1-855-657-7328.

### Your WAY can be the GREEN way! GO GREEN with Spectrum.

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to [brighthouse.com/gogreen](http://brighthouse.com/gogreen).

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

### Payment Options

**Pay Using My BHN App** - Download the My BHN App today to make payments, view bills, manage settings, and more! Go to [brighthouse.com/bhnapp](http://brighthouse.com/bhnapp).

**Pay Online** - Create or Login to pay or view your bill online at [brighthouse.com/myservices](http://brighthouse.com/myservices).

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Bright House Networks. Please do not include correspondences of any type with payments.

**Pay by Phone** - Automated 24 Hours 1-855-366-5183. It is free to pay online or through our automated system; however, there is a \$5 agent fee if you pay through a representative.



Account Number: Julius Muller  
0034943038-05  
Security Code: 8343

**Have questions about your bill?**Visit us at [brighthouse.com/billing](http://brighthouse.com/billing)

Or, call us at 855-65-SPECTRUM (1-855-657-7328)

7635 1600 NO RP 18 01182018 YNNNNNNY 01 026746 0102

**Billing Practices** - Spectrum mails monthly, itemized statements to customers for monthly services that are billed in advance. Customers agree to pay amounts due by the due date indicated on the statement, less any authorized credits. If your monthly statement is not paid by the due date, a late payment processing charge may be imposed.

Nonpayment of any portion of any services on this statement could result in disconnection of all of your Spectrum services. Disconnection of Phone service may also result in the loss of your phone number.

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-657-7328 or email [PriorityEscalationTeam@chartercom.com](mailto:PriorityEscalationTeam@chartercom.com). For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com). To follow up on a written closed captioning concern only, please call 1-877-276-7432.

**Complaint Procedures** - If you disagree with your charges, you have 60 days from the billing date to register a complaint. During the dispute period, we will not terminate service provided you pay the undisputed portion of your bill.



Account Number:  
Security Code:

Julius Muller  
0034943038-05  
8343

Have questions about your bill?  
Visit us at [brighthouse.com/billing](http://brighthouse.com/billing)  
Or, call us at 855-65-SPECTRUM (1-855-657-7328)  
7635 1600 NO RP 18 01182018 YNNNNNNY 01 026746 0102

# Introducing your New Spectrum Billing Statement

BRIGHT HOUSE NETWORKS IS NOW SPECTRUM

November 15, 2016

**1** Account:

0031234567-08  
Phone Number: (555) 555-5555  
Security Code: 4567  
Service At: 7654 15TH ST S  
BIRMINGHAM AL 35206-2710

**6** SPECTRUM NEWS

Note: Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

**2** Contact Us  
Visit us at [brighthouse.com/support](http://brighthouse.com/support)  
Or, call us at 855-65-SPECTRUM (855-657-7328)

**3** Summary Service from 11/25/16 through 12/24/16  
details on following pages

Previous Balance	186.31
Payments Received - Thank You!	-186.31
Adjustments	-4.99
<b>Remaining Balance</b>	<b>-4.99</b>
Spectrum TV™	74.99
Spectrum Internet™	48.99
Spectrum Voice™	19.99
Other Charges	6.05
One-Time Charges	3.99
Partial Month Charges	4.51
Taxes, Fees and Charges	7.82
Current Charges	186.31
<b>Total Due by 12/05/16</b>	<b>\$161.32</b>

**4** Thank you for choosing Spectrum.  
We appreciate your prompt payment and value you as a customer.

**5**

P.O. BOX 31709 TAMPA FL 33631-3709  
7635 1600 NO RP 18 11182018 YNNNNNNY 01 099997

7654 15TH ST S  
BIRMINGHAM AL 35206-2710

November 15, 2016

Account: 0031234567-08  
Phone Number: (555) 555-5555  
Service At: 7654 15TH ST S  
BIRMINGHAM AL 35206-2710

**Total Due by 12/05/16** **\$161.32**

Amount you are enclosing \$

**7** BRIGHT HOUSE NETWORKS  
P.O. BOX 31709  
TAMPA FL 33631-3709

Page 2 of 3 November 15, 2016

Account: 0031234567-08  
Security Code: 4567

Contact Us  
Visit us at [brighthouse.com/support](http://brighthouse.com/support)  
Or, call us at 855-65-SPECTRUM (855-657-7328)  
7635 1600 NO RP 18 01182018 YNNNNNNY 01 099997

**8** Charge Details

Previous Balance	186.31
Payment Received - Thank you	-186.31
Payments received after 11/14/16 will appear on your next bill.	
<b>Adjustments</b>	
Computerized Change of Service Fee 11/07	-4.99
Adjustments Total	-4.99
<b>Remaining Balance</b>	<b>-4.99</b>

Service from 11/25/16 through 12/24/16

**9** Spectrum TV™

Spectrum TV Select	64.99
Promotional Discount	-20.00
DVR Service	18.99
Spectrum Receivers	6.06
2 Receivers at \$4.99 each	97.96

**10** Fees & Charges

FCC Admin Fee	0.08
Franchise Fee	6.41
Municipal PEG Access Fees	1.33
	8.82
<b>Spectrum TV™ Total</b>	<b>\$92.78</b>

**Spectrum Internet™**

Spectrum Internet with WiFi	58.99
Includes: \$20.00 bundle discount with TV and \$4.00 promotional discount	-10.00
	48.99
<b>Spectrum Internet™ Total</b>	<b>\$48.99</b>

**Spectrum Voice™**

Phone number (955) 555-0000	
Unlimited Long Distance	29.99
Plan includes: Phone Line, Modern, Up to 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
Bundle Discount	-10.00
	19.99

For additional call details, please visit [brighthouse.com](http://brighthouse.com)

**11** Spectrum Voice™ Total **\$19.99**

**Other Charges**

Broadcast TV Surcharge	6.05
Other Charges Total	68.05

**12** One-Time Charges

Mother's Day J HD	11/05	6.87p	3.99
<b>One-Time Charges Total</b>			<b>\$3.99</b>

**Partial Month Charges**

Spectrum WiFi	10/28-11/25	4.51	
<b>Partial Month Charges Total</b>			<b>\$4.51</b>

**Current Charges** **\$186.31**  
**Total Due by 12/05/2016** **\$161.32**

**Billing Information**

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

Continued on the next page...

Local Store: 1680 Montclair Rd, Suite 1000 Birmingham AL 35210 Store Hours: Mon thru Fri - 8:00am to 8:00pm; Sat - 9:00am to 1:00pm

**Your WAY can be the GREEN way!**  
GO GREEN with Spectrum.  
Online Bill Pay is helping the environment one customer at a time.  
It's easy - all you need to do is sign up for Online Bill Pay.  
It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to [brighthouse.com](http://brighthouse.com)  
Each month, you'll receive a paperless e-Bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

**Payment Options**

**Pay Online** - Create or Login to pay or view your bill online at [brighthouse.com](http://brighthouse.com).

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Bright House Networks. Please do not include correspondence of any type with payments.

**Pay by Phone** - 24 Hour 1-855-366-5183.

For questions or concerns, please call 1-855-657-7328.

- 1** Statement date, Account number and Security code in upper left corner of each page.
- 2** How to reach us.
- 3** At a glance: your charges, payments and credits for this bill.
- 4** Payment due date.
- 5** Payment coupon for your convenience. Simply tear it off and mail.
- 6** Important messages, reminders and offers. You'll find special events, savings opportunities, news and promotions.
- 7** Be sure our address shows in the return envelope window.
- 8** Itemized details of transactions during this period.
- 9** Adjustments showing any additional credits or fees applied.
- 10** Required telecommunications Taxes, Fees and Charges. For information, please see the Billing Information section of your bill.
- 11** Broadcast TV surcharge - A pass through reflecting charges assessed to Charter Communications by the local broadcasters, or local "network affiliated" TV stations.
- 12** Partial Monthly Charges from the date your services started through the first date of your regular billing period.