



WELCOME TO SPECTRUM

Let's get your account ready



Set up your account to get the most out of your Spectrum services. We recommend that you create a strong username and password to protect your information. **Go to [Spectrum.net](https://www.spectrum.net)** and follow these simple steps:

1. Select Menu

It's located in the upper left-hand corner of the [Spectrum.net](https://www.spectrum.net) homepage.

2. Click Contact Info

Enter the primary phone number or email address associated with your account.

3. Choose a Username

You can either use your email address or phone number, or create a custom username.

4. Create a Password

Choose a password that you can remember, then set up your security question.



Get America's #1 Rated Support App* The My Spectrum App is the easiest way to manage your account. Pay your bill, access your account information and much more. **Download from your device's app store today.**

Visit [Spectrum.net/welcome](https://www.spectrum.net/welcome) to learn more

*Based on all national telecommunications providers with at least 150,000 reviews in the Apple App Store and Google Play Store as of 12/1/2019 and operating in at least 20 states. ©2020 Charter Communications. SA2KF006



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652
8448 2000 NO RP 23 11232020 NNNNNYNN 01 004116 0014

YANXIN LU
11950 IDAHO AVE APT 113
LOS ANGELES CA 90025-5794



844820019340512200079988

YOUR GUIDE TO SPECTRUM

Get the most out of your services



Stay safe online

With real-time protection and automatic updates, Security Suite allows you to keep your computer safe for **FREE**. Visit Spectrum.net/securitycenter.



Don't have Wifi?

Get all the range you need to power all your devices by adding fast in-home WiFi for just \$5 more a month. Call **1-855-880-4758**.



Set up your Spectrum email account

Sign in to your account online to create a Spectrum email address. Once you've done that, you can add up to six additional email accounts.



Plus, save even more with Spectrum TV®, Home Phone and Spectrum Mobile



Add Spectrum TV

Enjoy **FREE** HD and **FREE** On Demand at home and on-the-go.

Visit Spectrum.com/TV



Add home phone service for **\$9.99 per month** and enjoy unlimited nationwide calling.

Visit Spectrum.com/phone



Switch to Spectrum Mobile and save **up to 40% on your wireless bill**.^^ No added taxes or fees.

Visit SpectrumMobile.com/savingscalculator to see how much you can save.

Or call **1-855-880-4758** to save with Spectrum

Visit Spectrum.net/welcome to learn more



Spectrum Mobile service billed separately from Spectrum Internet, Spectrum TV and Spectrum home phone services. WiFi: Equipment, activation and installation fees may apply. HOME PHONE: Unlimited calling includes calls within the U.S., Canada, Mexico, Puerto Rico, Guam the Virgin Islands and more. Taxes and fees included in price. SPECTRUM MOBILE: Spectrum Internet subscription required. Auto-pay required. For details, refer to Spectrum.com/policies/mobile-terms. Bring your own device: valid on select devices compatible with the Spectrum Mobile network. Devices must be unlocked prior to activation. Visit SpectrumMobile.com/byod to check compatibility and confirm your device is unlocked. Restrictions apply. Subject to change. ^^ Savings based on comparison of single line unlimited data plans amongst major national carriers as of 08/27/19. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2020 Charter Communications.



November 23, 2020
 Account Number: **8448 20 019 3405122**
 Security Code: **4572**
 Service At: 11950 IDAHO AVE APT 113
 LOS ANGELES CA 90025-5794

SPECTRUM NEWS

Have questions about your bill?
 Visit us at Spectrum.net/billing
 Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

Summary Service from 11/23/20 through 12/22/20 details on following pages

Previous Balance	0.00
Payments Received	0.00
Remaining Balance	\$0.00
Internet Services	69.99
One-Time Charges	9.99
Current Charges	\$79.98
Total Due by 12/10/20	\$79.98

At Spectrum, we continue to enhance our services in order to offer more of the best entertainment and communication choices, and to 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, monthly pricing will change as follows:

- Internet Service will increase by \$5.00.
- If you are currently on a promotion, the increase may not become effective until the end of your promotion period.

Download the latest version of the My Spectrum App from your device's app store. The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.



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.



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652
 8448 2000 NO RP 23 11232020 NNNNNYNN 01 004116 0014

YANXIN LU
 11950 IDAHO AVE APT 113
 LOS ANGELES CA 90025-5794

November 23, 2020

YANXIN LU

Account Number: 8448 20 019 3405122
 Service At: 11950 IDAHO AVE APT 113
 LOS ANGELES CA 90025-5794

Total Due by 12/10/20	\$79.98
Amount you are enclosing	\$

Please Remit Payment To:

SPECTRUM
 PO BOX 60074
 CITY OF INDUSTRY CA 91716-0074



844820019340512200079988

Account Number: 8448 20 019 3405122
 Security Code: 4572

YANXIN LU

Have questions about your bill?Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 23 11232020 NNNNNYNN 01 004116 0014

Charge Details

Previous Balance	0.00
Remaining Balance	\$0.00

Payments received after 11/23/20 will appear on your next bill.

Service from 11/23/20 through 12/22/20

Internet Services

Spectrum Internet Ultra	20.00
Spectrum Internet	69.99
Internet \$49.99 12m	-20.00
	\$69.99

Internet Services Total **\$69.99**

One-Time Charges

Self-install Activation Charge	11/23	9.99
One-Time Charges Total		\$9.99

Current Charges **\$79.98**

Total Due by 12/10/20 \$79.98

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.

Spectrum Terms and Conditions of Service - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

Local Spectrum Store: 328 Santa Monica Blvd, Santa Monica CA 90401 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit [Spectrum.com/stores](https://spectrum.com/stores) for store locations. For questions or concerns, visit [Spectrum.net/support](https://spectrum.net/support)

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 spectrum.net/paperless.

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

Alternate Statement Formats - Alternative formats of Spanish, Spanish or English Braille and Spanish or English large print are available for future billing statements and customer communications, by request, and can be provided within 30 days of Spectrum's receipt of the request. To request an alternative format option, please contact Spectrum at 1-844-762-1301.

Authorization to Convert your Check to an Electronic Funds

Transfer Debit - If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

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

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.



Account: YANXIN LU
 Security Code: 8448 20 019 3405122
 4572

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 8448 2000 NO RP 23 11232020 NNNNNYNN 01 004116 0014

Introducing your New Spectrum Billing Statement

TIME WARNER CABLE IS NOW SPECTRUM

November 15, 2016

1 Account: 8448 20 555 555555
 Phone Number: (555) 555-5555
 Security Code: 5555
 Service At: 4444 MAIN ST
 CANOGA CA 33333-3333

2 Contact Us
 Visit us at twc.com/support
 Or, call us at 855-70-SPECTRUM (1-855-707-7328)

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

Previous Balance	106.54
Payments Received - Thank You!	-106.31
Adjustments	-4.99
Remaining Balance	-4.99
Spectrum TV™	74.00
Spectrum Internet™	48.99
Spectrum Voice™	19.99
Other Charges	8.06
One-Time Charges	5.99
Partial Month Charges	4.51
Taxes, Fees and Charges	7.82
Current Charges	106.51
Total Due by 12/05/16	\$163.32

4 **Total Due by 12/05/16** **\$163.32**

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

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.

5 **Payment Coupon**

November 15, 2016
Customer Name
 Account: 8448 20 555 5555555
 Phone Number: (555) 555-5555
 Security Code: 4444 MAIN ST
 CANOGA CA 33333-3333

Total Due by 12/05/16 **\$163.32**

Amount you are enclosing \$

7 TIME WARNER CABLE
 PO BOX 50074
 CITY INDUSTRY CA 91716-0074

November 15, 2016

Page 2 of 3

8 **Charge Details**

Previous Balance	166.31
Credit Card Payment	11/02 -108.00
EFT Payment	11/14 -60.31

Payments received after 11/15/16 will appear on your next bill.

9 **Adjustments**

Computerized Change of Service Fee - Adjustment	10/23 -4.99
Adjustments Total	-4.99
Remaining Balance	-4.99

10 **Fees & Charges**

FCC Admin Fee	0.08
Franchise Fee	6.41
Municipal PEG Access Fees	1.33
Fees & Charges Total	\$7.82

11 **Other Charges**

Broadcast TV Surcharge	6.55
Other Charges Total	\$6.55

12 **Partial Month Charges**

Spectrum WiFi	10/31-11/04 4.51
Partial Month Charges Total	\$4.51

13 **Current Charges** **\$163.31**
Total Due by 12/05/16 **\$163.32**

Spectrum Voice™

Phone number (555) 555-5555
 Unlimited Long Distance 29.99
 Plan Includes: Phone Line, Modern, 18 Calling Features & Unlimited Calling within the USA, Canada, Puerto Rico, US Virgin Islands, Guam & Mexico
 Bundle Discount **-10.00**
\$19.99

14 **Other Charges**

Mother's Day J HD	11/14 6:30p 5.99
One-Time Charges Total	\$5.99

15 **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.

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.





Page 6 of 6

November 23, 2020

Account:
Security Code:

YANXIN LU
8448 20 019 3405122
4572

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