



Dear Moreland Courts Resident:

We are pleased to announce that Moreland Courts and Spectrum have entered into a partnership to provide **Spectrum Select Digital Cable and wireless internet service** to your home. These services include *1 HD Digital Set Top Box and Spectrum Ultra speed internet with a modem/router combination. In order to receive the Ultra tier speed, residents must have the WIFI 6 router.* Call 1 833 697 7328 to order the correct modem.

Cable service should already be active to your home, however, you may need a set top box to be able to view video services. \*You also have the option of using the Spectrum TV app to view video services which does not require a set top box.

### **How do I establish or upgrade my account in order to receive Service?**

#### **OPTION 1**

Cable outlets in your home may already be active, so you may establish or upgrade your account and pick up your equipment (Digital-HD set-top box) from one of our payment center locations **at no charge and install yourself**. The closest Spectrum location to pick up your equipment is:

**Spectrum Store**  
**27460 Chagrin Blvd.**  
**Beachwood, Oh 44122**

**\*\*\* you MUST call to place an order first before showing up at the front counter store.\*\*\***

Please inform the customer service representative that **Spectrum Select Digital Cable service and Spectrum wireless internet** is included with your unit at Moreland Courts as a BULK RESIDENTIAL SERVICE and you would like to self- install equipment yourself. Before visiting a Spectrum store for equipment you MUST call in and place an order. You can also place an order online at [www.spectrum.com](http://www.spectrum.com).

## **OPTION 2**

Contact customer service at **1- 833- 697-7328** to establish a new account or transfer an existing account service and have your Digital-HD set-top boxes and modem/router installed by a Spectrum technician (regular installation charges may apply for this option). Press 0 to bypass the automated attendant and listen for the “add service” prompt. Please inform the customer service representative that **Spectrum Select Digital Cable** is included with your unit at Moreland Courts as a BULK RESIDENTIAL SERVICE and you are calling to add additional services. You may also use the number listed here to report a service issue, just press 0 to bypass automated attendant and listen for the “technical support” prompt.

**\*\*Please also use the 1 833 697 7328 for any service issue or billing questions.\*\***

\*If you choose the self-install option, and attempt to connect your equipment and are unable to do so, you can call the numbers above and request a **“rescue-tech”** which is free. You must attempt to install the equipment yourself before calling. If the tech arrives and the equipment is still unpacked in the shipping boxes you may be charged.\*

**As a reminder**, when it is time to vacate your unit, **it is still the responsibility of each resident to return their set top boxes and modem/router** to Spectrum or transfer their account and equipment to your new address. If the equipment is not returned you will be assessed charges for unreturned equipment. **Locations for equipment pick-up and return can be found on our website at [www.spectrum.com](http://www.spectrum.com)**

We hope you enjoy this exciting and valuable amenity at Moreland Courts.

Sincerely,

Spectrum Community Solutions