



Dear Valued Vicinia Resident,

Vicinia Independent Living has partnered with Spectrum to provide you Spectrum TV Select for free! This package includes two HD boxes. If you would like to add services above the negotiated price, you will be billed separately for additional services from Spectrum. We are proud to be partnered with Spectrum and even more thankful that you are part of our growing community!

To review the Spectrum TV Select Channel Lineup visit Spectrum.com. There are three options to set up your new Spectrum services. Whether you want to transfer your current Spectrum account to your new home, or do not have Spectrum service, the process to get set up is the same. **What to provide/say to Spectrum: Provide a copy of your lease, let them know you're moving into Vicinia Independent Living, and request the extended package that Vicinia provides.**

1. Go to the local Spectrum office, set up or transfer your account, and if applicable take the equipment home for self-installation.
2. Call 833-697-7328, set up or transfer your account, and if applicable have the equipment shipped to you at no charge for self-installation.
3. Call 833-697-7328, set up your account and have a technician bring and professionally install your equipment for around \$50.00. (NOTE: If you are the first person to live in your apartment, let the staff at Spectrum know that and see if you can get this \$50.00 fee waived!)

IMPORTANT: Spectrum has the right to market services to our residents (bundling services, etc.). However, our residents may NOT receive phone services through Spectrum due to the infrastructure being solely owned by Vicinia Independent Living.

If you are a current Spectrum customer:

When transferring your account, if you currently have the services/equipment provided by Vicinia, those charges will drop to \$0.00. You will still get a Spectrum bill for any additional services and/or equipment.

When returning equipment:

When canceling service, you can either drop off your equipment to the local office, take it with you if you are transferring to a new location within a Spectrum market, or call 833-697-7328 to have a free shipping label sent to you to mail your equipment back. If you fail to return your equipment, Vicinia will charge your account \$50/hr. to complete the process.

VICINIA INTERNET ACCESS: Limited wireless internet access is available throughout our community. If your needs exceed the limited wireless access, then you may contact Spectrum directly to establish service and pricing.

Thank you,
Vicinia Independent Living