



LAKE FOREST GLEN

Homeowners Association

P.O. Box 6207 • TAHOE CITY, CA • 96145-6207

3101 LAKE FOREST ROAD

(530) 583-2307 • Fax (530) 583-2324

Email: admin@lfghoa.com Website: lfghoa.com

June 24th, 2024

Important information regarding the initiation of your new Spectrum service

To All Homeowners,

The new LFGHOA contract with Spectrum activates on **June 28, 2024**. After that date you can call the Spectrum Bulk number (1-855-326-5115) to initiate or update your service with Spectrum and order any equipment that you require (new cable modem, streaming box etc.) Information and services will not be available before June 28, 2024. Your existing service will continue to work with your old boxes until you receive any new equipment. However, **to receive service or update your existing service you must call for the changes to take effect.**

Spectrum will deliver any new equipment to your LFG condo, the service address, or if you choose you can pick up the boxes at any Spectrum store. The nearest stores are in Reno and in South Lake Tahoe. You can return the old cable boxes to any Spectrum store or any *The UPS Store* location (closest store to LFG is at 12030 Donner Pass Rd # 1, Truckee, CA 96161) and they will ship to Spectrum for free and give you a receipt. You have 30 days to return the old cable boxes. After that date you will be charged a monthly rental fee.

At the time you call (1-855-326-5115), you can add additional services or just accept what LFG has negotiated.

The HOA will be making the payments to Spectrum after the June 28, 2024 activation date. Owners will receive their final bill from Spectrum in July and if your current billing cycle extends past June 28, 2024, you will receive a credit for those paid days past June 28.

Starting with the HOA invoice due July 1st, homeowners will see a new line item on the invoice for \$65.16 for Spectrum, increasing the total HOA dues owed to \$485.16.

A flyer with additional Spectrum information is attached.

LFGHOA Board

Spectrum SERVICE FAQ

Q: WHAT SERVICES ARE INCLUDED IN MY PACKAGE?

A: Your services include Spectrum Internet® Ultra up to 500 Mbps plus Spectrum TV® Select with 125+ channels†, Entertainment View, Max, Cinemax, and On Demand content. Includes Disney+ Basic.

You can view your channel lineup by visiting [Spectrum.net](https://www.spectrum.net) and creating an account or downloading the Spectrum TV App.

Q: WHAT SPECTRUM EQUIPMENT WILL I NEED?

A: You can get one (1) modem, one (1) router, two (2) Xumo Stream Boxes at no charge.

Xumo offers all your favorite apps pre-installed, the ability to search across both live TV and your apps and includes a voice-activated remote.

Please keep in mind that while there is no charge for equipment, you will be responsible for any loss, theft or damage to the equipment.

Q: HOW DO I SET UP MY SERVICE?

A: Residents with existing Spectrum service can call **1-855-326-5115** to order service and have a self-install kit mailed to your home.

Residents who are new to Spectrum can visit [Spectrum.com/servicesetup](https://www.spectrum.com/servicesetup) to order service and a self-install kit. To set up your account, you will need your address and phone number.

Call us at **1-855-326-5115** on or after the service effective date, which will be indicated on Spectrum communication that will be mailed to you. Information and services will not be available before this date.

ACTIVATION DATE: June 28, 2024



CONTACT CUSTOMER SUPPORT, 24/7:

Give us a call at **1-855-326-5115**

Q: CAN I UPGRADE MY SERVICE?

A: Yes, you can upgrade your Spectrum TV package, add premium channels like MAX, sign up for Spectrum Mobile™, and add reliable home phone services with Spectrum Voice®.

To upgrade, call Spectrum Customer Service at **1-855-326-5115**. You will be billed separately for any additional upgrades, services or equipment.

Q: IS SPECTRUM VOICE INCLUDED IN THIS PACKAGE?

A: No, Spectrum Voice is not included. You can upgrade to Spectrum Voice for an additional charge.

Q: WHO DO I CONTACT IF I HAVE A PROBLEM WITH MY SERVICE?

A: There are several ways to get support with Spectrum. Create an account on [Spectrum.net](https://www.spectrum.net) to view Popular Support topics and download the My Spectrum App to manage your bill, services and equipment. You can always call Customer Service 24/7 at **1-855-326-5115**.

Q: WHERE DO I RETURN MY EQUIPMENT?

A: Returning equipment is easy. Bring your equipment to any *The UPS Store* location. UPS will package and ship your equipment at no charge to you, just mention that it is a Spectrum equipment return. Keep the receipt for your records.

Q: WHAT DO I DO IF I ALREADY HAVE A SPECTRUM ACCOUNT?

A: Your billing will automatically adjust to reflect the services included in your community's services. Any service outside of that (i.e. Phone, International TV, other premiums) will continue to be billed to you directly.



VISIT US ONLINE:

[Spectrum.com/community-solutions/resident-support](https://www.spectrum.com/community-solutions/resident-support)