Charter COMMUNICATIONS

Spectrum

Products and Services

Charter Communications

Who We Are:

- A Fortune 80 company, the second-largest and fastest-growing cable operator in the United States.

What We Offer:

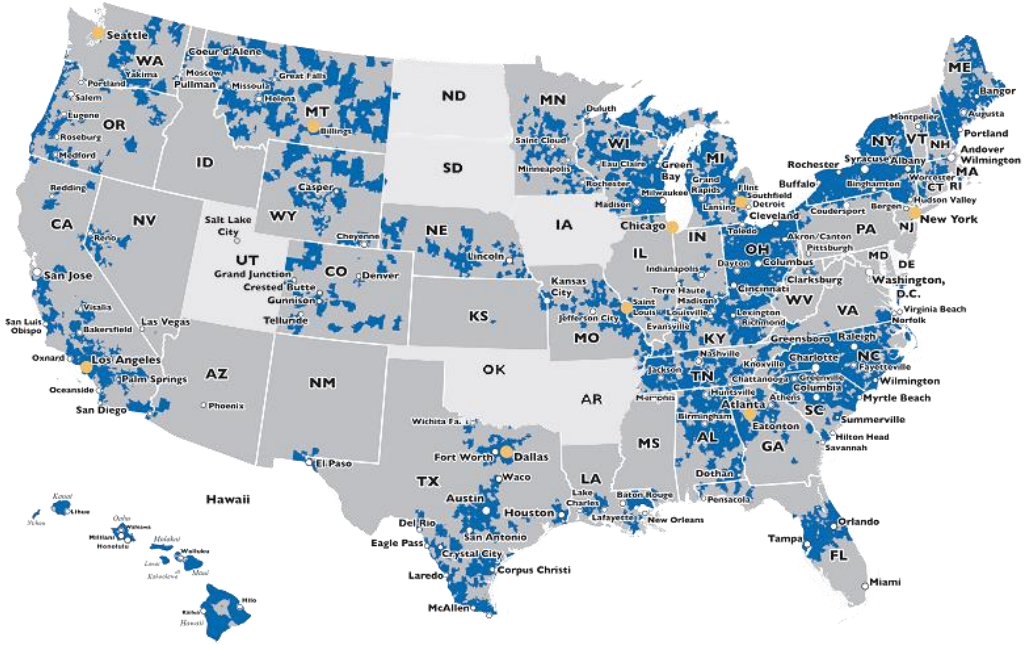
- Advanced video, high-speed Internet, telephone, and mobile services under the Spectrum Brand.

Where We Are:

- 41 states providing service to more than 26 million residential and business customers.

Our Mission:

- To provide value to our customers. We strive to do this every day by offering high-quality entertainment and communication services while continually improving customer care through the commitment of our 91,000 employees nationwide.



Spectrum Pricing and Packaging Principles

Pricing and Packaging is Easy to Understand, Sell and Implement

- Consistent national pricing with a manageable number of offers
- Superior, reliable and consistent services that deliver value
- Streamlined back-office processes (provisioning, one install for all products, etc.)

Ensure Revenue Generation

- Aggressive acquisition pricing to drive customer growth
- Focus on maximizing Triple Play customers
- Pricing and packaging to increase ability to add services

No Contracts

Spectrum Products and Services Training Roadmap

Charter COMMUNICATIONS

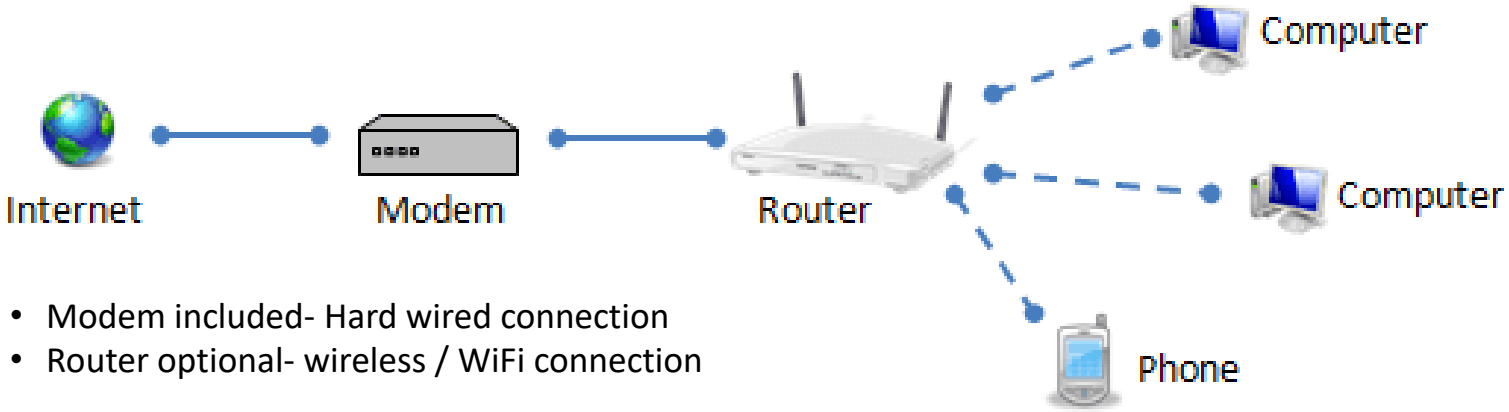
- Spectrum Internet
- Spectrum Voice
- Spectrum Video
- Spectrum Installation
- Contract BuyOut

Spectrum Products and Services

Spectrum Internet

Spectrum Internet

- Starting speeds of up to 300 Mbps in All Spectrum markets
- Increased Ultra Speeds and Gig Speeds available
- Unlimited with no data caps
- Access to Over 8 Million Spectrum WiFi Hotspots
- FREE Internet Modem
- Supports all your connected devices
- 24/7 Tech Support



- Modem included- Hard wired connection
- Router optional- wireless / WiFi connection

Spectrum Internet
National Plans

Up to 300 Mbps

INTERNET

- Speeds up to 300 Mbps FREE Internet modem No data caps FREE unlimited access to nationwide out-of-home WiFi FREE antivirus software

$25.00/mo savings for 12 mos

$49.99/mo

for 12 mos.

Standard Rate: $74.99/mo

Up to 500 Mbps

INTERNET ULTRA

- Speeds up to 500 Mbps FREE Internet modem No data caps FREE unlimited access to nationwide out-of-home WiFi FREE antivirus software

$25.00/mo savings for 12 mos

$69.99/mo

for 12 mos.

Pricing and other inf

Standard Rate: $94.99/mo

Up to 1 Gbps

INTERNET GIG

- Turbocharged Internet with no data caps FREE modem and FREE antivirus software Unlimited access to nationwide out-of-home WiFi

$25.00/mo savings for 12 mos

$89.99/mo

for 12 mos.

Pricing and other info

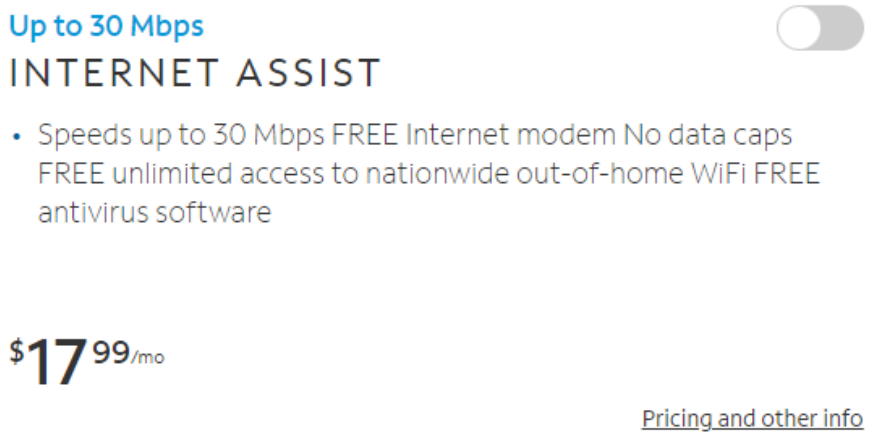
Standard Rate: $114.99/mo

Spectrum Internet Unadvertised Plans

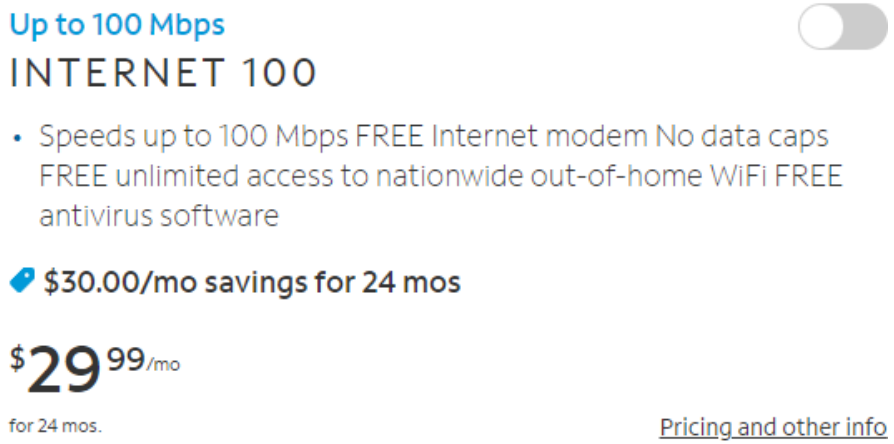
Unadvertised Plans are just that Unadvertised!

How do you know if someone qualifies for these plans? You don't until you run the customers address, if plans are available, they will show on the order entry portal.

A good business practice:
"Customer, we do have internet plans across the US starting at $49.99, but let me check if there are any deals available at your address. What is the address so I can check?



Standard Rate: Pricing Never Changes



Standard Rate: $114.99/mo

Spectrum Internet Assist

Spectrum Internet Assist is not ACP! The Spectrum Internet Assist program was created for low-income households. Some addresses automatically qualify for internet assist so always check the address first. If Internet Assist is not available on the order entry portal, then any **EXISTING** customer can apply for internet assist. See requirements below.

Please note: Customer must have existing account to apply for internet assist. Activate them on basic internet plan on the order entry portal first then have the customer apply for internet assist. First month will be billed according to the plan selected prior to Internet Assist Application.

Stay Connected With Spectrum Internet Assist

Spectrum makes it simple for qualified households to sign up for low-income Internet assistance.

Requirements

A member of your household must be a recipient of one of these assistance programs:

- National School Lunch Program (NSLP)
- Community Eligibility Provision (CEP) of the NSLP
- Supplemental Security Income (for applicants age 65+ only)

Features

Get reliable, low-cost Internet service.

- ✓ High-speed Internet at 30 Mbps (wireless speeds may vary)
- ✓ Free Internet modem
- ✓ No data caps
- ✓ No contracts

Affordable Connectivity Program (ACP)

To be eligible, a member of the household must qualify for one of the following:

•Medicaid
•SNAP (Supplemental Nutrition Assistance Program) benefits
•SSI (Supplemental Security Income)
•Section 8 Federal Public Housing Authority (FPHA) support
•Veterans and Survivor's Pension benefit
•Receives benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision, or did so in the 2019-2020 school year
•Received a Federal Pell Grant during the current award year
•Meets the eligibility criteria for Spectrum's low-income program
•Federal Lifeline customers

Please note: Customer must have existing account to apply for the ACP Program. Activate them on any internet plan on the order entry portal first then have the customer apply for ACP. First month will be billed according to the plan selected prior to ACP Application.

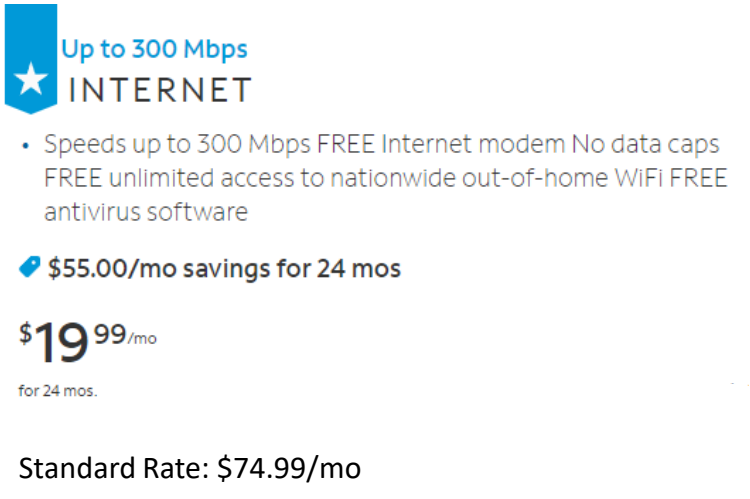
Spectrum Internet Competitive Offers

ALWAYS LOOK FOR THE BLUE RIBBON!

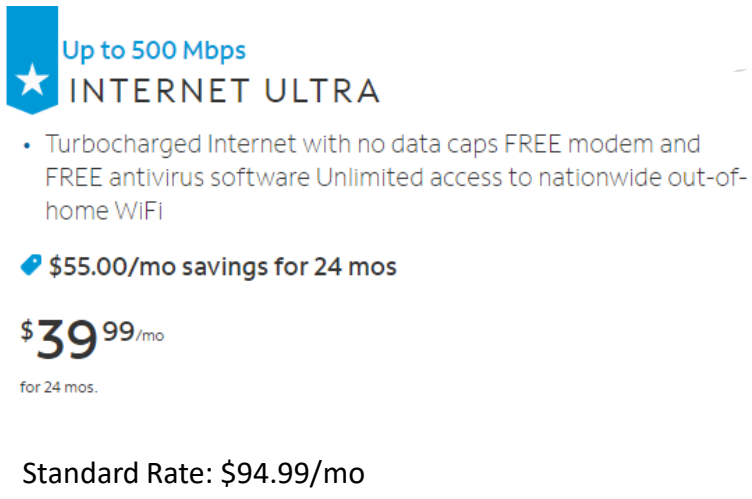
Spectrum is always looking to stay aggressive. Competitive Offers are meant to compete with other internet providers in the are. But just like the un-advertised plans, you don't know if a customer is eligible for a competitive offer until you check the address. So always check the address for promos!

A good business practice:

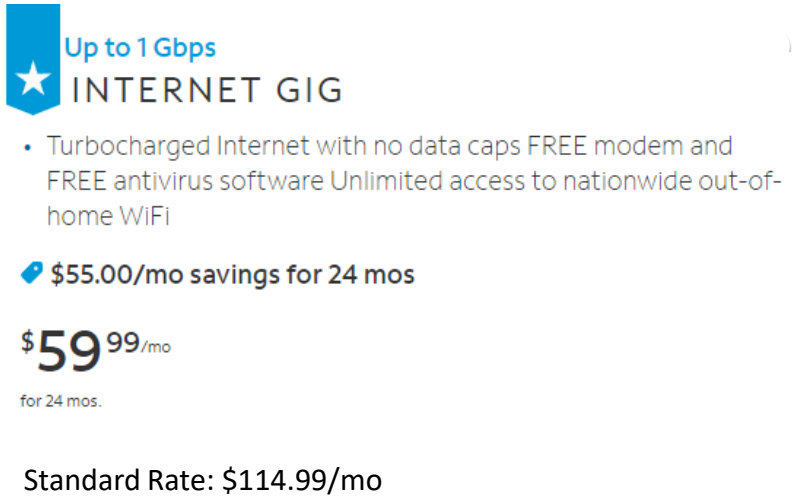
"Customer, we do have internet plans across the US starting at $49.99, but let me check if there are any deals available at your address. What is the address so I can check?



Standard Rate: $74.99/mo



Standard Rate: $94.99/mo



Standard Rate: $114.99/mo

Spectrum Internet
Spectrum In Home WiFi

Spectrum In Home WiFi allows customer to connect wirelessly to the internet

- Optimized Spectrum router for reliable In-home WiFi.
- Spectrum Tech Support and trouble shooting of WiFi Network

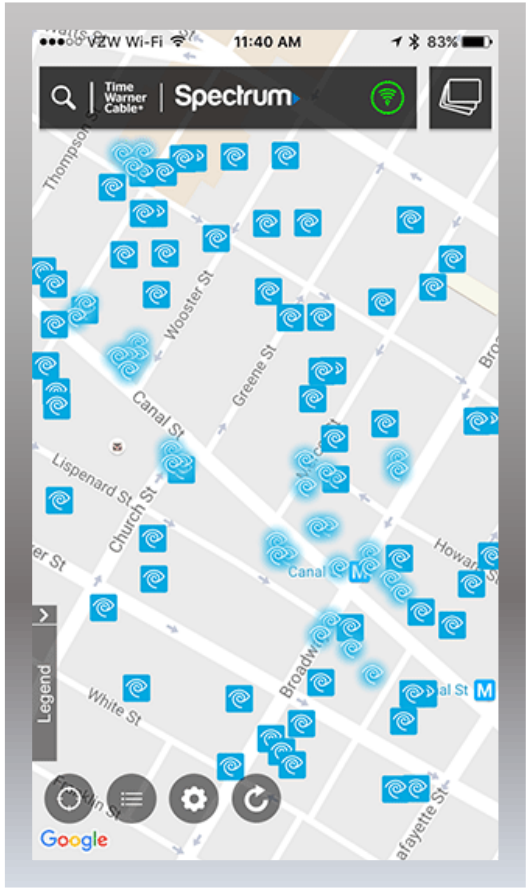
Spectrum customers can use their own router

The customer must self-install if using their own WiFi router. Compatibility, speeds and security are not guaranteed.

Spectrum Internet
WiFi Hotspots

Spectrum customers subscribed to qualifying Internet service have access to Spectrum's Hotspots

- Over 8 Million Spectrum WiFi Hotspots
- Spectrum Wifi Hotspots Nationwide
- Connect 15 devices with 1 account



Fact: Spectrum created partnerships with other cable companies to allow Hotspot access to customers nationwide

Spectrum Products and Services

Spectrum Voice

Spectrum Voice

$14.99 /mo when bundled

$29.99/mo Standalone

$19.99/mo each additional line

VOIP is a phone call connection using our internet services

- Customers are required to subscribe to one other core Spectrum Service to have home phone service

Local and long distance included

- All 50 Unites States
- As well as: Canada, Mexico, Puerto Rico, Guam, U.S. Virgin Islands, and Northern Mariana Island

Additional Features

- Clear calls that don't use worn and old DSL lines
- Real time voice responses
- Advanced 911 features
- Battery back-up options
- Digital voicemail options

Spectrum Voice
Spectrum Voice Features

All voice features included

- Call Blocker Basic
- Call Blocker Plus
- Call Forwarding Unconditional
- Selective Call Forwarding
- Call Blocker Select
- Caller ID
- Caller ID on TV
- Outbound Call ID Blocking
- Distinctive Ring
- Call Blocker Accept
- Answer Anywhere
- Speed Dial
- Voicemail
- Voicemail to Text
- Nomorobo
- Voice Zone
- Repeat Dialing
- Call Waiting
- 3-Way Calling

Spectrum Voice
International Calling Package

International Calling Package $5/mo

- 70 countries unlimited calling included in monthly fee
- Counties not included can be called at flat rate fees

Spectrum Voice International					
Argentina	X	French Guiana		Nigeria	X
Australia	X	Germany	X	Norway	X
Austria	X	Greece	X	Pakistan	X
Bahamas*	X	Guadeloupe		Panama	X
Bahrain		Guatemala	X	Paraguay	X
Bangladesh	X	Hong Kong	X	Peru	X
Belgium	X	Hungary	X	Philippines*	X
Bermuda	X	Iceland	X	Poland	X
Bhutan		India	X	Portugal	X
Bolivia*	X	Indonesia*	X	Romania	X
Brazil	X	Iran*	X	Russia	X
Brunei		Ireland	X	Singapore	X
Bulgaria	X	Israel	X	Slovakia	X
Cambodia		Italy	X	Slovenia	X
Chile	X	Japan	X	South Africa	X
China	X	Kuwait		South Korea	X
Columbia	X	Latvia		Spain	X
Costa Rica	X	Lebanon*	X	Sweden	X
Croatia	X	Lithuania		Switzerland	X
Cyprus	X	Luxembourg	X	Syria	X
Czech Republic	X	Macau		Taiwan	X
Denmark	X	Malaysia	X	Thailand	X
Dominican Republic	X	Malta	X	Turkey	X
Ecuador		Martinique*	X	United Kingdom	X
Egypt		Morocco		Uruguay	X
El Salvador*	X	Namibia		Uzbekistan	
Estonia		Netherlands	X	Vatican City	
Finland	X	Netherlands Ant	X	Venezuela	X
France	X	New Zealand	X	Vietnam	X

Spectrum Products and Services

Spectrum Video

Spectrum Video

Spectrum TV Select Includes:

- Core TV Product with 125+ channels
- Spectrum broadcasted Channels: *Spectrum SportsNet & Spectrum SportsNet LA ESPN, The Disney Channel, Discovery® Channel, CNN, Lifetime®, Food Network, MTV, TLC* & *USA Network and more*
- On-Demand over 10,000 titles
- A la Carte Premium Channels available (HBO Max, Showtime, Starz/Encore, TMC, Epix)
- Includes local broadcast channels (Vary by Market)
- Includes Music Choice
- Includes Regional Sports Channels
- Optional International Tiers
- Cable Box & **Streaming/Boxless Option Available**

$49.99/mo for 12 mos

Rack Rate: $79.99/mo

Spectrum Video

TV SELECT CHANNEL LINE UP

Broadcast Basic + 87 Channels (Excluding Music Choice & RSNs)

1. AccuWeather
2. ESPN
3. HSN2
4. SEC Network
5. AMC
6. ESPN2
7. IFC
8. ShopHQ Health
9. Animal Planet
10. EWTN
11. Inspiration
12. ShopLC
13. A&E
14. FETV
15. Investigation Discovery
16. Shop Zeal 1-8
17. BBC America
18. Food Network
19. ION
20. Sonlife Broadcasting
21. BET
22. Fox Business
23. Lifetime Channel
24. Sundance
25. Bloomberg TV
26. Fox News
27. MotorTrend
28. SyFy
29. Bravo
30. Freeform
31. MSNBC
32. TBN
33. Bulldog Shopping Network
34. FS1
35. MTV
36. TBS
37. Cartoon Network
38. FX
39. National Geographic
40. Telemundo/Univision
41. CMT
42. FX Movie Channel
43. NBC Sports
44. The Weather Channel
45. CNBC
46. FXX
47. News 12
48. TLC
49. CNN
50. Galavision
51. Nickelodeon
52. TNT
53. College Football
54. GEM Shopping Network
55. Oxygen
56. Travel Channel
57. Comedy Central
58. Travel Channel
59. Comedy Central
60. Hallmark
61. Paramount Network
62. TruTV
63. Daystar
64. Hallmark M&M
65. POP
66. TV Land
67. Discovery Channel
68. HGTV
69. QVC Plus
70. USA Network
71. Disney Channel
72. History Channel
73. Revenue Frontier – Local
74. VH-1
75. DIY
76. HLN
77. Revenue Frontier - Special Markets
78. WE TV
79. E!
80. WGN America
81. **TV One**
82. **Cleo**
83. **Aspire**
84. **Revolt**
85. **The Impact Network**
86. **Black New Channel**
87. **Africa Channel**

SPECTRUM BASIC

1. ABC
2. C-SPAN
3. HSN
4. QVC
5. Music Choice
6. CBS
7. C-SPAN 2
8. Jewelry Television
9. ShopHQ
10. **Univision
11. NBC
12. C-SPAN 3
13. PBS
14. *Spectrum News
15. **Telemundo
16. FOX

*Spectrum News where available
**Univision and Telemundo where broadcast signals are available

Telemundo/Univision - available in TV Select to top 50 Hispanic markets except where carried in Broadcast
News 12 - limited carriage
Carriage of ACC, SEC, Big10 and Pac12 varies by geography

Spectrum Video

Spectrum Mi Plan Latino™ Includes:

- Core TV Product with 130 channels
- Over 82 Spanish Language Channels *(CineLatino, ESPN Deportes, BeinSports, History en Espagnol, and more)*
- 35 popular English language networks *(TNT, USA, Cartoon Network, Excludes Sports and News Channels)*
- On-Demand over 10,000 titles
- A la Carte Premium Channels available *(HBO Max, Showtime, Starz/Encore, TMC, Epix)*
- Includes local broadcast channels (Vary by Market)
- Includes Music Choice
- Optional International Tiers
- Cable Box & Streaming/Boxless Option Available

$34.99 /mo for 12 mos

Rack Rate: $54.99/mo

Spectrum Mi Plan Latino™

Mi PLAN LATINO CHANNEL LINE UP

Broadcast Basic + Latino View 82 Spanish Language Networks + 35 English Language Channels (Excluding Music Choice)

LATINO VIEW

1. Antena 3 Internacional
2. Cine Sony
3. Fox Life
4. Super Canal
5. TVE Internacional
6. Aplauso
7. Cinelatino
8. Galavision
9. Sur Peru
10. Ultra Cine
11. Atres Series
12. CNN en Espanol
13. GolTV
14. Tarima
15. Ultra Clasico
16. AYM Sports
17. Cuba Play
18. History en Espanol
19. TBN Enlace
20. Ultra Docu
21. Azteca
22. De Pelicula
23. HITN
24. Tele El Salvador
25. Ultra Familia
26. BabyFirst TV SAP
27. De Pelicula Clasico
28. Hola TV
29. Teleformula
30. Ultra Fiesta
31. BabyTV SAP
32. Discovery en Espanol
33. Hogar
34. TeleHit
35. Ultra Kidz
36. Bandamax
37. Discovery Familia
38. Ingles Para Todos
39. TeleHit Urbano
40. Ultra Macho
41. beIN SPORT Espanol
42. Disney XD SAP
43. Kids Street
44. Telemicro
45. Ultra Mex
46. beIN Sports
47. Ecuavisa Internacional
48. Mexicanal
49. Telemundo
50. UniMas
51. Canal 22 Mexico
52. ESNE HD
53. Multimedios
54. TeleN
55. Univision
56. Canal Once
57. ESPN Deportes
58. Nat Geo Mundo
59. Tr3s
60. Univision tlNovelas
61. Canal Sur
62. Estrella TV
63. NBC Universo
64. TUDN
65. Video Rola
66. Caracol Internacional
67. Estudio 5
68. Passiones
69. TV Chile
70. Viendo Movies
71. Cartoon Network SAP
72. EWTN Espanol
73. RCN Nuestra Tele
74. TV Dominicana
75. WAPA America
76. CentroAmerica TV
77. FOROtv
78. Semillitas
79. TVV
80. Cine Mexicano
81. Fox Deportes
82. Sorpresa

ENGLISH VIEW

1. AMC
2. Comedy Central
3. FX
4. MTV
5. TBS
6. Animal Planet
7. Discovery Channel
8. FXX
9. National Geographic
10. TLC
11. A&E
12. Disney Channel
13. Hallmark
14. Nickelodeon
15. TNT
16. BET
17. Disney Jr.
18. Hallmark Movies
19. Nick Jr
20. TV Land
21. Bravo
22. E!
23. HGTV
24. Oxygen
25. USA
26. Boomerang
27. Food Network
28. History
29. Paramount
30. The Weather Channel
31. Cartoon Network
32. Freeform
33. Investigation Discovery
34. SyFy
35. VH1

SPECTRUM BASIC

1. ABC
2. C-SPAN
3. HSN
4. QVC
5. Music Choice
6. CBS
7. C-SPAN 2
8. Jewelry Television
9. ShopHQ
10. **Univision
11. NBC
12. C-SPAN 3
13. PBS
14. *Spectrum News
15. **Telemundo
16. FOX

*Spectrum News where available

**Univision and Telemundo where broadcast signals are available

Spectrum Video
Spectrum TV Choice 15

- Core TV Product Customers choose 15 channels to create their own custom channel lineup
- Includes local broadcast channels (Vary by Market)
- Access up to 6,000 Free On Demand titles
- A la Carte Premium Channels available *(HBO Max, Showtime, Starz/Encore, TMC, Epix)*
- Optional International Tiers
- Cable Box & Streaming/Boxless Option Available

$29.99/mo for 12 mos

Rack Rate: $44.99/mo

Spectrum Video

CHOOSE 15 CHANNELS TO CREATE YOUR CUSTOM CHANNEL LINEUP

AVAILABLE CHOICE CHANNELS

1.	A&E	26.	FOX Business Network	**52.**	**Revolt**
2.	E!	27.	National Geographic	53.	CNBC
3.	Investigation Discovery	28.	Univision*	54.	FXX
4.	Travel Channel	29.	beIN SPORTS	55.	Spectrum News*
5.	AMC	30.	FOX Deportes	56.	CNN
6.	ESPN	31.	NBCSN	57.	Galavision
7.	Lifetime	32.	USA	58.	SyFy
8.	truTV	33.	beIN SPORTS En Espanol	59.	CNN en Espanol
9.	Animal Planet			60.	Golf
10.	ESPN Deportes	34.	FOX News Channel	61.	TBS
11.	Lifetime Movies	35.	NFL Network	62.	Comedy Central
12.	TUDN	36.	VH1	63.	Hallmark Channel
13.	**Aspire**	37.	BET	64.	TCM
14.	ESPN2	38.	Freeform	65.	Discovery
15.	MSNBC	39.	Nickelodeon	66.	Hallmark M & M
16.	TV Land	40.	WAPA America	67.	Telemundo*
17.	Azteca America*	**41.**	**Black News Channel**	68.	Discovery en Espanol
18.	Estrella TV*	42.	FS1	69.	HGTV
19.	MTV	43.	OWN	70.	The Weather Channel
20.	**TVOne**	44.	Bravo	71.	Disney Channel
21.	BBC America	45.	FS2	72.	History
22.	Food Network	46.	Oxygen	73.	TLC
23.	Nat Geo Wild	47.	Cartoon Network	74.	Disney Jr
24.	UniMas*	48.	FX	75.	HLN
25.	BBC World News	49.	Paramount Network	76.	TNT
		50.	**CLEO**	77.	Disney XD
		51.	FXM	**78.**	**The Impact Network**

Bold indicates new to the line up

AVAILABLE RSN CHOICES (Limit 1)

1.	Altitude	16.	NBC Sports Washington
2.	Bally Sports Midwest	17.	Bally Sports Detroit
3.	Bally Sports Southwest	18.	Bally Sports SoCal
4.	NBC Sports Boston	19.	Marquee Network HD
5.	AT&T SportsNet Pittsburgh	20.	NESN
6.	Bally Sports North	21.	Bally Sports Florida
7.	Bally Sports Sun	22.	Bally Sports South
8.	NBC Sports Chicago	23.	MASN
9.	AT&T SportsNet Rocky Mountain	24.	Root Sports Northwest
		25.	Bally Sports Great Lakes
10.	Bally Sports Ohio	26.	Bally Sports Southeast
11.	Bally Sports West	27.	NBC Sports Bay Area
12.	NBC Sports Northwest	28.	Spectrum SportsNet CA
13.	Bally Sports Arizona	29.	Spectrum SportsNet LA
14.	Bally Sports San Diego		
15.	Bally Sports Wisconsin		

Choose all 15 channels from Available Choice Channels or choose 1 Regional Sports Network and 14 channels from Available Choice Channels!

The Choice is Yours!!!

Spectrum Video
Spectrum TV Essentials

- Core TV Product with over 60 channels
- Access up to 6,000 Free On Demand titles
- *A la Carte Premium Channels available (HBO Max, Showtime, Starz/Encore, Epix)*
- Streaming/Boxless Option Only!
- No Install Fees
- $19.99/mo is Rack Rate Pricing!!!

Important things to know:

- Customer must have Spectrum Internet to subscribe to TV Essentials
- There is no Cable Box Option
- Local Channels are not included
- Can not add Entertainment, Sports or Latino View
- Can not add International Packages
- Can not add The Movie Channel
- Can not add Fox Soccer option

$19.99/mo

TV ESSENTIALS

1. A&E
2. Crime & Investigation
3. Logo
4. TLC
5. AMC
6. Destination America
7. Military History Channel
8. Travel Channel
9. American Heroes Channel
10. Discovery
11. MotorTrend
12. TV Land
13. Animal Planet
14. Discovery Family Channel
15. MTV
16. TV One *
17. Aspire *
18. Discovery Life
19. MTV Classic
20. Up TV
21. AXS TV
22. Discovery Science
23. MTV Live
24. VH-1
25. BBC America
26. DIY
27. MTV2
28. Viceland
29. BBC World
30. Food Network
31. MTVU
32. WE tv
33. BET
34. FYI
35. Newsmax
36. Weather Channel
37. BET Her
38. Game Show Network
39. Nick Jr.
40. BET Jams
41. Hallmark
42. Nick Music
43. BET Soul
44. Hallmark Drama
45. Nickelodeon
46. Black News Network *
47. Hallmark Movies & Mysteries
48. Nicktoons
49. Bloomberg
50. HD Net Movies
51. Outdoor Channel
52. Cars.TV
53. HGTV
54. OWN
55. Cheddar News
56. History Channel
57. Paramount
58. Cleo
59. IFC
60. Pets.TV
61. CMT
62. INSP
63. Recipe.TV
64. CMT Music
65. Investigation Discovery
66. Spectrum News**
67. Comedy Central
68. Justice Central
69. Spectrum Originals*
70. Cooking Channel
71. Lifetime
72. Sundance
73. Lifetime Movie Network
74. TeenNick

Spectrum Video
Entertainment View and Sports View

- **Available as an add on to Broadcast Plus, TV Select, Mi Plan Latino or TV Choice 15**
- **Excludes TV Essentials**

ENTERTAINMENT VIEW (Up to 78 Channels)

1. ACC
2. Discovery Life
3. Jewish Life TV
4. OWN
5. American Heroes
6. Discovery Science
7. Justice Central
8. Pets.TV
9. Disney Junior
10. Lifetime Movie Network
11. Recipe.TV
12. AXS TV
13. Disney XD
14. Lifetime Real Women
15. Reelz
16. BabyFirstTV
17. ESPN Deportes
18. Logo
19. Retroplex
20. BBC World News
21. ESPN News
22. Military History Channel
23. BET Her
24. ESPNU
25. MLB Network
26. RFD TV
27. BET Jams
28. Flix
29. Movieplex
30. Smithsonian Channel
31. BET Soul
32. FM
33. MTV Classic
34. Sundance
35. Fox Deportes
36. MTV Live
37. TCM
38. Boomerang
39. Fox Sports 2
40. MTV2
41. TeenNick
42. BYU TV
43. Fuse
44. Nat Geo Wild
45. Tennis Channel
46. Cars.TV
47. FYI
48. NBA TV
49. The Africa Channel
50. CBS Sports Network
51. GAC
52. NBC Universo
53. The Cowboy Channel
54. Cheddar
55. Golf
56. Newsmax
57. GSN
58. NFL Network
59. Tr3s
60. CNBC World
61. Hallmark Drama
62. Nick Jr
63. TUDN
64. Cooking Channel
65. HDNet Movies
66. Nick Music
67. Crime & Investigation
68. i24
69. Nicktoons
70. Universal Kids
71. Destination America
72. IFC
73. Olympic Channel
74. Up
75. Discovery Family
76. Indieplex
77. Ovation TV
78. Viceland

SPORTS VIEW (Up to 20 Channels)

1. ACC
2. NBA TV
3. BeIN en Español
4. NFL Network
5. BeIN Sports
6. NFL Redzone
7. ESPN College Extra
8. NHL Network
9. ESPN News
10. Olympic Channel
11. Fox Sports 2
12. Outdoor
13. Golf
14. Tennis Channel
15. Mav TV
16. The Cowboy Channel
17. MLB Network
18. TVG
19. MLB Strike Zone
20. Willow

Spectrum Video
Latino View

- Available as an add on to Broadcast Plus, TV Select and TV Choice 15
- Excludes TV Essentials

LATINO VIEW					
1.	Antena 3 Internacional	29.	Teleformula	56.	Canal Once
2.	Cine Sony	30.	Ultra Fiesta	57.	ESPN Deportes
3.	Fox Life	31.	BabyTV SAP	58.	Nat Geo Mundo
4.	Super Canal	32.	Discovery en Espanol	59.	Tr3s
5.	TVE Internacional	33.	Hogar	60.	Univision tlNovelas
6.	Aplauso	34.	TeleHit	61.	Canal Sur
7.	Cinelatino	35.	Ultra Kidz	62.	Estrella TV
8.	Galavision	36.	Bandamax	63.	NBC Universo
9.	Sur Peru	37.	Discovery Familia	64.	TUDN
10.	Ultra Cine	38.	Ingles Para Todos	65.	Video Rola
11.	Atres Series	39.	TeleHit Urbano	66.	Caracol Internacional
12.	CNN en Espanol	40.	Ultra Macho	67.	Estudio 5
13.	GolTV	41.	beIN SPORT Espanol	68.	Passiones
14.	Tarima	42.	Disney XD SAP	69.	TV Chile
15.	Ultra Clasico	43.	Kids Street	70.	Viendo Movies
16.	AYM Sports	44.	Telemicro	71.	Cartoon Network SAP
17.	Cuba Play	45.	Ultra Mex	72.	EWTN Espanol
18.	History en Espanol	46.	beIN Sports	73.	RCN Nuestra Tele
19.	TBN Enlace	47.	Ecuavisa Internacional	74.	TV Dominicana
20.	Ultra Docu	48.	Mexicanal	75.	WAPA America
21.	Azteca	49.	Telemundo	76.	CentroAmerica TV
22.	De Pelicula	50.	UniMas	77.	FOROtv
23.	HITN	51.	Canal 22 Mexico	78.	Semillitas
24.	Tele El Salvador	52.	ESNE HD	79.	TVV
25.	Ultra Familia	53.	Multimedios	80.	Cine Mexicano
26.	BabyFirst TV SAP	54.	TeleN	81.	Fox Deportes
27.	De Pelicula Clasico	55.	Univision	82.	Sorpresa
28.	Hola TV				

$12/mo

Spectrum Video
Premium Add-ons A la Carte

Spectrum Video

Sports Premium Add-ons A la Carte

NBA League Pass

$14.99 One time

$29.99 One time

MLB EXTRA INNINGS

$139.99 One Time

MLS DIRECT KICK

$89 One time

FOX Soccer PLUS™

$10 /mo

Spectrum Video
International View Plans

- Available as an add on to Broadcast Plus, TV Select, Mi Plan Latino and TV Choice 15
- Excludes TV Essentials

JAPANESE VIEW
$14.99/mo

Features the best in-language news, exciting dramas, movies, sports and more on TV JAPAN HD.

Available only with the Spectrum TV App

VIETNAMESE VIEW
$9.99/mo

The best destination to keep you connected to Vietnam - enjoy TVB and other popular networks.

Available only with the Spectrum TV App

FILIPINO VIEW
$19.99/mo

Includes: The Filipino Channel, Lifestyle Network, GMA Pinoy and GMA News.

Available only with the Spectrum TV App

JADEWORLD VIEW
$24.99/mo

Watch your favorite Cantonese, Chinese and Vietnamese channels.

Available only with the Spectrum TV App

MANDARIN VIEW
$9.99/mo

Includes: CTI, CCTV4, Phoenix NA, Phoenix Info News.

Available only with the Spectrum TV App

RUSSIAN VIEW PREMIUM
$14.99/mo

Enjoy your favorite Russian shows and films with additional channel access.

Available only with the Spectrum TV App

HINDI VIEW
$14.99/mo

Enjoy access to your favorite Hindi channels and titles.

Available only with the Spectrum TV App

HINDI VIEW PREMIUM
$29.99/mo

Includes: SET Asia, Zee TV, NDTV 24X7, TV Asia, ABP News, ITV Gold, NDTV Good Times

Available only with the Spectrum TV App

PUNJABI VIEW
$4.99/mo

Includes: JUS Punjabi, Willow TV.

Available only with the Spectrum TV App

KOREAN VIEW
$12.99/mo

Top-rated programming from the most popular Korean channels, featuring dramas, news, shows and more!

Available only with the Spectrum TV App

Spectrum Video

International Add-On Channels

- Customer must currently subscribe to a Core Spectrum Video Package TV Select, Mi Plan Latino, TV Choice 15
- Channels displayed are available in all markets
- Channels to be added after initial install
- A la carte and Package Channels can be added / Removed at any time

Channel Name	Price
Arabic	
ART	$11.95
Cantonese	
TVB Jade World - TVB1, TVB2, TVBe, TVBS, and CCTV4	$39.99
Filipino	
TFC	$11.95
Filipino GMA Passport - GMA Life, GMA Pinoy, GMA DWLS Radio, and GMA DZBB Radio	$14.99
Filipino Pass Plus - Filipino on Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMW DZBB Radio, and TFC	$24.99
French	
TV5MONDE	$14.95
Hindi	
Hindi Star Pass – STAR India PLUS, STAR India GOLD	$14.99
Hindi Pass – STAR India PLUS, Sony, and Zee TV	$29.99
Hindi Pass Plus – STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, and ITV Gold	$29.99
Hindi Passport – STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, STAR India GOLD, Filmy, UTV Movies, ITV Gold, and Eros Now	$39.99
Italian	
Rai Italia	$14.95
Japanese	
TV JAPAN	$24.95
Korean	
Seoul Broadcasting System	$14.95
MBC	$14.95
Mandarin	
CCTV-4 and CTI Zhong Tian	$11.95
Phoenix InfoNews	$11.99
Mandarin ETTV Pass: ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, and Yoyo TV	$19.99
Mandarin Pass Plus: CCTV -4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America	$29.99
Russian	
Channel One Russia	$11.95
RTN	$14.95
Channel One Russia & RTVi	$11.95
Russian Pass Plus: Channel One Russia, CTC, NTV America, RTN, RTN Plus, RTVi & TV 1000 Russian Kino	$29.99

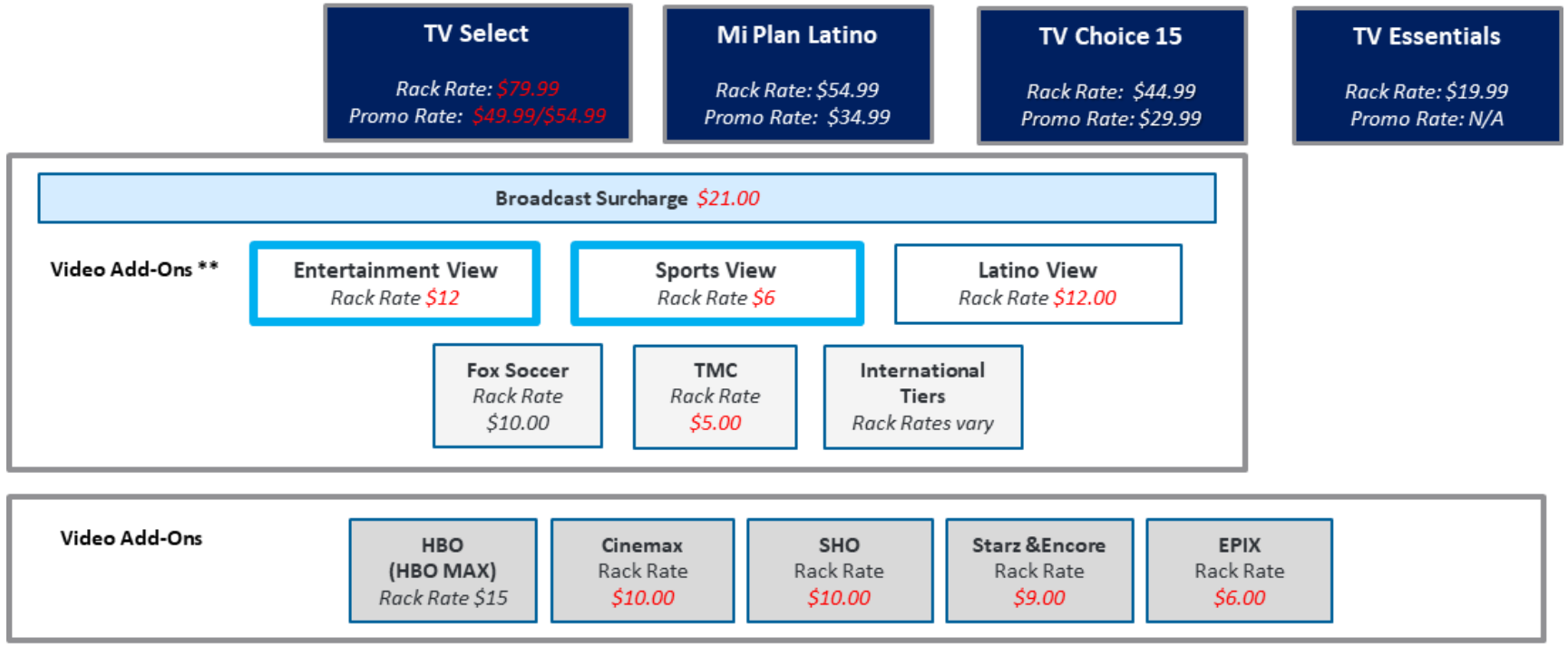
* Prices may vary

Spectrum TV® Add-ons

Broadcast Surcharge	$21.00 /mo
HD Receiver/Cable box	$9.99 /each per month
DVR Service	$4.99/mo for 12 months $12.99/mo there after
Multi- DVR Service	$9.99/mo for 12 months $19.99/mo there after
Cloud DVR Service	$4.99 /mo
Cloud DVR+ Service	$9.99 /mo

** Please don’t forget to tell your customer that Taxes and Fees are not included, Taxes and fees vary depending on their city and state. They will receive an itemized breakdown upon receiving their first month’s bill.

Spectrum Video Recap



Indicates new product

$ Indicates new price

VIDEO ADD-ON ELIGIBILITY	Ent. View	Sports View	Latino View	HBO	SHO	MAX	STZ & ENCR	EPIX	TMC	Fox Soccer	Intl Tiers	Receiver	Cloud DVR	Cloud DVR+	Boxless	Apple TV
TV Select	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y
Mi Plan Latino	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y
TV Choice 15	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
TV Essentials	N	N	N	Y	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y

Spectrum Video
Streaming/Boxless Rules and Agent Requirements

BOXLESS RULES

Internet is required for customers to view their TV package without a box.

Spectrum Internet is needed to properly authenticate full channel selection and to stream.

All SPP 3.0 Video service levels can be boxless

- Existing Equipment rules apply to SPP 2.0, 1.0, NPP and Legacy customers
- Boxless customers must use the Spectrum TV App and have an approved device
- Boxless cannot be your lead offer

No Set Top Box (STB) requirement

TV Essentials and Video customer in EPON areas cannot have a traditional STB receiver

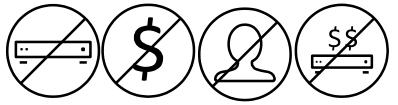
RETAIL AGENT REQUIREMENTS

REMINDER:

Specialist must continue to offer Spectrum TV with a Spectrum Receiver.

Offering a boxless solution is a fall back and cannot be your first offer.

Spectrum Video
Approved Streaming/Boxless Devices



Devices that have access to Spectrum TV® App:

- Apple Devices
  - iPad®, iPad® mini, iPhone® and iPod Touch®, Apple TV® running iOS 11 or higher
- Android Devices
  - All tablets and phones running Android 5.0 or higher
- Amazon Devices
  - All Kindle Fire models, including the new Kindle Fire HDX, are supported except for the first-generation Kindle Fire.
- Roku
  - A Roku 1, 2, 3 or 4 streaming player, Roku Express, Roku Express +, Roku Premiere, Roku Premiere +, Roku Ultra streaming players or Roku Streaming Stick (excluding first-generation Roku devices).
- Xbox One
  - All versions of Xbox One
- Samsung Smart TV
  - Model years 2012-2022

Download on the App Store

Download on Google play

amazon apps Available at amazon

Available on Roku Players & TVs

Available on XBOX ONE

Available on SAMSUNG Smart TV

Spectrum TV®

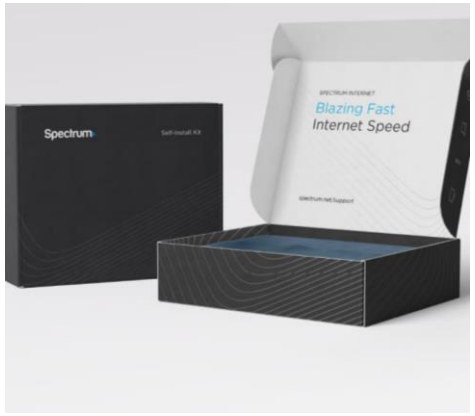
Spectrum Products and Services

Spectrum Installation

Spectrum Installation
Installation options to choose from

Professional Installation

Self Installation Kit



Spectrum Installation
Covid Installation Restrictions

Mandatory Home Shipment Self-Install New Customer

- Due to covid and the safety of our customers and installers Spectrum will only show the Self-Install option for all orders
- If the customer address has never been Serviced by Spectrum the only option that will show at that time is Professional Installation.

What if the customer wants an installer instead of an Installation Kit

The suggested protocol is

1. Customer wait to receive their equipment
2. Customer call installation support to troubleshoot
3. If trouble Shoot failed request an installer

Or

Partner call Partner Support after placing the order and request an installer for the customer
Note: If installer is sent out to customer there will be an installation fee

Spectrum Installation
Self Installation Kit

- Self-Installation Kit can be shipped to customer address
- Self-Installation Kit can be picked up at any Spectrum Store

There is a $19.99 one-time Activation Charge for all Self Install Kit Orders

What's Included

- All required equipment for you to install your services
- Cable Splitters and cables required to connect your services
- Instructions in English and Spanish
- Tech support number

Spectrum Installation
Professional Installation Kit

- Select installation date in the order entry portal
- Installer will go out and perform a basic installation

There is a $49.99 one-time Installation Fee

Spectrum Products and Services

Spectrum Contract Buyout Program

Spectrum Contract Buyout

Spectrum will buy out a customers contract up to $500

What's required to qualify?

- To qualify for the Contract Buyout Program, a customer must order and install a combination of qualifying Video and Internet and/or Voice service
- Must maintain active service throughout the redemption process
- Customer account must remain current and not go past due through the redemption process
- Customer must not have had Spectrum Video Services over the previous 30 days
- Spectrum requires that every customer submit the Spectrum Contract Buyout form as well as the last bill from the previous provider(s), which clearly shows the early termination fee. ("EFT").

Spectrum's Mobile Services are not eligible for the buyout program.

Spectrum Products and Services

GO TO QUIZ

CLICK HERE TO BEGIN QUIZ