

VICTORIA PALMS SPECTRUM PRESENTATION

**AUGUST
2ND, 2023**

**9:00 AM -
10:00 AM**

Spectrum announcement

- Flyer distributed in meeting
- Postcard in the mail
- Blog post after this meeting



Activation Date

Service in the resort:

Friday, Aug 4th

Service in your home:

Monday, August 7th



Account activation process

Beginning Monday, August 7th, call Spectrum at
1-855-326-5115 to open your account

OR

Setup account online at:
[Spectrum.com/ServiceSetup](https://spectrum.com/ServiceSetup)

Schedule a technician to come and do the final
connection and setup – DO NOT choose self
install option.



Account activation process

PLEASE NOTE:

No charge to connect to your existing wiring

There will be a charge if you want to (or if necessary to) run fresh wiring inside your home – technician will quote the price.

You can download the Spectrum app on your phone, tablet or compatible Smart TV



Moving Forward

All customer support will go through
Spectrum

Call 1-855-326-5115 or log into your
account online via app or website



Return Process

Why would you return your equipment?

- Moving out of the resort
 - DO NOT leave your equipment in your home when you sell it – close your account, return your equipment
- Reservation ending for the season

Simple process:

- Take your equipment to the nearest “The UPS Store” location and let them know it is a Spectrum return.
- Closest location: 1015 N Texas Blvd, Suite 20B, Weslaco, TX 78596



Q & A Session

How do I know if I have good wiring in my home?

- The technician can test your wiring for quality and they will make a recommendation

I want to set up my service now, even though I'm not in the resort. If I setup my account, can my caretaker be there for my install?

- Yes, but be sure to make sure they know exactly where you want the equipment placed in your home.

If I sell my home, why can't I just leave the Spectrum equipment in there for the next person.

- Your name and account info is associated with that equipment. Spectrum will not transfer it to someone else and may prefer to send the new customer updated equipment. Please return all of your equipment to the nearest UPS store upon move out.

I still don't have a little gray box at my site yet – can I still call to setup my account?

- Yes! This is actually part of the normal service installation process and the technician can install it at that time if you don't already have one on your site.



Q & A Session

I have the gray box but the orange cable that it is connected to is still laying on the ground...who will bury it?

- No worries, the technician who does your installation can bury it for you. This is also part of the normal installation process.

Can I use my own router?

- We do not recommend using your own router, as Spectrum cannot guarantee full functionality or speed.



Thank
you

