



## Paradise Harbor – Guide to Spectrum Services.



### Welcome Paradise Harbor Homeowner

Paradise Harbor Property Owners Association offers Spectrum Bulk service in our development. Those services are Spectrum Cable TV package (~215 channels) and 500 Mbps download, 20 Mbps upload Internet all for a deeply discounted price. We have compiled some important information to help answer any questions or concerns you might have.

#### Definitions:

- **Spectrum Bulk Tenant Customer Service:** 1-(833)-697-7328 (available 24/7/365). **This is the only Spectrum number homeowners should use.**
- **Pedestal:** They are connection points to the main fiber or coaxial cable buried below the ground.
- **Service Box:** A small enclosure that will be attached to the exterior wall of your home near the main power meter.
- **Modem:** Electronic device, provided as part of Spectrum bulk service, that brings cable TV, Internet, and Phone service (optional) into your home.
- **Internet Router (Wi-Fi Enabled):** Electronic device, provided as part of Spectrum bulk service, that distributes the Internet signal throughout your home. (You can use your own if you have it)
- **Set Top Box:** Electronic device, 2 are provided (with remotes) as part of Spectrum bulk services. They are not Digital Video Recorders (DVRs).
- **Spectrum TV App:** Like HULU, HBOMax, Disney +, or Netflix, Spectrum offers a **free** downloadable app that will run on Samsung Smart TVs, Smartphones, Tablets and Apple TV, Roku, Google Chromecast\*, and Xbox One console.

\*The Spectrum TV App is not available for Chromecast but if the app is installed on a phone or tablet it can be cast to the Chromecast, so it requires additional steps to stream content from the app using Chromecast

**How do we pay?** A bill will be sent from the PH accountant (Anthony Masino) to all PH subscriber addresses, each quarter. The first Invoice will include a one-time contingency fee equal to one month's Spectrum bulk service charge.

- Payments may be by check mailed to: PH Spectrum Bulk Services, P.O. Box 552, Connelly Springs, NC 28612
- Zelle is accepted using this email address: [spectrumfees@paradiseharbornc.com](mailto:spectrumfees@paradiseharbornc.com) or set up as periodic draft from your account (e.g., Automatic bill pay).
- Initial connection incurs a \$50.00 fee (+ tax) billed to you directly from Spectrum.
- If a connection is made anytime during a month Spectrum charges PH for the entire month. That is also true for how PH charges subscribers to the bulk services.
- Subscribers may upgrade services to their home. However, all charges for upgrades are billed monthly directly to the homeowner and apart from the PH quarterly billing.



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How do we schedule service connection to the home? There are two answers to this question.

### 1. New homes:

- a. The homeowner or builder must provide a copy of their Certificate of Occupancy (CO) to the POA as soon as it is received.
- b. That copy is sent to Spectrum so they can add that residence address to the list of subscribers homes.
- c. Spectrum will alert the POA when the address is added to their database. This can take up to ten business days.
- d. POA will inform the subscriber that they should call Spectrum and schedule connection.

### 2. Resales:

- a. **Existing owners** – before moving out, they must return all their Spectrum equipment (Modem/router, set top boxes, DVR [if applicable] and all Spectrum remote controls) to a Spectrum store and cancel their Spectrum account. Even though the account is canceled the associated address will remain in the system as registered to the PH Bulk Services contract.
  - i. Store Locations are:
    1. **Hickory** - 1121 Lenoir Rhyne Blvd SE, Hickory, NC 28602, 16.4 miles
    2. **Morganton** - 107 Stonebridge Dr, Morganton, NC 28655, 14.6 miles
- b. **New Owners** – After closing they must contact Spectrum Bulk Tenant Customer Service (see number on page 1) and provide their address to open a new account and obtain new Spectrum Equipment.

What does service connection mean? – Homeowner or representative must be available

[Note: For a graphic depiction please see **Things to know about your Spectrum home connection**. At the end of this document.]

- After you schedule an appointment, Spectrum technicians will come to your home and bury a coaxial cable from a nearby Pedestal to the Service Box on your home. Note: burying the cable may happen after the connection is made
- They will place the Modem & Internet Router inside your home and connect those devices to the Service Box.
- They will connect the Wi-Fi Router and any phone connection (optional) to the Modem.
- *Note: (optional) They will connect your personal (non-Spectrum) Wi-Fi router to the Modem but cannot guarantee operation*
- They will verify that Spectrum TV & Internet and Internet Phone (optional) are working.
- They will connect the 2, included, Set Top Boxes to 2 TVs and make sure TV programming is received at those locations.



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### Will Spectrum Wire my home for Internet and/or Cable?

**Sorry, no.** Spectrum does not provide wiring services. The home must be wired for Cable and/or wired Internet before either service can be activated in the home. Remember, it is possible to watch Spectrum Cable TV using the Spectrum TV App. If used, the App **will not** require a coax connection to your Smart TV. To work, the App **will** require a wired or wireless (Wi-Fi) connection to the many Smart phones & tablets, many Samsung Smart TVs, Apple TV, Google Chromecast, Roku and Xbox One.

### What equipment is included with my subscription?

- 1 x Spectrum Modem for Cable, Internet & Phone signals - **requires power.**
- 2 x Set Top Boxes - hard-wired by coaxial cable with HDMI to a TV - **requires power.**
  - Several brands are used; the largest dimensions are 10" W x 8" L x 2.5" H.
  - 2 x RF remotes - **battery powered.**
- 1 x wireless Internet router - **requires power and direct wiring to Spectrum Modem.**
- *Note: Spectrum provides optional phone service, but you must provide the phone device*

### What services are included with my subscription?

- Spectrum Bronze TV package - ~215 channels (Bronze Channel Line-up is attached)
- Ability to stream full package lineup using the Spectrum TV app. (see [Spectrum App](#))
- 500 Mbps download / 20 Mbps upload Internet service.
- 10,000 plus on demand choices (see [Spectrum On-Demand](#))
- Unlimited access to 500K + Spectrum Hotspots nation-wide. (see [Spectrum Hotspots](#))
- Dedicated US Bulk care team support 24/7/365 **1-(833)-697-7328**

### What devices are compatible with the Spectrum TV App?

- Samsung Smart TVs (2012 and later)
  - *Note: The App will run on TVs 2012 and later. However, Samsung Smart TVs manufactured between 2012 & 2016 will not support On-Demand or Cloud DVR Plus features & services.*
- Apple TV, iPhone, iPad (IOS 9 and higher)
- Android OS phones & tablets (Android OS 4.2 and higher)
- Google Chromecast
  - *Note: There have been reports of less than stable operations using Chromecast*
- Xbox One game console
- Roku



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Other than service connection, here are some other reasons to call Spectrum Bulk Tenant Customer Service:

- All service questions and troubleshooting
- To order a Set Top DVR box
- To order Spectrum Cloud DVR plus (cDVR+)
- To order even faster Internet
  - Up to 1 Gb download - Prices vary.
- To order Premium Channels
  - Prices vary.
- *Note: All services ordered that are upgrades or additions to Spectrum Bulk Services will be billed to homeowners separately. This includes Phone Service. If you order additional services, you will be getting two different billings. One quarterly from the POA and one monthly from Spectrum.*

### Spectrum Digital Video Recorder (DVR) options:

- **Basic functions in common:**
  - Record shows for later viewing (all except On-Demand)
  - Play, Pause, Stop, Fast Forward, Rewind, and Delete recorded shows.
- Set Top DVR box<sup>1</sup> – an electronic device that sits on a shelf in your home, near a TV.
  - Additional Cost - \$7.99 per month + \$12.99 (DVR service fee) + tax
  - DVR features: (see: [Spectrum DVR Box](#))
  - DVR recording capability:
    - Watch **1** Show record up to **2** other shows simultaneously.
    - Up to **150** hours of High-Definition (HD) programming
    - Uses a handheld remote control to operate. These devices are IR not RF so near line of site is required. Optional external sensors are available to widen the range of the IR remote
  - **Recordings on this DVR are played back only on the TV it is physically connected to.**
- Cloud DVR Plus – A Spectrum on-line cloud-based service that functions like a DVR. There is no physical box, the homeowner controls the service on the Internet through the Spectrum TV App.
  - Additional Cost - \$9.99 per month
    - \$10/month savings over Set Top DVR
    - Playback on all Smart devices running Spectrum TV App (account based)
    - More capability and only one subscription needed.
  - cDVR+ features: - (see: [cDVR+](#))



## Paradise Harbor – Guide to Spectrum Services.



[Links to Spectrum Videos and Info that should help to answer most of your questions.](#)

[Spectrum Frequently Asked Questions - FAQ](#)

[Spectrum YouTube Channel Videos](#)

[Samples:](#)

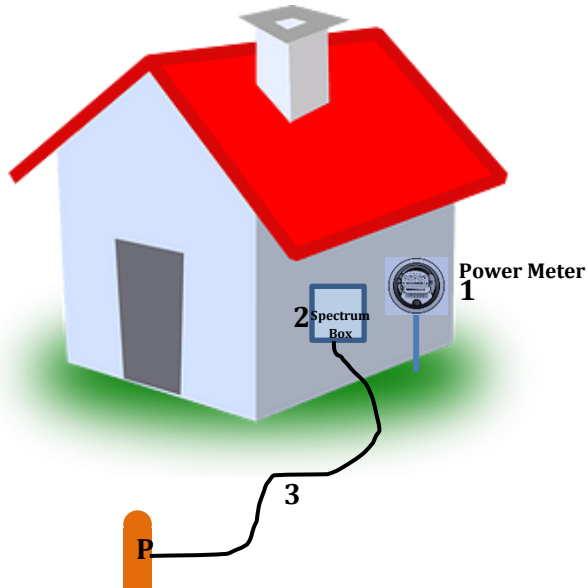
[How to Use Cloud DVR plus](#)

[How to use the Spectrum TV App](#)

[How to use the Spectrum Remote Control](#)

*1 – It should be noted that any recorded shows can only be played back on the TV the Set Top DVR box is connected to. Cloud DVR+ removes this limitation and is less expensive.*

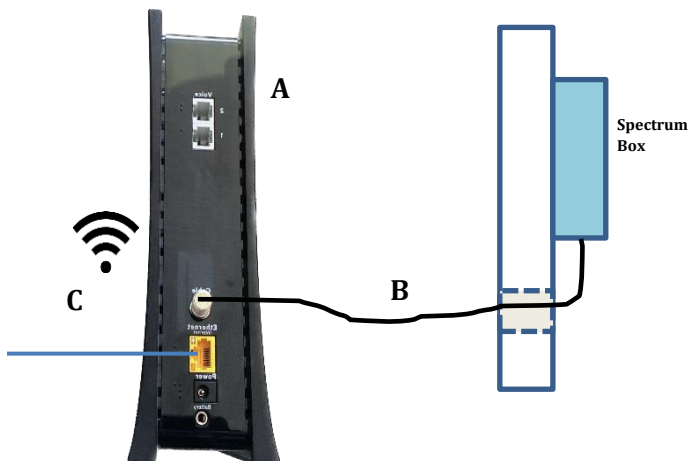
## Things to know about your Spectrum home connection.



When Spectrum comes to connect your service

### OUTSIDE:

1. They usually look for the Duke Power Meter (they need the earth ground)
2. The installer will add a Spectrum Box close to the meter.
3. A coax cable will be run from the closest pedestal (**P**) to the Spectrum Box
4. **Note:** A Spectrum Bury Team may be right behind the installer, or they may come up to 2 days later depending on scheduling. So, the cable may lay on the ground for a short time after installation.



Spectrum connects to your Internet / TV service

### INSIDE the home:

- A. The installer will bring your Spectrum Modem/Router and additional boxes to connect TVs.
- B. A coax cable connection from Spectrum Box to the Spectrum Modem/Router is made.
- C. The Modem Router is Wi-Fi enabled and a wired network can be connected to it as well.
- D. **Note: If your network ready devices are available (e.g., TVs, etc.) the Spectrum installers should be able to help you connect devices to the network while they are there.**





## Current Channel Lineup

**Spectrum**

## SPECTRUM TV PACKAGES

Burke County, NC | July 2020

TV PACKAGES		SPECTRUM TV BRONZE	
SPECTRUM SELECT		(Includes Spectrum TV Select and the following channels)	
(Includes Spectrum TV Basic and the following services)		Digi Tier 1	
1	Spectrum News 1 (Carol.)	10	NFL Network
2	WBTV - CBS	37	Golf Channel
4	WAXN - IND	59	TCM
5	WCBC - The CW	73	OWN
6	WCNC - NBC	75	fyi
7	WHKY - IND	79	VICE
8	WJZY - FOX	81	GSN
9	WSOC - ABC	83	Universal Kids
12	WUNE - PBS	84	Nick Jr.
13	WLOS - ABC	88	Disney XD
14	Spectrum News 1 (Carol.)	89	Disney Junior
15	WMYT - MyTV	94	SundanceTV
17	FOX Business Network	95	IFC
18	Bloomberg Television	96	DIY Network
19	C-SPAN	98	Fusion
20	C-SPAN2	102	APSIRE TV
21	Hallmark Channel	104	Heroes & Icons
23	Hallmark Mov. & Myst.	108	RFD-TV
24	E!	109	Baby First TV
26	Lifetime	111	Disney Junior
27	TLC	112	Universal Kids
28	TBS	113	Nick Jr.
29	TNT	117	Disney XD
30	USA Network	123	fyi
31	FX	124	VICE
32	ESPN	127	OWN
33	ESPN2	129	Smithsonian Channel
34	FS South	130	Nat Geo Wild
35	FS Southeast	135	BYUtv
38	NBC Sports Network	138	BBC World News
39	FOX Sports 1	140	The Impact Network HD
40	The Weather Channel	141	UP
41	CNBC	142	i24
42	msnbc	144	GSN
43	CNN	146	REVOLT
44	HLN	150	FM
45	FOX News Channel	151	DIY Network
46	HISTORY	153	Cooking Channel
47	truTV HD	154	Newsy
48	A&E	156	Ovation
49	Discovery Channel	164	Newsmax TV HD
50	National Geographic	168	LMN
51	Travel Channel	169	SundanceTV
52	Food Network	170	IFC
53	HGTV	173	Reelz
54	Animal Planet	184	GAC
55	Freeform	187	Fuse
56	Disney Channel	198	Cheddar HD
57	Nickelodeon	204	Fusion
58	Cartoon Network	205	NBC Universo
60	AMC	214	TUDN
61	TV Land HD	215	ESPN Deportes
63	Oxygen	216	FOX Deportes
64	Bravo	239	Disney XD
65	SYFY	262	El Rey Network
66	Paramount Network	276	Cleo
67	Comedy Central	278	Black News Channel HD
68	VH1	300	ESPNNEWS
70	MTV	302	ESPNU
71	CMT	303	CBS Sports Network
72	BET	308	FOX Sports 2
74	WE tv	309	NBA TV
76	TV One	312	Tennis Channel
78	Investigation Discovery	316	Golf Channel
82	WGN America	319	Discovery Life Channel
94	SundanceTV	320	MLB Network
95	IFC	322	NFL Network
97	C-SPAN3	335	Olympic Channel
99	Pop HD	698	Olympic Channel HD
100	EWTN	700	Cleo HD
101	INSP	719	ESPN Deportes HD
103	TBN	722	FOX Deportes HD
205	QVC	729	Animal Planet HD
107	Daystar	731	SHOPHQ HD
110	SonLife	732	TV Land HD
120	HSN	733	Pop HD
121	ION Television	734	TV One HD
122	FX	736	WGN America HD
126	Investigation Discovery	737	Jewelry TV HD
131	C-SPAN2	739	WE tv HD
132	FOX Business Network	741	C-SPAN2 HD
133	Bloomberg Television	742	C-SPAN3 HD
134	C-SPAN3	744	El HD
137	BBC America	746	Oxygen HD
143	HSN2 HD	747	Bravo HD
145	Pop HD	748	TLC HD
147	QVC2 HD	749	Lifetime HD
155	TV One	751	Food Network HD
157	Shop Zeal 1	752	HGTV HD
158	Shop Zeal 3	756	Disney Channel HD
159	SHOPHQ	758	Nickelodeon HD
160	Liquidation Channel	759	Cartoon Network HD
161	WAXN - getTV	760	Freeform HD
162	Jewelry TV	762	National Geographic HD
163	WE tv	764	Travel Channel HD
165	WAXN - Court TV Mystery	766	HISTORY HD
166	Living Faith Network	767	Comedy Central HD
167	Hallmark Mov. & Myst.	769	Investigation Discover..
169	SundanceTV	772	AMC HD
170	IFC	773	A&E HD
171	FX Movie Channel	774	truTV HD
172	WJZY - Buzzr	778	MotorTrend HD
175	WCNC - TJN	779	Discovery Channel HD
176	WBTV - Circle	780	TBS HD
185	WUNE - PBS UNC-NC	781	TNT HD
188	WUNE - PBS Kids	782	USA Network HD
189	WUNE - PBS UNC-EX	783	Hallmark Channel HD
190	Local Access	784	FX HD
191	Spectrum Reach	785	BBC America HD
192	Government Access	786	Bloomberg Television HD
193	WJZY - Movies!	787	FOX News Channel HD
195	WCNC - Quest	788	CNN HD
196	WCCB - MeTV	789	CNBC HD
197	WBTV - Bounce TV	790	msnbc HD
199	WCCB - Antenna TV	791	HLN HD
201	Galavisión	793	FOX Business Network HD
203	WSOC - Telemundo	797	The Weather Channel HD
222	WCEE - Estrella TV	800	Liquidation Channel HD
238	Cartoon Network	801	SonLife HD
274	WCCB - DABL	802	Living Faith Network HD
278	Bull Dog Shopping Netw..	804	SEC Network HD
280	Bull Dog Shopping Netw..	805	SEC Extra HD
310	SEC Network	808	ESPN HD
311	SEC Extra HD	809	ESPN2 HD
317	NBC Sports Network	811	FS South HD
327	ESPN	812	FS Southeast HD
328	ESPN2	813	RSN Extra HD
329	FS South	825	NBC Sports Network HD
330	FS Southeast	826	FOX Sports 1 HD
332	RSN Extra	840	FX HD
336	GEM Shopping Network HD	843	SYFY HD
337	FETV	844	Paramount Network HD
339	Regional Sports Extra ..	850	FX Movie Channel HD
340	Regional Sports Extra ..	851	Hallmark Mov. & Myst. ..
341	ACC Network HD	853	SundanceTV HD
699	Bull Dog Shopping Netw..	854	IFC HD
701	HSN2 HD	862	EWTN HD
702	WBTV - CBS HD	863	Daystar HD
703	WAXN - IND HD	864	TBN HD
705	WCCB - The CW HD	866	INSP HD
706	WCNC - NBC HD	867	WCEE - Estrella TV HD
707	QVC HD	874	MTV HD
708	WJZY - FOX HD	875	VH1 HD
709	WSOC - ABC HD	876	CMT HD
710	HSN HD	877	BET HD
711	Spectrum News 1 (Carol..	887	QVC2 HD
712	WUNE - PBS HD		
714	WHKY - IND HD		
715	WMYT - MyTV HD		
716	C-SPAN HD		
723	Galavisión HD		
724	Fuse HD		
725	TUDN HD		
727	Universal Kids HD		
728	Nick Jr. HD		
735	RFD-TV HD		
738	i24 HD		
743	NBC Universo HD		
745	Heroes & Icons HD		
750	LMN HD		
753	Cooking Channel HD		
755	DIY Network HD		
757	Disney XD HD		
761	Disney Junior HD		
763	Smithsonian Channel HD		
771	TCM HD		
775	OWN HD		
776	fyi, HD		
777	Newsy HD		
792	BBC World News HD		
794	Fusion HD		
796	VICE HD		
799	Nat Geo Wild HD		
803	Ovation HD		
806	Tennis Channel HD		
810	ESPN HD		
817	ESPNNEWS HD		
818	CBS Sports Network HD		
819	MLB Network HD		
821	NBA TV HD		
822	NFL Network HD		
823	Golf Channel HD		
828	FOX Sports 2 HD		
831	FM HD		
841	El Rey Network HD		
842	GSN HD		
849	Reelz HD		
853	SundanceTV HD		
854	IFC HD		
857	AXS TV HD		
869	APSIRE TV HD		
878	GAC HD		
888	REVOLT HD		
894	UP HD		
895	The Impact Network HD		
		OTHER SERVICES	
		903	Music Choice
		904	Music Choice
		905	Music Choice
		906	Music Choice
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		909	Music Choice
		910	Music Choice
		911	Music Choice
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		934	Music Choice

Charter Communications. Programming may vary by Channels, Tiered Packaging subject to change. Services not available in all areas. Charter issued digital receiver or CableCARD required to view programming (channels, except for Basic Service viewable with customer owned TV equipped with digital QAM Tuner subject to future service changes when a market transitions to All Digital). Charter issued digital receiver required to view PPV and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD or Digital Terminal Adapter customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide.

In a switched digital market, due to system technology enhancements access to certain digital channels will require a digital receiver, as HDTVs & digital QAM tuners equipped with CableCards or TVs equipped with Digital Terminal Adapter's cannot access certain digital channels requiring two-way communication (e.g., PPV & On Demand programming). CableCARD customers with TiVo equipment will also need a Tuning Adapter for access to such digital channels.

SAP - Second Audio Programming (Spanish Language when available) is offered on analog Basic Service & Expanded Service channels. Check your interactive program guide for further details. Channel numbers listed are for either analog cable-ready TV sets or Charter digital receivers. Customers using a QAM tuner TV or other personal QAM tuner device, not connected to a digital receiver, must activate the Auto Program feature, as described in the TV/device's Owner's Manual, to receive some digital services.

Any contractual relationship between the parties will be the result of formal negotiations and will only become effective upon execution of the contract by representatives of the parties authorized to enter into such agreements.

**Areas Served:** County of Burke; Towns of Connelly Springs, Drexel, Glen Alpine, Rutherford College and Valdese, NC





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### SPECTRUM TV PACKAGES

Burke County, NC | July 2020

935 Music Choice  
936 Music Choice  
937 Music Choice  
938 Music Choice  
939 Music Choice  
940 Music Choice  
941 Music Choice  
942 Music Choice  
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944 Music Choice  
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1950 Music Choice

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