



Paradise Harbor Property Owners Association

Guide to Spectrum Services

Spectrum Bulk Internet and TV Services for Paradise Harbor Residents

Paradise Harbor – Board of Directors
11-2-2024



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Welcome Paradise Harbor Homeowner

Paradise Harbor Property Owners Association offers Spectrum Bulk service in our development. Those services are Spectrum Cable TV package (~200 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 choose)
- **Set Top Box:** Electronic device, 2 provided (with remotes) as part of Spectrum bulk services. They are not Digital Video Recorders (DVRs). [**Note:** Spectrum may be replacing these devices with an all-Digital offering soon.]
- **Spectrum TV App:** 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.
- **Streaming Service:** A way to watch TV shows, movies, videos and other entertainment content over the Internet. It requires the availability of an Internet connection and either a website or a dedicated application (typically called an **App**, e.g., Netflix, Amazon Video, Hulu, etc.) that is installed on a smart device like a phone, Roku or TV.
- **Zelle:** a method of on-line payment that allows the use of a phone number or email address to send and/or receive bank payments instantly. **NOTE:** your bank must offer this service for you to be able to use it.



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Payment for Service

A bill will be sent from PH (or affiliate) to your address, each quarter. For each **newly constructed** home the first Invoice will include a one-time contingency charge 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**. Alternately, subscribers may set up a periodic draft from their account (e.g., Automatic bill pay)
- Zelle is accepted using this email address: spectrumfees@paradiseharbornc.com.
- Initial connection incurs a \$50.00 fee (+ tax) billed directly from Spectrum.
- If a connection is made (**new construction or resale connection**) anytime during the month Spectrum will charge PH for the entire month. That is also true for how PH charges all subscribers for the bulk services.
- Subscribers may add to or upgrade Spectrum services. However, all charges for these are billed monthly directly to the homeowner and separate from the PH quarterly billing.

Schedule service connection to the home

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.

Resales

- e. **Existing owners** - before moving out, previous owners 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 old owner's account is canceled the associated address will remain in the system as registered to the PH Bulk Services contract. Therefore, according to our contract with Spectrum, PH will continue to be billed for that address.**
 - i. Store Locations are:



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1. **Hickory** - 1121 Lenoir Rhyne Blvd SE, Hickory, NC 28602, 16.4 miles
 2. **Morganton** - 107 Stonebridge Dr, Morganton, NC 28655, 14.6 miles
- f. **New Owners** –
1. After closing they must contact **Spectrum Bulk Tenant Customer Service: 1-(833)-697-7328** and provide their address to open a new account and obtain new Spectrum Equipment.
 2. At this time, you may request a service technician visit (at no cost to you) to install devices and establish connection to your home.
 3. After connecting their new Spectrum equipment, it is **mandatory** that the new owner notify the Paradise Harbor POA Treasurer (treasurer@paradiseharbornc.com) so that they can be added to the POA Spectrum Bulk Services billing list. **Failure to do this will result in retroactive billing from the closing date.**

Newly constructed home Initial service connection

Homeowner or representative must be available

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

- Up to 10 business days after submitting their Certificate of Occupancy, PH will inform the owner that they should call to schedule an connection appointment,
- At that appointment Spectrum technicians will come to your home, install a Service Box near your Power Meter and run a coaxial cable to it from a nearby Pedestal. **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 any additional, included, devices and make sure they are operating correctly before leaving.
- They will provide the homeowner with a Spectrum account username and password for access to Spectrum services like the TV App.



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

Sorry, no. Spectrum provides a Wi-Fi router as part of the bulk services package. Spectrum does not provide home wiring services. If the plan is to use wired Internet the home must be wired before that service can be activated in the home.

Spectrum TV App

It is possible to watch Spectrum Cable TV using the Spectrum TV App (see [Spectrum App](#) for more detail). This App is installed on Smart phones & tablets, many Samsung Smart TVs, Apple TV, Google Chromecast, Roku and Xbox One.

- The Spectrum App is downloaded to a device using the device appropriate app store from Apple, Google, Microsoft, Samsung, Roku, etc., and once installed it is accessed via the username and password issued at installation

Equipment included with PH Bulk Services 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.** [See **Note** under Definitions]
- 1 x wireless Internet router - **requires power and direct wiring to Spectrum Modem.**
- *Note: Spectrum provides optional phone service, but it is not offered in the PH Bulk Services package*

Services included with PH Bulk Services subscription

- Spectrum Bronze TV package - ~155 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](#))
- Streaming service Disney+ Basic , Paramount+ Essentials (savings of \$17.98 /month)
- Dedicated US Bulk care team support 24/7/365 **1-(833)-697-7328**



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Devices 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

Other uses for 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 box¹ - 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



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- 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+](#))

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.



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Included Streaming Services

Activate Paramount+ Essentials

To activate your subscription:

1. Visit Paramountplus.com.
2. Navigate to the bottom of the page and select **Connect With Provider**.
3. Choose **Spectrum** from the provider options.
4. Sign in with your Spectrum.net username and password.

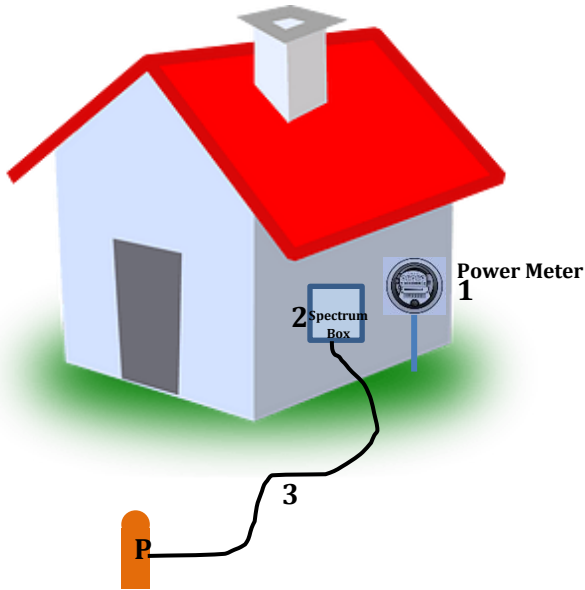
You may upgrade to ad-free services by accessing your account at Spectrum.net. Upgrades will be billed separately from Paradise Harbor quarterly invoices. If you already subscribe to Paramount+ Essentials, activate this Spectrum included service first then cancel your current service.

Activate Disney+ Basics

Follow this link to a Spectrum page that contains the relevant instructions:

https://www.spectrum.net/subscriptions/disney-plus?cid=eml_ehh_847

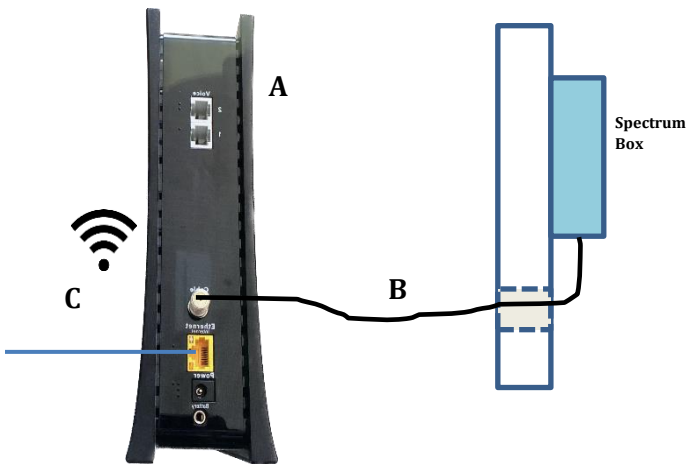
Things to know about your Initial Spectrum home connection.



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.**

Figure 1 – Initial Home Connection



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SPECTRUM TV PACKAGES

Burke County, NC | October 2024

TV PACKAGES			
SPECTRUM TV BASIC			
(Includes Digital Music channels and the following services)			
<ul style="list-style-type: none"> 1 Spectrum News 1 (Carolinas) - Mountain 2 WBTV - CBS 4 WAXN - IND 5 WCCB - The CW 6 WCNC - NBC 7 WWJS - SonLife 8 WJZY - FOX 9 WSOC - ABC 12 WUNE - PBS 13 WLOS - ABC 15 WMYT - MyTV 19 C-SPAN 20 C-SPAN2 97 C-SPAN3 105 QVC 120 HSN 143 HSN2 147 QVC2 157 Shop Zeal 1 158 Shop Zeal 3 159 SHOPHQ 161 WAXN - LAFF 162 Jewelry TV 165 WAXN - ION Mystery 172 WJZY - Antenna TV 175 WCNC - True Crime 176 WBTV - THE365 185 WUNE - PBS UNC-NC 188 WUNE - PBS Kids 189 WUNE - PBS UNC-EX 190 Local Access 191 Spectrum Reach 192 Government Access 193 WJZY - Grit TV 194 WJZY - Charge! 195 WCNC - Quest 196 WCCB - MeTV 197 WBTV - Bounce TV 199 WCCB - StartTV 200 WUVC - Univision 203 WSOC - Telemundo 204 WJZY - Rewind TV 222 WCEE - Estrella TV 274 WCCB - DABL 279 WSOC - Comet TV 712 WUNE - PBS 903-948 Music Choice 1901-1950 Music Choice 	<ul style="list-style-type: none"> 29 TNT - East 30 USA Network - East 31 FX - East 32 ESPN 33 ESPN2 34 Bally Sports South (North Carolina) 35 Bally Sports Southeast 38 FOX Weather 39 FOX Sports 1 40 The Weather Channel 41 CNBC 42 MSNBC 43 CNN 44 HLN 45 FOX News Channel 46 HISTORY - East 47 truTV - East 48 A&E - East 49 Discovery Channel - East 50 National Geographic - East 51 Travel Channel - East 52 Food Network - East 53 HGTV - East 54 Animal Planet - East 56 Disney Channel - East 57 Nickelodeon - East 58 Cartoon Network - East 60 AMC - East 61 TV Land - East 63 Oxygen - East 64 Bravo - East 65 SyFy - East 66 Paramount Network - East 67 Comedy Central - East 68 VH1 - East 70 MTV - East 71 CMT - East 72 BET - East 74 WE tv - East 76 TV One 78 Investigation Discovery - East 81 GSN - East 82 NewsNation 86 AccuWeather 94 SundanceTV - East 95 IFC - East 96 Magnolia Network 97 C-SPAN3 99 Pop - East 100 EWTN 101 INSP 102 ASPIRE TV 103 TBN 105 QVC 107 Daystar 110 SonLife 120 HSN 121 ION Television - East 137 BBC America - East 140 The Impact Network 141 UP 143 HSN2 146 REVOLT 147 QVC2 157 Shop Zeal 1 158 Shop Zeal 3 159 SHOPHQ 160 Shop LC 161 WAXN - LAFF 162 Jewelry TV 164 Newsmax TV 165 WAXN - ION Mystery 166 VICTORY Channel 168 Lifetime Movies - East 172 WJZY - Antenna TV 175 WCNC - True Crime 176 WBTV - THE365 185 WUNE - PBS UNC-NC 188 WUNE - PBS Kids 	<ul style="list-style-type: none"> 189 WUNE - PBS UNC-EX 190 Local Access 191 Spectrum Reach 192 Government Access 193 WJZY - Grit TV 194 WJZY - Charge! 195 WCNC - Quest 196 WCCB - MeTV 197 WBTV - Bounce TV 199 WCCB - StartTV 200 WUVC - Univision 201 Galavisión - East 203 WSOC - Telemundo 204 WJZY - Rewind TV 222 WCEE - Estrella TV 274 WCCB - DABL 276 Cleo 277 Stellar TV 278 theGrio - East 279 WSOC - Comet TV 280 QVC3 282 The Africa Channel 310 SEC Network 332 RSN Extra 336 GEM Shopping Network 337 FETV 339 Regional Sports Extra Games - Carolinas 340 Regional Sports Extra Games - Carolinas 341 ACC Network 482 ChimeTV 489 Story TV 712 WUNE - PBS 748 TLC - East 777 EarthX TV 778 MotorTrend 813 Regional Sports Extra Games 841 The Word Network 1901-1950 Music Choice 	<ul style="list-style-type: none"> 198 Cheddar News 205 NBC Universo - East 214 TUDN 215 ESPN Deportes 216 FOX Deportes 276 Cleo 278 theGrio - East 281 Hallmark Family 300 ESPNEWS 302 ESPNU 303 CBS Sports Network 308 FOX Sports 2 309 NBA TV 312 Tennis Channel 319 Discovery Life 320 MLB Network 485 Cars TV 486 Justice Central 487 Pets TV 488 Recipe TV 490 Comedy TV 857 AXS TV
SPECTRUM TV SELECT			
(Includes Spectrum TV Basic and the following channels)			
<ul style="list-style-type: none"> 1 Spectrum News 1 (Carolinas) - Mountain 2 WBTV - CBS 4 WAXN - IND 5 WCCB - The CW 6 WCNC - NBC 7 WWJS - SonLife 8 WJZY - FOX 9 WSOC - ABC 12 WUNE - PBS 13 WLOS - ABC 15 WMYT - MyTV 17 FOX Business Network 18 Bloomberg Television 19 C-SPAN 20 C-SPAN2 21 Hallmark Channel - East 23 Hallmark Mystery - East 24 E! - East 26 Lifetime - East 903-948 Music Choice 28 TBS - East 	<ul style="list-style-type: none"> 29 TNT - East 30 USA Network - East 31 FX - East 32 ESPN 33 ESPN2 34 Bally Sports South (North Carolina) 35 Bally Sports Southeast 38 FOX Weather 39 FOX Sports 1 40 The Weather Channel 41 CNBC 42 MSNBC 43 CNN 44 HLN 45 FOX News Channel 46 HISTORY - East 47 truTV - East 48 A&E - East 49 Discovery Channel - East 50 National Geographic - East 51 Travel Channel - East 52 Food Network - East 53 HGTV - East 54 Animal Planet - East 56 Disney Channel - East 57 Nickelodeon - East 58 Cartoon Network - East 60 AMC - East 61 TV Land - East 63 Oxygen - East 64 Bravo - East 65 SyFy - East 66 Paramount Network - East 67 Comedy Central - East 68 VH1 - East 70 MTV - East 71 CMT - East 72 BET - East 74 WE tv - East 76 TV One 78 Investigation Discovery - East 81 GSN - East 82 NewsNation 86 AccuWeather 94 SundanceTV - East 95 IFC - East 96 Magnolia Network 97 C-SPAN3 99 Pop - East 100 EWTN 101 INSP 102 ASPIRE TV 103 TBN 105 QVC 107 Daystar 110 SonLife 120 HSN 121 ION Television - East 137 BBC America - East 140 The Impact Network 141 UP 143 HSN2 146 REVOLT 147 QVC2 157 Shop Zeal 1 158 Shop Zeal 3 159 SHOPHQ 160 Shop LC 161 WAXN - LAFF 162 Jewelry TV 164 Newsmax TV 165 WAXN - ION Mystery 166 VICTORY Channel 168 Lifetime Movies - East 172 WJZY - Antenna TV 175 WCNC - True Crime 176 WBTV - THE365 185 WUNE - PBS UNC-NC 188 WUNE - PBS Kids 	<ul style="list-style-type: none"> 189 WUNE - PBS UNC-EX 190 Local Access 191 Spectrum Reach 192 Government Access 193 WJZY - Grit TV 194 WJZY - Charge! 195 WCNC - Quest 196 WCCB - MeTV 197 WBTV - Bounce TV 199 WCCB - StartTV 200 WUVC - Univision 201 Galavisión - East 203 WSOC - Telemundo 204 WJZY - Rewind TV 222 WCEE - Estrella TV 274 WCCB - DABL 276 Cleo 277 Stellar TV 278 theGrio - East 279 WSOC - Comet TV 280 QVC3 282 The Africa Channel 310 SEC Network 332 RSN Extra 336 GEM Shopping Network 337 FETV 339 Regional Sports Extra Games - Carolinas 340 Regional Sports Extra Games - Carolinas 341 ACC Network 482 ChimeTV 489 Story TV 712 WUNE - PBS 748 TLC - East 777 EarthX TV 778 MotorTrend 813 Regional Sports Extra Games 841 The Word Network 1901-1950 Music Choice 	<ul style="list-style-type: none"> 198 Cheddar News 205 NBC Universo - East 214 TUDN 215 ESPN Deportes 216 FOX Deportes 276 Cleo 278 theGrio - East 281 Hallmark Family 300 ESPNEWS 302 ESPNU 303 CBS Sports Network 308 FOX Sports 2 309 NBA TV 312 Tennis Channel 319 Discovery Life 320 MLB Network 485 Cars TV 486 Justice Central 487 Pets TV 488 Recipe TV 490 Comedy TV 857 AXS TV
SPECTRUM TV BRONZE			
(Includes Spectrum TV Select and the following channels)			
Digi Tier 1			
<ul style="list-style-type: none"> 10 NFL Network 37 Golf Channel 59 TCM 73 OWN - East 75 FYI - East 77 Science Channel 79 VICE - East 80 American Heroes Channel 81 GSN - East 83 Universal Kids - East 84 Nick Jr - East 91 Discovery Family 94 SundanceTV - East 95 IFC - East 102 ASPIRE TV 104 Heroes & Icons - East 108 RFD-TV 109 BabyFirst TV 129 Smithsonian Channel - East 135 BYU TV 138 BBC World News 140 The Impact Network 141 UP 142 i24 146 REVOLT 150 FM 153 Cooking Channel 156 Ovation 164 Newsmax TV 168 Lifetime Movies - East 173 Reelz 184 Great American Family - East 187 Fuse TV 			
<p>ADDITIONAL CUSTOMER INFORMATION: Restrictions apply. Services and features vary based on service level. Channel availability depends on level of service and equipment. Certain programming may be unavailable due to programmer restrictions or blackouts. Pricing and programming subject to change. Taxes and fees extra. Services subject to all applicable service terms & conditions, subject to change</p> <p>Areas Served: County of Burke; Towns of Connelly Springs, Glen Alpine, Drexel, Morganton, Rutherford College, Valdese; College of Rutherford, NC</p>			

Figure 2 - Spectrum TV Channel Lineup