

LAKESHORE COMMUNITY ASSOCIATION

Lakeshorecommunityhoa.com

To All Lakeshore Community Members:

As previously communicated, the Lakeshore Community Association has entered into a new, bulk cable and high-speed internet agreement. The following services will be provided effective February 3, 2021:

- ❖ Spectrum TV® Platinum including TV Select, Digi Tier 1 and Digi Tier 2; plus SHOWTIME®
 - Includes 2 FREE HD Cable Set Top Boxes (STB)
- ❖ Spectrum Internet® Ultra 400/20 mbps with in-home Wi-Fi equipment
 - Includes 1 FREE Modem and Router

These new solutions from Spectrum will provide Lakeshore residents with the power, speed, and cutting-edge technology of the Spectrum Community WIFI and Spectrum Cable for your broadband service needs and entertainment options at a bulk or wholesale cost. *Information regarding the change in the HOA monthly dues required to cover the new Spectrum agreement will be communicated after the January 27, 2021 HOA Board meeting.*

For most residents, the transition will be seamless and you will not have to do anything. For some, you will need to take some action as described below:

- Starting February 3, 2021, Spectrum will provide the above services and equipment, per household, as part of the new agreement.
- If you have a DTA - Digital Transport Adapter (Pic A), it will no longer be supported with the new agreement. Return your DTA equipment to Spectrum in person by going to a local Spectrum store (addresses listed below) or, alternatively, to any UPS Store location. UPS will package and return your equipment at no charge to you. Be sure to mention that it is a Spectrum equipment return and keep the receipt for your records.



**Pic A - OLD - DTA (Digital Transport Adapter)
Must Be Replaced with the New Spectrum STB**

- If you do not currently have Spectrum internet service and wish to start service, you can request it from Spectrum. A modem and router will be provided as part of the agreement at no cost to you. This can be easily self-installed or, if you need installation assistance, contact Spectrum to schedule a technician to install the equipment. Call Spectrum Customer Service at (855)326-5115 to request your equipment and, if applicable, to schedule the installation.
- Any additional Spectrum services beyond the standard scope may be obtained at an additional cost and will be billed directly to the homeowner. These services can be set up by contacting Spectrum's Bulk Customer Service at (833) 697-7328.

Your current billing rate will continue until the first bill after the new agreement goes into effect. Your new bill will reflect the services your association has agreed to with Spectrum as well as any equipment or services you have outside the bulk agreement. Please Note: If you have the older, smaller cable box, you will need to obtain the new, larger HD Cable STB (Set Top Box) with the new Spectrum functional codes from Spectrum. To ensure no interruption in your TV service, you can pick up the new HD Cable STB (Set Top Box) prior to the February 3rd launch date by going to a Spectrum Store, returning your old box, and picking up the newer HD Cable Set Top Box. It can be easily self-installed; however, if you do not feel comfortable doing it yourself or have problems, you can contact Spectrum to schedule a technician to do the installation.

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SPECTRUM CONTACT INFORMATION:

Spectrum Bulk Cable Customer Service for any technical or service issues or questions: (833) 697-7328 (For Residents Only)

Spectrum Stores:

The North Ranch Center - Near Rite-Aid
3825 E Thousand Oaks Blvd. Unit A
Westlake Village, CA 91362
(888) 406-7063

The Oaks Mall
Across from the AMC Movie Theater
162 W Hillcrest Dr, Ste 400
Thousand Oaks, CA 91360
(888) 406-7063

Website: www.spectrum.com

Current Spectrum information can also be found on the Lakeshore Community website, www.lakeshorecommunityhoa.com under “Spectrum Cable & High Speed Internet”.