




Customer Change Form and Transfer/Takeover Agreement

Current Customer: You hereby request that Spectrum transfer your account, including any services, equipment, rights and information, to the above named New Customer. You will make arrangements directly with the New Customer for the payment of any existing balance on your account. You are responsible for the transfer of all Spectrum equipment to the New Customer. You acknowledge that the equipment and account records will include information about you, your use of the service and historical information about your account. After the transfer, all information including your phone records (i.e., phone numbers called/received and the time, location and duration of those calls), emails (i.e., emails sent/received) and television viewing history (i.e., video on demand purchases) will be accessible to and controlled by the New Customer.

New Customer: You hereby agree to transfer the above named Spectrum account and assume all obligations, including any existing equipment, packages and outstanding balances, into your name. You will become legally responsible for this account, paying any balance owed and acknowledge that the account will be transferred with the existing pricing and package. You accept responsibility for the equipment currently assigned to the account and understand that upon disconnect you must return all Spectrum equipment or pay the applicable unreturned equipment fee. If Spectrum Voice is provided, you also acknowledge that our Spectrum Voice Service does not have its own power supply. If there is a power outage, or if there is a disruption to the cable network, Spectrum Voice service will not work. In such cases it will not be possible to place or receive calls including calls to access emergency 911 services. In the event of power outages, the modem, including all phones and services connected to or powered by it, will not work. Power outages will disrupt E911 service and the use of Spectrum Voice service as the connection between a security system and central monitoring services. To reduce this risk, you may choose to purchase a battery backup for use in the event of a power outage that is not also a network-related outage. Each battery backup is designed to provide power for up to 8 hours (or 5 hours of "talk" time) for a power outage at your location that is not also a network-related outage. In the event the battery life is exhausted and your power is out you will not be able to use your service including 911. In the event of an outage of Spectrum's network, including a power outage affecting Spectrum's network, you will not be able to make any calls, including 911 calls, even if your battery is not exhausted. You accept responsibility for all previous owner's phone records and emails. Welcome Kits can be found at www.spectrum.net/welcome and Privacy Policies and Legal Notices can be found at www.spectrum.com/policies. You agree to be bound by the applicable Terms and Conditions of Service, and agree that your continued use of Spectrum's services shall constitute your acceptance of any future changes.

Transfer of Device Payment Plan (DPP): For customers transferring a DPP, you hereby agree to transfer your DPP, including all payment obligations, to the above named New Customer. You also agree that a credit check and deposit may be required before a Transfer of Ownership can take place. The Current Customer agrees that it will remain responsible for any and all billing and associated charges on the transferred line(s) of service prior to completion of the Account Takeover process or if the New Customer does not agree to the Service Agreement within 30-days. **Unless transferred, the Current Customer's DPP will continue and the Current Customer will remain responsible for all charges associated with the DPP per the terms and conditions of the DPP agreement. If the Current Customer's account is cancelled before the New Customer's account is complete, any unpaid DPP balances will be due in full on the Current Customer's next statement.** This agreement will not be effective until Spectrum has approved the change in billing responsibility and the New Customer is activated in Spectrum's billing system.

BY SIGNING BELOW, THE CURRENT CUSTOMER AND NEW CUSTOMER REPRESENT THAT THEY EACH ARE AT LEAST 18 YEARS OLD; THEY ARE THE ABOVE NAMED INDIVIDUALS AND ARE THE OWNER AND/OR TENANT OF THE PREMISES SET FORTH ABOVE; AND THAT THEY ARE AUTHORIZED TO MAKE THE REPRESENTATIONS AND AGREE TO THE TERMS AND CONDITIONS SET FORTH HEREIN.

E. Signatures			
			
July 19, 2022			
Current Customer's Signature	Date	New Customer's Signature (when required)	Date

For faster service, complete your application online at www.spectrum.net/AccountTakeover

Or send to:
Spectrum
Attention: OCS – Account Change Residential
4145 S. Falkenburg Road
Riverview, FL 33578