



December 21, 2023  
Account Number: **8362 20 048 4012878**  
Security Code: **9408**  
Service At: **207 LAZELLE RD**  
**COLUMBUS OH 43235-4661**

**Have questions about your bill?**

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at **1-855-70-SPECTRUM (1-855-707-7328)**

**Summary**

*Service from 12/21/23 through 01/20/24  
details on following pages*

Previous Balance	49.99
Payments Received -Thank You!	-49.99
Adjustments	-30.00
<b>Remaining Balance</b>	<b>-\$30.00</b>
Spectrum Internet™	54.99
Current Charges	\$54.99
<b>Total Due by 01/07/24</b>	<b>\$24.99</b>

**NEWS AND INFORMATION**

**Enroll in Auto Pay today!** Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit [spectrum.net/autopay](https://spectrum.net/autopay).

**URGENT: AFFORDABLE CONNECTIVITY PROGRAM  
MONTHLY CREDITS EXPECTED TO END SOON**

You are currently receiving a credit on your monthly bill from the federal government's Affordable Connectivity Program (ACP). **Unless Congress and the White House take action soon, the ACP – and your monthly credit – will end early next year.**

Visit [Spectrum.com/SaveACP](https://Spectrum.com/SaveACP) to send a pre-written email to President Biden and your elected representatives in Washington D.C. urging them to take action and fully fund the program and protect the credit that you rely on to stay connected.

**Planning a Move this season? Spectrum makes it easy.** We'll get your Spectrum services set up in your new home so you can get settled even faster. Manage your account through the My Spectrum App and learn about self-install options to handle your move on your terms. **Call 1-855-444-6942 or visit [Spectrum.net/easymove](https://Spectrum.net/easymove).**

**Stay protected with Spectrum.** Spectrum is dedicated to keeping you and your family safe online. Visit [Spectrum.net/securitycenter](https://Spectrum.net/securitycenter) for tools and solutions to keep your personal information secure.

**Thank you for choosing Spectrum.**

We appreciate your prompt payment and value you as a customer.

**SAVE \$5 PER MONTH: ENROLL IN AUTO PAY**

As a valued Spectrum Internet customer, you are eligible for a discount of \$5.00 per month when you enroll in Auto Pay. Sign up at [Spectrum.net/autopay](https://Spectrum.net/autopay).



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
8362 2000 NO RP 21 12222023 NNNNNYNN 01 996564

WEI CHEN  
207 LAZELLE RD  
COLUMBUS OH 43235-4661

December 21, 2023

**WEI CHEN**

Account Number: 8362 20 048 4012878  
Service At: 207 LAZELLE RD  
COLUMBUS OH 43235-4661

<b>Total Due by 01/07/24</b>	<b>\$24.99</b>
<b>Amount you are enclosing</b>	<b>\$</b>

**Please Remit Payment To:**

SPECTRUM  
PO BOX 6030  
CAROL STREAM IL 60197-6030

836220048401287800024992

Account Number: WEI CHEN  
8362 20 048 4012878  
Security Code: 9408

Have questions about your bill?  
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8362 2000 NO RP 21 12222023 NNNNNYNN 01 996564

## Charge Details

Previous Balance		49.99
Credit Card Payment	12/04	-49.99

Payments received after 12/21/23 will appear on your next bill.

## Adjustments

ACP Internet Credit - Adjustment	12/20	-30.00
<b>Adjustments Total</b>		<b>-\$30.00</b>

<b>Remaining Balance</b>		<b>-\$30.00</b>
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Service from 12/21/23 through 01/20/24

## Spectrum Internet™

Spectrum Internet	84.99
Internet \$54.99 24 Mos	-30.00

Your promotional price will expire on 11/20/25

WiFi Service	5.00
Promotional Discount	-5.00

Your promotional price will expire on 11/20/24

Spectrum Internet Ultra	20.00
Promotional Discount	-20.00

Your promotional price will expire on 11/20/27

**\$54.99**

<b>Spectrum Internet™ Total</b>	<b>\$54.99</b>
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<b>Current Charges</b>	<b>\$54.99</b>
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<b>Total Due by 01/07/24</b>	<b>\$24.99</b>
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## Billing Information

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit [spectrum.net/taxesandfees](https://spectrum.net/taxesandfees) for more information.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](https://spectrum.com/policies).

**ACP Information** - Your satisfaction is important to us. If you are not fully satisfied with your Internet service under the Affordable Connectivity Program, or if you had trouble enrolling in the program, you can file any concern with the FCC Consumer Complaint Center at <https://consumercomplaints.fcc.gov/hc/en-us> or you may call (877) 384-2575.

## Authorization to Convert your Check to an Electronic Funds Transfer Debit

If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

**Spectrum Terms and Conditions of Service** - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

**Spectrum Security Center:** Spectrum offers tools and solutions to keep you and your family safe when connected. Learn how to safeguard your information, detect scams and how to identify fraud alerts. Learn more at [Spectrum.net/SecurityCenter](https://Spectrum.net/SecurityCenter).

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.

**Franchise Administrator** - Ohio Department of Commerce  
[Com.Ohio.Gov/VideoService.aspx](https://Com.Ohio.Gov/VideoService.aspx) Phone: (877) 207-2225.

**Complaint Procedures** - If you disagree with your charges, you need to register a complaint no later than 60 days after the due date on your bill statement.

Local Spectrum Store: 1892 Hilliard Rome Rd, Hilliard OH 43026 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 1314 Polaris Parkway, Columbus OH 43240 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm or 3638 W Dublin Granville Road, Suite 13, Columbus, OH 43235 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

## Simplify your life with Auto Pay!

Spend less time paying your bill  
and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office  
It's Secure - Powerful technology keeps your information safe  
It's Flexible - Use your checking, savings, debit or credit card  
It's **FREE** - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**

Visit: [spectrum.net/account](https://spectrum.net/account)

(My Account login required)



## Payment Options

**Pay Online** - Sign in to [Spectrum.net](https://Spectrum.net) to pay or view your bill.

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Spectrum.

For questions or concerns, please call 1-855-707-7328.

