Manage Your Spectrum Mobile Data Services

Several activities and applications can consume a significant amount of cellular data, including streaming videos and music, video calls and online gaming. To conserve data, connect to WiFi whenever possible. In addition, you can manage your Spectrum Mobile data services by signing in to your account online or using the My Spectrum App.

Download the My Spectrum App

The My Spectrum App is available for iOS and Android phones and tablets.

Download the app

Data usage varies depending on your device, the apps you use as well as available network speeds.

Here are some additional tips for managing your data usage:

- **Monitor your data usage**: Keep track of how much data you are using by checking your device's data usage settings regularly. This will help you stay aware of how close you are to reaching your monthly data limit.

- **Connect to WiFi whenever possible**: Take advantage of WiFi networks to connect to the internet instead of using your cellular data. This is especially important when streaming videos or downloading large files as

especially important when streaming videos or downloading large files as it can quickly consume your data allowance.

- **Limit background data usage**: Some apps and services use data in the background even when you are not actively using them. You can restrict background data usage for specific apps in your device settings to conserve data.

- **Use offline features**: Many apps, including YouTube and music streaming apps, offer offline features that let you download content when connected to WiFi and watch or listen to it later without using your data.

By following these tips, you can effectively manage your data usage, avoid unexpected charges, and view online content without exceeding your monthly data limit.

Video Quality Settings

Spectrum Unlimited Plus Mobile customers can manage their device's video quality settings in the My Spectrum app.

1. Go to the **Line Info** page for the device you wish to change the video quality settings on.
2. Select **Video Settings.**
3. Choose between **Data Saver** and **High Definition.**
4. **Confirm Selection.**
5. Restart your device so that the changes take effect.

View Data Usage

To view your data usage online:

1. Sign in to your account.
2. Choose **Services**.

3. If you have multiple services, choose **Mobile**.

4. Scroll down to view how much data each device on your account has used.

5. Select a device to review specific data usage details or past data use.

Change Data Plan

With up to 10 lines included, you can mix and match data plan options to best suit your needs.

When you upgrade a line of service to Unlimited or Unlimited Plus, the change will take effect immediately. If you switch to By the Gig, the change will take effect in your next bill cycle.

> **Note:** Once you upgrade a line, you will not be able to downgrade that line until your next billing cycle (Month 2), and that change will take effect on your following bill (Month 3). <u>Learn more</u> about changing your data plan.

To change your data plan online:

1. <u>Sign in</u> to your account.

2. Choose **Services**.

3. If you have multiple services, choose **Mobile**.

4. Select a device and then **Change Plan**.

5. Follow the prompts to select a data option.