

Hi, Michael!

Amount Due	Due by
\$0.00	Do Not Pay
How It Adds Up	Service from May 10 - Jun 9
Previous Balance	\$0.00
Payments Received	\$0.00
Remaining Balance	\$0.00
Current Activity	\$0.00
Community Solutions Services	\$0.00
Spectrum TV®	\$0.00
Spectrum Internet®	\$0.00
Amount Due	\$0.00

IMPORTANT NEWS**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.

**BEWARE OF PAYMENT SCAMS!**

Spectrum is dedicated to keeping you and your family safe online. Visit Spectrum.net/securitycenter for tools and solutions to keep your personal information secure.

**Unlimited calling.
Unlimited connections.**

Stay in touch with friends and family with unlimited nationwide calling and 28 popular features.

Call 1-877-470-6728 to add Spectrum Voice®.

Detach the included payment stub and enclose it with a check made payable to Spectrum. If you have questions about your account, call us at [\(855\) 757-7328](tel:(855)757-7328).

Spectrum**DO NOT SEND PAYMENTS TO THIS ADDRESS**
4145 S. FALKENBURG RD RIVerview FL 33578-8652

8337 1000 NO RP 10 03112025 NNNNNNNN 01 992965

MICHAEL DAVIS
2400 ORANGE AV 5104
CLEVELAND, OH 44101-5104

Amount Due	\$0.00
Due by	Do Not Pay
Account Number	9551 15 011 1254 2224

Please send payment to:SPECTRUM
PO BOX 7186
PASADENA CA 91109-7186

9551 15 011 1254222400000000

Your Bill Details Service from May 10 - Jun 9

Previous Balance	\$0.00
Remaining Balance	\$0.00
Current Activity	
Community Solutions Services	
Spectrum TV Select	\$0.00
Disney+ Basic	Included
ViX Premium with Ads	Included
Paramount+ Essential	Included
Max with Ads	Included
Community Solutions Services Total	\$0.00
Spectrum TV®	
Entertainment View	\$0.00
Sports View	\$0.00
Spectrum Tenant	\$0.00
Multi-dvr Service	
Spectrum TV® Total	\$0.00
Spectrum Internet®	
Spectrum Internet	\$0.00
Spectrum Internet with WiFi	\$0.00
Community WiFi Gig	\$0.00
Spectrum Internet® Total	\$0.00
Amount Due	\$0.00



Ways to Pay

Auto Pay: Visit Spectrum.net/AutoPay. Auto Pay is the easiest way to pay your bill on time every month.

App: Pay your bill through the My Spectrum App.

Online: Pay your bill online at Spectrum.net. Want to go paperless? Visit Spectrum.net/billing.

Phone: Call the automated payment service at **(833) 267-6097**.



Store

3441 Steelyard Dr
Cleveland, OH 44109
Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit Spectrum.com/stores for additional locations and hours.



ACCOUNT NUMBER
9551 15 011 1254 2224

STATEMENT DATE
May 10, 2025

SERVICE ADDRESS
2400 ORANGE AV 5104
CLEVELAND, OH 44101

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Support, Bill FAQs and Descriptions

Support

Visit Spectrum.net/billing
Or, call us at 1-855-855-8679

Moving Soon?

Visit Spectrum.com/easy2move or call us at (877) 940-7124 for help transferring and setting up your services in your new home.

Bill FAQs

How do billing cycles work?

The service period covered by your first bill statement starts on your first day of service and ends on the 30th day of service. Future months' bill statements cover service periods which start and end on the same days of the month as the first service period. Charges associated with Pay-Per-View or On Demand purchases will be included on the next service period's bill statement.

What happens if I have insufficient funds or a past due balance?

Spectrum may charge a processing fee for any returned checks and card chargebacks. If your payment method is refused or returned for any reason, we may debit your account for the payment, plus an insufficient funds processing fee as described in your terms of service or video services rate card up to the amount allowable by law and any applicable tax. Your bank account may be debited as early as the same day your payment is refused or returned. If your bank account isn't debited, the return check amount (plus fee) must be paid by cash, cashier's check or money order.

What if I disagree with a charge?

If you want to dispute a charge, you have 60 days from the billing due date to file a complaint. While it's being reviewed, your service will remain active as long as you pay the undisputed part of your bill.

What if my service is interrupted?

Unless prevented by situations beyond our control, services will be restored within 24 hours of you being notified.

You can find all of our terms and conditions at Spectrum.com/policies.

Descriptions

Taxes 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 for more information.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at Spectrum.com/policies.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on Spectrum.net/programmingnotices.

Recording Video Services - When you pause or otherwise record any video service (using a set-top device, the Spectrum TV App, or any other means), you are making such copy exclusively for your own personal use, and you are not authorized to use, further reproduce or distribute such copy to any other person or for any other purpose. Furthermore, you are not authorized to make derivative works or public performances or public displays of such copy.

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.

Billing Practices - Spectrum mails monthly, itemized statements to customers for monthly services that are billed in advance. Customers agree to pay amounts due by the due date indicated on the statement, less any authorized credits. If your monthly statement is not paid by the due date, a late payment processing charge may be imposed. Nonpayment of any portion of any services on this statement could result in disconnection of all of your Spectrum services. Disconnection of Phone service may also result in the loss of your phone number.

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

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.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment.

For immediate closed captioning concerns, call 855-70-SPECTRUM or email closedcaptioningsupport@charter.com.

To report a complaint on an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Sr. Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, call 1-877-276-7432 or email closedcaptioningissues@charter.com.

