

I called Spectrum to confirm that my account was transferred to the new agreement and the rep said it was. When I asked to order our new equipment, she reviewed the current equipment for my account. The Spectrum rep was not aware of the 2 DVRs being replacing our existing cable boxes, so I insisted she review the agreement. She did and confirmed that our accounts now should receive the 2 DVRs, not 1 cable box and 1 DVR as she told me originally. The point is you may have to insist with the rep you reach to review the agreement to insure you receive the correct equipment.

If you currently have a cable modem and router combo (1 piece of equipment for both), I would insist that they ship you a new router and modem that is separate (not combined). The rep may push back but insist on this **UNLESS you want to keep the combo unit.** I find you have more options with the router placement if it is a separate piece of equipment. Once you clarify what equipment you want, Spectrum will ship them to your address within 2 - 3 days. If you need assistance with install, we will schedule a date and time to assist you. Feel free to respond back to me if you encounter any other issues.

Thank you

Charlie

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