

Announcement from the Cable Advisory Committee Regarding Seasonal Suspension of Spectrum Services.

About a year ago, as the installation of the Spectrum system was finishing, we received reports from some residents who were told that they were not eligible for a seasonal suspension of service because ours was a fiber system. This was contrary to what we were told in advance of the installation. At the time, the Cable Advisory Committee was unsuccessful in our attempt to reconcile this conflict with Spectrum.

The Committee decided to address the issue again as it is now that time of year when many residents would be desirous of a seasonal suspension of their Spectrum accounts. So I contacted spectrum as an experiment to see if I could arrange for a seasonal hold if I actually wanted one. While we have no way of determining if there has been a change or clarification of Spectrum's policy, we are happy to report that it now seems that there is no issue for suspension of service in New Marlborough.. I told the chat agent that I tried to do this a year ago and was denied, so I asked if there were any exceptions or limitations on my account. She confirmed that there were no issues with a seasonal hold being placed on the account. I followed up with the same process on a voice call with a representative and received the same information.

Here is what you need to know.

- You can request the service by calling the number on your bill, 855-707-7328, and, at the prompt, say "seasonal service hold." You can also use the Chat Box on spectrum.net, if you prefer. You will be asked for the security code for your account that appears in the top left part of your bill.
- In order to process a seasonal hold, you must call or chat in at least 24 hours before the Seasonal Hold start date. Spectrum offers seasonal holds for a minimum of 2 months and a maximum of 9 months. There are two levels of service: Basic Seasonal for \$4.99 per month and Plus for \$29.99 per month.
- If you do not have home security you only need the Basic Seasonal Hold . The Plus is for customers who have home security cameras/devices set up or any other "smart" devices that require an internet connection such as thermostats or other monitoring devices.
- Seasonal holds can be placed on the account once every 12 months.

The Committee would appreciate any feedback from residents who follow this process. Please contact me directly to report on your experience.

Good luck!

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