

LCCPOA  
SPECTRUM GROUP PLAN FOR 2021  
Frequently Asked Questions

2021

1. Why am I receiving this email? EMAIL WAS SENT TO PARTICIPANTS.

You are receiving this email because you have been enrolled in the LCCPOA Spectrum Discount Program ("Group Plan") beginning January 1, 2021. Most information needed to activate your Spectrum account is included in this email.

2. When does my new rate go into effect?

The Group Plan is based on a calendar year. You are enrolled from January 1, 2021, until December 31, 2021. Open enrollment is held once a year. The next enrollment in this Group Plan will begin in mid-September 2021, for calendar year 2022.

3. How do I activate my Spectrum Discount Service?

- If you were in the LCCPOA Group Plan in 2020, you need take no action. Your annual payment has been recorded, and service will continue into 2021 with no break in service. If you wish to add channels or services you did not choose in 2020, contact Spectrum to see when those additional channels or services will begin.
- If you are already a Spectrum customer but new to the LCCPOA Group Discount Plan, contact Spectrum to see if you have already received the required equipment. If not, you will need to take your old equipment to a Spectrum location and trade it for the equipment provided with this group plan. The plan includes two set top boxes, and one modem. If you already have the correct equipment, no action is required. You may install your new equipment yourself, or you may contact Spectrum to install your new equipment, in which case Spectrum may bill you an initial equipment fee as well as an installation fee.
- If you were not a current Spectrum customer before joining this Group Plan, you must contact Spectrum at 1-833-697-7328 to activate service and to arrange to receive the equipment that is provided with this Group Plan. You may install your equipment yourself, or you may call Spectrum to install your equipment. Spectrum may bill you an initial equipment fee as well as an installation fee.

4. What channels are included in the Group Plan?

Our current Group Plan includes both the Spectrum Select and the Spectrum Bronze. The Channel Lineups are provided in the pages that follow. Please note that the channel lineup is dynamic and may be changed by Spectrum from time to time.

## GROUP PLAN

### Frequently Asked Questions, Page 2

#### 5. May I add other channels or services to my Spectrum account?

You may add additional services or channels by contacting Spectrum at 1-833-697-7328. Spectrum will bill you directly for any additional services or channels.

#### 6. Will my rates go up during the year?

Your Group Discount Plan rate will NOT go up for the calendar year 2021. While your Litchfield Country Club POA Board will continue to negotiate for the best possible group discount rates, there is always the possibility of an increase in our group rate in future plan years. Rates for ADDITIONAL CHANNELS or SERVICES that you choose for plan year 2021 are set by Spectrum and are subject to change according to Spectrum policy.

#### 7. What if I sell my home during the plan year?

Annual Spectrum discounted rates are based on the number of members signed up at the beginning of each year, and are therefore not refundable. The Spectrum service may be transferred to the new owner for the duration on the plan year.

#### 8. If I own two properties in Litchfield, must I pay two separate fees?

The Group Discount Plan pricing and the annual POA Dues are based on one residence per fee. There are separate POA dues and separate Spectrum fees per household.

#### 9. Will I receive more information about my Spectrum account?

The LCCPOA Board of Directors will provide information during the year through our quarterly newsletter and on our Facebook home page. As always, your Board members are available for questions and suggestions.

#### 10. I have other questions about my specific situation. Who do I contact?

- If your questions pertain to Spectrum services, installation of equipment, or technical problems with existing hardware or software, please contact your Spectrum customer service representative at 1-833-697-7328.
- For questions about this Group Plan, annual enrollment or membership payments, or if you are not sure who to call, contact the Board's Spectrum Coordinator:

Grant Anglemyer

843.314.9171

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