

October 9, 2023  
 Invoice Number: 2226985100923  
 Account Number: 8150 20 007 2226985  
 Security Code: 5373  
 Service At: 336 E 56TH ST FL GRND  
 NEW YORK NY 10022-4145

**Contact Us**  
 Visit us at [SpectrumBusiness.net](http://SpectrumBusiness.net)  
 Or, call us at **855-252-0675**

**Summary** *Service from 10/09/23 through 11/08/23*  
*details on following pages*

Previous Balance	304.22
Payments Received -Thank You!	-304.22
<b>Remaining Balance</b>	<b>\$0.00</b>
Spectrum Business™ Internet	107.98
Spectrum Business™ Voice	19.99
Partial Month Charges	-7.99
Current Charges	\$119.98
<b>Total Due by 10/26/23</b>	<b>\$119.98</b>

**NEWS AND INFORMATION**

**NOTE.** Taxes, Fees and Charges listed in the Summary only apply to Spectrum Business TV and Spectrum Business Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Business Voice are detailed in the Billing Information section.



**TV Essentials** is the perfect entertainment for break rooms, lobbies, and waiting rooms. Call 1-855-339-9672 to speak with a business specialist today!

Enhance your business communications with Spectrum Mobile. Call 1-855-340-2605 to learn how you can get 1 mobile unlimited line FREE for 1 year.

**Thank you for choosing Spectrum Business.**  
 We appreciate your prompt payment and value you as a customer.

October 9, 2023

**CHARLES HENRY PROPERTIES**

Invoice Number: 2226985100923  
 Account Number: 8150 20 007 2226985  
 Service At: 336 E 56TH ST FL GRND  
 NEW YORK NY 10022-4145

<b>Total Due by 10/26/23</b>	<b>\$119.98</b>
Amount you are enclosing	\$

**Please Remit Payment To:**

CHARTER COMMUNICATIONS  
 PO BOX 7186  
 PASADENA CA 91109-7186



Invoice Number: CHARLES HENRY PROPERTIES  
 2226985100923  
 Account Number: 8150 20 007 2226985  
 Security Code: 5373



#### Contact Us

Visit us at [SpectrumBusiness.net](http://SpectrumBusiness.net)

Or, call us at **855-252-0675**

8150 2000 NO RP 09 10102023 NNNNNYNN 01 000420 0002

#### Charge Details

Previous Balance	304.22
Credit Card Payment	09/11 -304.22
<b>Remaining Balance</b>	<b>\$0.00</b>

Payments received after 10/09/23 will appear on your next bill.

Service from 10/09/23 through 11/08/23

#### Spectrum Business™ Internet

Security Suite	0.00
Domain Name	0.00
Vanity Email	0.00
Spectrum Business Internet Gig	299.99
Promotional Discount	-200.00
Business WiFi	7.99
	<b>\$107.98</b>
Spectrum Business™ Internet Total	<b>\$107.98</b>

#### Spectrum Business™ Voice

Phone number (332) 209-0467	
Spectrum Business Voice	49.99
Promotional Discount	-30.00
Voice Mail	0.00
	<b>\$19.99</b>
For additional call details, please visit <a href="http://SpectrumBusiness.net">SpectrumBusiness.net</a>	
Spectrum Business™ Voice Total	<b>\$19.99</b>

#### Partial Month Charges

Partial Month(s)	-7.99
Partial Month Charges Total	<b>-\$7.99</b>
<b>Current Charges</b>	<b>\$119.98</b>
<b>Total Due by 10/26/23</b>	<b>\$119.98</b>

Continued on the next page....

Local Spectrum Store: 700 Broadway, New York NY 10003 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit [Spectrum.com/stores](http://Spectrum.com/stores) for store locations. For questions or concerns, visit [Spectrum.net/support](http://Spectrum.net/support)

#### Simplify your life with Auto Pay!

Spend less time paying your bill and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office  
 It's Secure - Powerful technology keeps your information safe  
 It's Flexible - Use your checking, savings, debit or credit card  
 It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with Auto Pay!

Visit: [spectrumbusiness.net/payment](http://spectrumbusiness.net/payment)  
 (My Account login required)



#### Billing Information

To calculate sales tax - 21.40% of the charge for phone service is for interstate/international activity.

**Tax 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](http://spectrum.net/taxesandfees) for more information.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](http://spectrum.com/policies).

**Notice** - Nonpayment of any portion of your TV, Internet or Phone service could result in disconnection of your Spectrum Business services.

**Unresolved inquiries:** New York State Department of Public Service: visit their website at: [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints); phone 1-800-342-3377.

**The following taxes, fees and surcharges are included in the price of the applicable service** - TAXES: MCTD (186E) Surcharge \$0.11, Sales Tax \$1.17. FEES AND CHARGES: E911 Fee \$1.00, Federal USF \$1.17, Local Excise Tax \$0.31, Regulatory Recovery Fee \$0.16, State Excise Tax \$0.44, State USF \$0.03.

**Explanation of Fees Relating to Digital Phone Service** – Federal Universal Service Fund. This charge is to recover the amount that telephone service providers must contribute to the Federal Universal Service Fund, which helps keep local phone rates affordable for all Americans.

**Emergency 911 Charge** - This charge is billed on behalf of your local community, which has asked you to pay a small charge each month to assist in providing for emergency 911 service in your community.

**Regulatory Recovery Fee** - The Service Provider recovery fees include regulatory programs/cost recovery, gross receipts, and other fees to defray the costs of complying with governmental regulations. They are not taxes and are subject to change.



CHARLES HENRY PROPERTIES  
Invoice Number: 2226985100923  
Account Number: 8150 20 007 2226985  
Security Code: 5373

**Contact Us**

Visit us at [SpectrumBusiness.net](http://SpectrumBusiness.net)

Or, call us at **855-252-0675**

8150 2000 NO RP 09 10102023 NNNNNYNN 01 000420 0002

**Late Payment Fee** – Amounts that are not paid when due will incur a late payment fee. The late payment fee will be the lesser of one and one-half percent (1.5%) per month or the highest rate chargeable by law.

**NYC Complaint Procedures** - If your concern has not been resolved to your satisfaction within 30 days, you may contact: New York City Department of Information Technology and Telecommunications (DoITT), 2 MetroTech Center, 4th Floor, Brooklyn, NY 11201. Phone: 311 or email: [nyc.gov/complaint](http://nyc.gov/complaint)

**We are a member of the Better Business Bureau of Metropolitan New York Customer Commitment Program** - For customer inquiries log on to [www.newyork.bbb.org](http://www.newyork.bbb.org). You have the right to file complaints about changes in cable services tier rates and cable programming services within 90 days of the change being reflected on your bill.

**Telecommunications Device for the Deaf** - New York Relay Service, 1-800-662-1220 - 24 Hours a day

**Problems With Your Bill or Service** - Send all billing and service correspondence to: Spectrum Business (formally Time Warner Cable), Attn: Business Services Customer Care, 120 East 23rd Street, 8th Floor, New York, NY 10010

**Online Account Details** - For usage details, please visit [spectrumbusiness.net](http://spectrumbusiness.net). At this site, you will need to enter your login ID and password. If you have not received your login information, please contact your Phone Service Administrator.

Instructions on viewing and understanding your phone usage detail can be found in the Customer Service sections of [spectrumbusiness.net](http://spectrumbusiness.net)

**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.

**Spectrum Voice Provider** - Time Warner Cable® Information Services (New York), LLC d/b/a Time Warner Cable



CHARLES HENRY PROPERTIES  
8150 20 007 2226985  
Account Number:  
Security Code: 5373

### Contact Us

Visit us at [SpectrumBusiness.net](http://SpectrumBusiness.net)

Or, call us at **855-252-0675**

8150 2000 NO RP.09 10102023 NNNNNYNN 01 000420 0002

# Spectrum

## Spectrum Subscriber Annual Privacy Notice (2023) Effective: September 1, 2023

Your privacy is important to Charter. We value the trust you place in us when you subscribe to and use our Spectrum-branded cable video, internet, phone, and/or mobile products and services (collectively, the "Spectrum Services").

This Annual Privacy Notice contains information that we are required to provide you under Federal law.

Additional information regarding our privacy practices are available on our full privacy policy, available at [www.spectrum.com/privacy](http://www.spectrum.com/privacy). We encourage you to review the full Spectrum Privacy Policy for more information about our privacy practices, including related to state-specific rights that you may have.

### WHEN THE ANNUAL PRIVACY NOTICE APPLIES

The Annual Privacy Notice only applies to subscribers of one or more of the Spectrum Services provided by Charter Communications Operating, LLC and its subsidiaries. Depending upon the Spectrum products and services to which you subscribe, parts of this Annual Privacy Notice may not apply to you. If you have questions about this Annual Privacy Notice, please contact us directly using the information in the "How to Contact Us With Questions About This Annual Privacy Notice" section below.

Some Spectrum products and services may have additional privacy practices that are described in product or service specific sections in the full Spectrum Privacy Policy [www.spectrum.com/privacy](http://www.spectrum.com/privacy) or may be provided to you in different ways, such as contracts for Spectrum Enterprise services. To the extent there is an overlap between the privacy disclosures in this Annual Privacy Notice and a product or service-specific privacy notice (e.g., the Spectrum Biometric Data Privacy Notice), the privacy disclosures set forth in the product or service-specific notice or agreement will apply and control with respect to such product or service.

Sometimes you may access websites (e.g., news websites, shopping websites, internet search engine, etc.) or services (e.g., non-Spectrum email and instant messaging services or video streaming services, gaming services, data storage services, etc.) that we do not own or control through the Spectrum Services. These non-Spectrum websites and services may collect data or personal information about you and your online activities. Spectrum does not control and is not responsible for what these other parties do in connection with their websites or online services, or how they handle your personal information. We encourage you to read the privacy policies of any non-Spectrum websites or services you use.

### WHAT INFORMATION WE COLLECT

In order to provide you with our products and services and to keep you informed, we collect a variety of information about you when you interact with us or use our products, services, websites and applications. This information is used to efficiently provide our services to you on a cost-effective basis and to tailor our products and services to best meet your needs and interests.

#### Information You Provide to Us Directly

We collect information you provide to us when you establish a customer or user account, register to use and/or connect to certain of our services (e.g., Spectrum WiFi), and when you contact us or otherwise communicate with us, such as:

- contact information (e.g., name, address, email address, and phone number);
- usernames, passwords, images (e.g., driver's license photo), biometric data (e.g., voiceprints), and other authenticating information associated with a Spectrum account;
- information about the types of services to which you subscribe, orders you place or downloads of Spectrum applications (e.g., the Spectrum TV application) you make through a Spectrum product or service, the service options you have chosen, and any customized setting you have created;
- information about your payment methods, such as your payment card number or bank account information;
- information related to a credit application for a product or service or to protect against fraud, which may include your Social Security number, driver's license number, or other government issued identifier;
- information you provide when you enter contests, respond to customer surveys, or participate in events sponsored by us; and
- information we keep in our records when you correspond or otherwise communicate with us, including through our call centers, online chat sessions, and through social media.

#### Information We Collect Automatically

When you use the Spectrum Services, we automatically collect information through cookies and other technologies, such as:

- information from any device you use when you interact with us, including but not limited to the device identifiers, the number, types, and status of devices connected to our network, network addresses, operating system, and technical configurations of the equipment used;
- network traffic data;

- performance and support data; and
- information about your use and the operation of Spectrum products, services, websites, applications, and their features.

We also may collect usage information about:

- usage information about the channels, programs, and advertisements to which your device was tuned when you subscribe to our video service in order to provide you video content ("Video Usage Information");
- information we collect based on our provision of Spectrum Internet service, such as routing traffic to allow you to traverse from one website to another website, in order to provide internet service and connect you to the other internet-based services you request; this can include the amount of data used, device identifiers, and quality of service (i.e., quality of the signal) from customers who use our company-issued routers as part of our provision of Spectrum Internet service (collectively, "Internet Usage Information");
- call records, including the phone numbers that you call and that call you, and the times and dates of those calls, the number of text messages sent and received, when you subscribe to our phone and/or mobile service ("Call Detail Information");
- usage information about your use of the Spectrum Mobile network, the use of your mobile device, technical and network performance information, and location information when your device communicates with cell towers, Wi-Fi routers, access points, and/or with technologies used by the Global Positioning System ("GPS") ("Mobile Usage Information"); and
- device information, including your IP address and information about your browser, operating system, and platform type, demographic information through cookies, web beacons, and other tracking technologies, and information about the website that referred you to a Spectrum website, and the website to which we refer you when you leave a Spectrum website.

The information we collect will depend upon the Spectrum Services to which you subscribe. We limit the use and sharing of such information as described in this Annual Privacy Notice and as required by law.

If you subscribe to or use services that require us to transfer or store communications such as a Spectrum email account or a Spectrum voice product that includes a voicemail service, it will be necessary for us to collect the content of those communications to provide you with the service. Additionally, we collect the content of any files you store in our cloud storage services (e.g., Spectrum Cloud DVR) and other information when it is necessary to provide you with the services you use.

Please refer to the Spectrum Internet DNS Privacy Notice, available by visiting our website, to learn more about our data collection and use practices of Domain Name System ("DNS") data associated with the Spectrum Internet service.

#### Location Information

When you access our network, we may collect general location information, such as the city or zip code that correlates with the license of your device IP address, or more precise geolocation data that indicates where you are at a specific point in time. We may also collect location information when you use some of our services and applications, including precise geolocation information, such as your service address and the location of your Spectrum Mobile device or another device on which you have installed a Spectrum application. For example, when a Spectrum Mobile device connects using an in-home or out-of-home Spectrum WiFi access point, we collect the device's MAC address, the customer's username (if the customer is logged into the My Spectrum App), which is encrypted, and the Spectrum WiFi access point's geographical location. You can prohibit the collection of this information through your device's settings, but it may limit certain functions and features of the application.

#### Information Obtained from Third Parties

We may collect information from third parties for purposes related to delivering our products and services to you, for analytics and research, or for marketing and advertising our own products and services, as well as for delivering third-party advertising on the Spectrum Platform.

- Information to verify data you have provided and from credit reporting agencies to determine your credit worthiness, credit score, and credit usage.
- Information from content providers and other platform providers when you use your Spectrum account to authenticate your use of Spectrum services through that provider's platform or device.
- Information from research consultants, marketing firms, data quality management solution firms, and programming partners to enhance our marketing and advertising programs. Collected data may include demographic information, as well as personal interest data, to help us construct audience segments, deliver advertising, and evaluate the effectiveness of a given advertising campaign.



CHARLES HENRY PROPERTIES  
8150 20 007 2226985  
Account Number:  
Security Code: 5373

#### HOW WE USE INFORMATION

We use the information we collect to provide you with reliable, high-quality products and services. This may involve linking and combining information about you from across the Spectrum platform of products and services, as well as from third parties ("Combined Information").

#### To Provide and Improve our Products and Services

We use the information we collect to:

- deliver, maintain and improve our products, services, websites and applications;
- fulfill requests for new service or changes to your account or the products and services you already receive;
- provide you with technical support and high quality customer service, including through the use of recorded or monitored communications between you and our customer service agents;
- create and administer a Spectrum account, including activating your service, billing, invoicing, and debt collection activities;
- authenticate or otherwise provide you access to your Spectrum products and services;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- manage and configure our device(s), system(s) and network(s);
- understand how the service is being used, including through the creation of operational and marketing reports based on de-identified and/or aggregated service usage information;
- inform you of additional products and services that may be of interest to you;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of any Spectrum product, service, website or application, and to enforce any Spectrum policy or applicable terms of service;
- protect our rights, our personnel, our property, and the safety of others;
- maintain our accounting, tax and other records; and
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business.

#### To Communicate with You

We use the information we collect to deliver and personalize our communications with you. We may send you promotional communications for products and services that may be of interest to you through the mail, over our cable system, by phone or SMS, or online. Some of these communications may be directed to you because of the Spectrum services to which you subscribe or your interactions on the Spectrum platform, and some may be directed to you because of your general geographic location. For more information about how to update your communication preferences please review the "What Choices You Have to Control the Use of Information by Spectrum" section of our privacy policy, available at [www.spectrum.com/privacy](http://www.spectrum.com/privacy).

#### To Create Business and Marketing Reports

We use the information we collect to create business and marketing reports (the "Reports") to provide insights into what products and services our customers are using, how long they are using our products and services, how some of our services are accessed, and what additional products and services may be of interest to our customers. We use these Reports for our own internal purposes, such as improving our products and services, determining what content to provide our customers, measuring the effectiveness of our marketing and advertising, and other research and analytics. We may also share these Reports with third parties. Any Reports shared with a third party for the third party's own use will only contain de-identified and/or aggregated information, unless we have your consent to share your personal information.

#### Advertising Generally

We use some of the information we collect to make the marketing and advertising you see on the Spectrum platform more relevant to you, as well as to market the Spectrum products and services on other websites and platforms. For information about how to limit the use of information for these purposes, please review the "What Choices You Have to Control the Use of Information by Spectrum" of our privacy policy, available at [www.spectrum.com/privacy](http://www.spectrum.com/privacy).

#### Addressable Advertising on our Cable System

Some of the advertisements you see on cable channels are placed by us. Some of those advertisements are placed in particular shows or channels; others are shown in particular geographic areas. Some of our cable advertisements will ask for your permission to take certain actions, like mail you information or allow the advertiser to contact you. In some areas we will be able to address advertisements to your household through our cable system that will be more relevant to your interests based on your Video Usage Information and/or Combined Information. For more information about how to manage your advertising preferences, please review the "what choices you have to control the use of information by Spectrum" of our privacy policy, available at [www.spectrum.com/privacy](http://www.spectrum.com/privacy).

#### Contact Us

Visit us at [SpectrumBusiness.net](http://SpectrumBusiness.net)

Or, call us at **855-252-0675**

8150 2000 NO RP 09 10102023 NNNNNYNN 01 000420 0002

#### Online Advertising and Customization

We may use information that we or third parties learn about you from your online interactions (e.g., search or purchase history) to deliver or cause to be delivered to you advertisements that may be more relevant to you. For more information about how to manage your advertising preferences, please review the "Online Advertising and Customization" section of our privacy policy, available at [www.spectrum.com/privacy](http://www.spectrum.com/privacy).

#### WITH WHOM WE SHARE INFORMATION

We share information with others when it is necessary to provide you with Spectrum Services and in the other circumstances described below. We do not sell or otherwise share information that personally identifies our customers, including Internet Usage Information, Video Usage Information, or Call Detail Information, to third parties for those third parties' own use.

#### Account Holders and Other Authorized Users

We may disclose any information about a customer's account and use of a service to the primary account owner. The primary account owner may also authorize other users to access information on the account.

#### Charter/Spectrum Related Businesses

We may share information about you with other Charter and Spectrum-related companies in order to provide the services, or to make your Spectrum experience more streamlined. We may also share information about you with these related companies for their own marketing purposes when legally permitted to do so.

#### Service Providers

We may disclose your information to service providers who perform business activities on our behalf such as billing and collections, payment processing, analytics and research, marketing, service delivery and customization, maintenance and operations, and fraud prevention. These third-party service providers are authorized to use your personal information only as necessary to provide services to Spectrum.

#### Governmental Entities or Pursuant to Valid Legal Process

We may be required by law to disclose information about you, including information that personally identifies you, your use of our services, and the content of your communications, to governmental entities upon receipt of valid legal process. These disclosures may be made with or without your consent and with or without notice, in compliance with the law, including the terms of process.

We may also disclose personally identifiable information about you, without your consent, to protect our customers, employees, or property; in emergency situations; to enforce our rights in court or elsewhere, or directly with you, for violations of service terms, conditions or policies; and/or as otherwise required by law.

#### Third Parties

We do not sell or share information that personally identifies our customers with third parties for their own marketing or advertising purposes.

If you subscribe to our telephone service, your name, address and/or telephone number may be transmitted via Caller ID, published and distributed in affiliated or unaffiliated telephone directories, and available through affiliated or unaffiliated directory assistance operators. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in the telephone directories or directory assistance services, although we cannot guarantee that errors will never occur. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business numbers, 911, 900 numbers or toll-free 800, 855, 844, 866, 877 or 888 numbers.

Some of the advertisements we display may invite interactive or transactional follow-up from you. When you interact with those advertisements, we may share your contact information with the advertiser for the purpose of fulfilling your request.

If we enter into a merger, acquisition, or sale of all or a portion of our assets, we may transfer your information as part of the transaction.

#### WHAT CHOICES YOU HAVE TO CONTROL THE USE OF INFORMATION BY SPECTRUM

You have choices in controlling how we use and share your information for marketing and advertising purposes. For instance, you can always choose whether to receive promotional emails or text messages. When you visit our websites, you may opt out of interest-based advertising, and when you use our mobile applications, you can limit the use of ad trackers. You may visit our [Privacy Preferences](#) page to manage your marketing communication and privacy preferences, including, for example:

- to be added to our marketing communication preferences list (e.g., "Do Not Call"), which will limit the marketing and advertising messages you receive from us about Spectrum products and services;
- to limit our use of customer proprietary network information ("CPNI"), such as Call Detail Information, for marketing and advertising of our own products and services; and



CHARLES HENRY PROPERTIES  
8150 20 007 2226985  
Account Number:  
Security Code: 5373

- to limit our use of Video Usage Information, Combined Information, or our business and marketing reports to direct addressable advertisements or interest-based advertisements to you as further described in the preference center.

Some of the preferences will only apply when you subscribe to Spectrum services and may require additional account information. If you make changes to your contact information or get a new account, you will need to review and update your privacy preferences.

If you are a Spectrum customer and do not have access to Internet service, you may call us at the number provided on your monthly bill statement to be added to any of these lists.

If you are not a Spectrum customer and would like to add your name to marketing opt-out lists, please call 833-845-3726.

Please note that even if you choose to limit the use of information or communications for marketing and advertising purposes, you may still receive general marketing and/or advertising messages, in addition to service-related communications.

#### **Cookies, Tracking Technologies, and Interest-based Advertising**

Some of our websites use web analytics services, such as Google Analytics and Adobe Analytics. To learn more about Google Analytics and Adobe Analytics, including how to opt-out of tracking of analytics, please visit the following links managed by Google (<https://policies.google.com/technologies/partner-sites>) and Adobe (<https://www.adobe.com/privacy.html>).

Many of the third-party advertisers that place tracking tools on the Spectrum websites are members of programs that offer you additional choices regarding the collection and use of your information. You can opt-out of mobile app tracking by certain advertising networks through your device settings. Please note that opting-out of advertising networks services does not mean that you will not receive advertising while using our websites.

Some of our Spectrum Services may include Nielsen's proprietary measurement software, which will allow you to contribute to market research, like Nielsen's TV Ratings. To learn more about Nielsen's privacy practices, including how you can opt-out of Nielsen's collection and use of this measurement data, please visit [www.nielsen.com/digitalprivacy](http://www.nielsen.com/digitalprivacy).

#### **Location**

You can manage the collection of your location information through your device's settings.

#### **CPNI**

When you initiate an interaction with one of our representatives, such as a phone call or a chat, we may ask for your oral consent to our use of your CPNI for the purpose of providing you with an offer for other products or services. If you consent, we may use your CPNI for the duration of the interaction to offer you those additional products and services.

You may opt-out of our use of your CPNI for marketing purposes by calling us at the number provided on your monthly billing statement or visiting our Privacy Preference page at [www.spectrum.com/policies/your-privacy-rights-opt-out](https://www.spectrum.com/policies/your-privacy-rights-opt-out). If you opt out, you will experience no effect, now or in the future, on how we provide any services to which you subscribe.

#### **HOW WE PROTECT YOUR INFORMATION**

We use reasonable security, including technical, physical and administrative controls, to secure the information we collect and maintain. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose Spectrum information.

#### **HOW WE PROTECT CHILDREN'S PRIVACY**

We do not knowingly collect personal information from anyone under the age of 16. If you believe that a child under 16 years of age has provided us with personal information, please contact us at the address below.

#### **WHAT YOUR RIGHTS AND OUR LIMITATIONS ARE UNDER FEDERAL LAW**

##### **The Cable Act and Personally Identifiable Information**

You have the right to know about the personally identifiable information we collect and how we use it; under what conditions and circumstances and the types of persons and entities to whom we may disclose personally identifiable information; how long we maintain personally identifiable information; the limitation on our ability to collect and disclose personally identifiable information collected from the cable system; and a subscriber's rights under the Cable Act concerning personally identifiable information and its collection and disclosure.

Personally identifiable information is information that identifies a particular person; it does not include de-identified or aggregate data that does not identify a particular person or persons.

The Cable Act permits us to use the cable system(s) to collect personally identifiable information about our subscribers when it is necessary to render the Spectrum Cable Services or other services we provide and to detect unauthorized reception or use of the Spectrum Cable Services. We may use the cable system to collect personally identifiable information about a subscriber for additional purposes with a subscriber's prior written or electronic consent.

The Cable Act permits us to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided; required by law or legal process; or limited to your name and address under a "mailing list" exception, as described in this Privacy Policy. **We do not sell or share customer names and addresses with third parties for their own marketing or advertising purposes.**

#### **Contact Us**

Visit us at [SpectrumBusiness.net](http://SpectrumBusiness.net)

Or, call us at **855-252-0675**

8150 2000 NO RP 09 10102023 NNNNNYNN 01 000420 0002

If you subscribe to a Spectrum service that is governed by the Cable Act, we will maintain information that personally identifies you and that is associated with your use of such service for as long as necessary for the purpose for which the information was collected, which may be as long as the duration of your subscription and after you have terminated your subscription, in some instances. You can contact us with any concerns you have regarding the handling of your personally identifiable information. You may also enforce the limitations imposed on us by the Cable Act with respect to your personally identifiable information through a civil lawsuit in federal district court. Your Spectrum Residential Services Agreement contains your agreement that, to the extent permitted by law, any claims under the Cable Act may be enforced in arbitration.

#### **The Communications Act and CPNI**

Information about the quantity, technical configuration, type, destination, location, and amount of your use of the Spectrum telecommunications services, and information about your Spectrum phone service that is contained on your bill, when linked to an identifiable customer of such service, is known as customer proprietary network information or "CPNI." CPNI does not include a customer's name, address, and telephone number. You can limit our use of CPNI as described in this policy.

#### **HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS**

We strive to keep our records accurate. If any of your information changes, please notify us immediately so we can update our records.

If you subscribe to Spectrum cable or internet services, and you would like access to the personally identifiable information we maintain in our business records, please send a written request to your local office or call us at the number provided on your monthly billing statement and we will make an appointment for you to visit during normal business hours. You will only be permitted to examine records that contain personally identifiable information about your account. If your review reveals an error in our records, we will correct it. We reserve the right to charge you for the cost of retrieving and photocopying any documents that you request. You may also be able to access certain information about you or your account by contacting one of our customer service representatives at 833-845-3726, or by logging in to your online account.

If you make a written request for a copy of your CPNI, we will disclose the relevant information we have to you at the address we have for your account, or to any person authorized by you, if we reasonably believe the request is valid. For telephone and online access to your CPNI such as outbound call detail records, we require that you first authenticate your identity using a password established using our online system. We generally do not provide our customers with records of calls received, records that are only in our archives, other records that we do not furnish as part of a telephone bill, web-browsing history, IP address logs or any other information that we do not create or maintain in the ordinary course of business unless there is a court order or similar legal process. If there are errors in names, addresses, or telephone numbers in our vendors' directory lists, or if you have been omitted from the directory, the correction cannot be made until the next available publication. Please understand that we may have no control over information appearing in directory lists or provided by directory assistance services which we do not own.

#### **YOUR RIGHTS UNDER STATE LAW**

If you are a resident of, California, Colorado, Connecticut, Maine, Nevada or Virginia, you may have additional rights under applicable state law. You can learn about your rights by visiting <https://www.spectrum.com/policies/privacy-policy> and reviewing the sections related to your state of residence.

#### **WHAT HAPPENS IF WE CHANGE THIS PRIVACY POLICY**

The most current version of our Privacy Policy is published and maintained at [www.spectrum.com](https://www.spectrum.com). The needs of our customers and the business may change from time to time and, when that happens, we may need to modify our Privacy Policy. Any changes will be posted at this website. If we make any changes that materially affect your rights or the ways in which we use or disclose information, to the extent required by applicable law, we will make reasonable efforts to notify you of the changes.

#### **HOW TO CONTACT US WITH QUESTIONS ABOUT HOW THIS ANNUAL PRIVACY NOTICE APPLIES**

Questions about Spectrum's privacy protections and practices should be sent to:

Charter Communications, Inc.  
Attn: Privacy and Cybersecurity Counsel  
400 Washington Blvd  
Stamford, CT 06902

You may also contact your local customer service office. You can find the phone number for your local customer service office on your monthly bill statement or by visiting our website at [www.spectrum.com](https://www.spectrum.com).



**Contact Us**Visit us at [SpectrumBusiness.net](http://SpectrumBusiness.net)Or, call us at **855-252-0675**

8150 2000 NO RP 09 10102023 NNNNNYNN 01 000420 0002

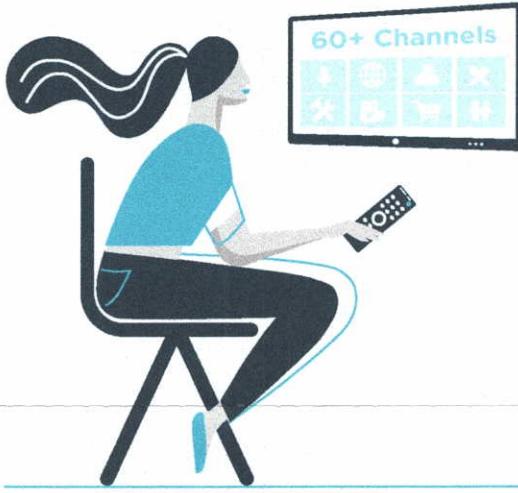


## Give your customers the entertainment they're looking for.

**TV Essentials**

**\$24.99**  
/mo. when bundled  
for 12 mos.

No contracts.



**Perfect for lobbies, waiting rooms, break rooms and more.**



Stream 60+ popular entertainment, weather, and news channels



No cable box required



Channels such as  
HGTV, BBC  
World News, A&E,  
Food Network,  
and Nickelodeon

**To speak to a business specialist, call**

**1-855-339-9670**

Limited-time offer; subject to change. Qualified Spectrum Business customers only. Must not have subscribed to applicable services w/ in the last 30 days & have no outstanding obligation to Charter. Spectrum Business TV Essentials \$24.99/mo. offer requires subscription to Spectrum Business Internet. Additional taxes/fees may apply. Spectrum TV App required and is available through Apple TV, Roku or web browser (via SpectrumTV.com). SpectrumTV.com requires supported laptop/computer-based browser. Spectrum Business streaming video service is only accessible through Spectrum Business Internet connection at business location. Account credentials may be required to stream some TV content online. Number of channels may vary. All channels not available in all areas. Additional services are extra. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo. offers not avail. in all areas. Standard pricing applies after promo. period. Installation & other equipment, taxes & fees may apply. Restrictions apply. Call for details. ©2023 Charter Communications, Inc.

## Contact Us

Visit us at [SpectrumBusiness.net](https://SpectrumBusiness.net)Or, call us at **855-252-0675**

8150 2000 NO RP 09 10102023 NNNNNYNN 01 000420 0002



**When your business is on the move,  
our mobile service goes the distance.**



**Mobile Unlimited Plan**

**\$29 99**  
/mo. per line  
when bundled<sup>o</sup>

Save up to 60% when you switch  
to Spectrum Mobile<sup>^^</sup>



Get a second mobile  
unlimited line **FREE**  
for 1 year when you buy  
one mobile line<sup>+</sup>

**Stay connected anywhere, anytime.**



Unlimited data,  
talk, and text



Nationwide  
5G available<sup>z</sup>



No added taxes,  
hidden fees,  
or contracts

**To speak to a business specialist, call**

**1-855-339-9676**

Limited time offer; subject to change. Service not available in all areas. Per line activation fee, Spectrum Business Internet and Auto-pay required. Other restrictions apply. Visit <https://www.spectrum.com/policies/mobile-terms> for full terms and conditions. <sup>o</sup>Unlimited Data Offer: Offer valid for new customers adding lines or for current mobile customers adding Unlimited lines to existing service. Smartwatch does not qualify as a line. Unlimited: Reduced speeds after 20 GB of usage per line. <sup>z</sup>To access 5G, 5G compatible phone and 5G service required. Not all 5G capable phones compatible with all 5G service. Speeds may vary. <sup>+</sup>Free mobile offer is for 1 unlimited mobile line per account for 1 yr, and is reflected with up to 12 mos. credit on bill statement. Requires purchase of new Mobile Unlimited line; limited to one free Unlimited line per account. Standard mobile rates apply after 1 yr. Auto pay required. Offer cannot be combined with other mobile service promotions. Standard mobile rates apply if qualifying services are canceled. Devices excluded from offer. Tablets not eligible for promotion. Free Unlimited line must be ordered at same time as Mobile Unlimited line purchase, and cannot be applied to existing lines on customer account. Additional mobile lines: Standard rates apply. Per line activation fee, Spectrum Business Internet and Auto Pay required. Unlimited: Smartwatch does not qualify as a line. Reduced speeds after 20 GB of usage per line. Mobile service not available in all areas. Other restrictions apply. <sup>^^</sup>Savings based on single-line comparison of unlimited plans among major nat'l carriers as of 08/2022: prepaid excl: data usage limits vary by carrier. Services subject to all applicable service terms and conditions, subject to change. ©2023 Charter Communications. All rights reserved.