

July 9, 2024
 Invoice Number: 2226985070924
 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
 Or, call us at **855-252-0675**

Summary *Service from 07/09/24 through 08/08/24*
 details on following pages

| | |
|-----------------------------------|-----------------|
| Previous Balance | 278.91 |
| Payments Received -Thank You! | -134.98 |
| Past Due Balance - Due Now | \$143.93 |
| Spectrum Business™ Internet | 109.99 |
| Spectrum Business™ Voice | 19.99 |
| Other Charges | 5.00 |
| One-Time Charges | 8.95 |
| Current Charges Due By 07/26/24 | \$143.93 |
| Total Due | \$287.86 |

ACTION REQUIRED: ACCOUNT STATUS DELINQUENT

Your account is now in a delinquent status. The total delinquent amount is due immediately and must be paid to avoid collections activity including, potential service suspension. If you resume service after disconnection due to nonpayment, your past due balance, along with first month of service and a reconnection fee will be required.

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.



Telecommunications Relay Service (TRS)

The Federal Communications Commission (FCC) has adopted use of the 711 dialing code for access to Telecommunications Relay Services. (TRS) TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

For more information about the various types of TRS, see the FCC's consumer fact sheet at <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>. Please dial 711 to be connected to a TRS Center.

IMPORTANT BILLING UPDATE. Your current Promotional Discount is about to expire. As a valued customer, we are pleased to provide you with a new Promotional Discount off of our standard rates. The new Promotional Discount will be effective with your next statement.

Customer Exclusive: Join the nation's fastest-growing mobile provider, Spectrum Mobile. Call **1-866-873-5540** and find the perfect plan for you and your business.

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CHARLES HENRY PROPERTIES

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| | |
|--------------------------|-----------------|
| Total Due | \$287.86 |
| Amount you are enclosing | \$ |

Please Remit Payment To:

CHARTER COMMUNICATIONS
 PO BOX 7186
 PASADENA CA 91109-7186



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8633 2440 NO RP 09 07102024 NNNNNYNN 01 000400 0002

Charge Details

| | |
|-----------------------------------|-----------------|
| Previous Balance | 278.91 |
| Check Payment-thank You | 06/25 |
| Past Due Balance - Due Now | \$143.93 |

Payments received after 07/09/24 will appear on your next bill.

Service from 07/09/24 through 08/08/24

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 | 10.00 |
| | \$109.99 |

| | |
|--|-----------------|
| Spectrum Business™ Internet Total | \$109.99 |
|--|-----------------|

Spectrum Business™ Voice

| | |
|------------------------------------|----------------|
| Phone number (332) 209-0467 | |
| Spectrum Business Voice | 49.99 |
| Promotional Discount | -30.00 |
| Voice Mail | 0.00 |
| | \$19.99 |

For additional call details,
 please visit SpectrumBusiness.net

| | |
|---------------------------------------|----------------|
| Spectrum Business™ Voice Total | \$19.99 |
|---------------------------------------|----------------|

Other Charges

| | |
|----------------------------|---------------|
| Payment Processing | 5.00 |
| Other Charges Total | \$5.00 |

One-Time Charges

| | | |
|--|-------|-----------------|
| Late Fee | 07/09 | 8.95 |
| One-Time Charges Total | | \$8.95 |
| Current Charges Due By 07/26/24 | | \$143.93 |
| Total Due | | \$287.86 |

Billing Information

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 for more information.

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

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

To calculate sales tax - 21.3% of the charge for phone service is for interstate/international activity.

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

The following taxes, fees and surcharges are included in the price of the Spectrum Business Voice services - TAXES: MCTD (186E) Surcharge \$0.11, Sales Tax \$1.17. FEES AND CHARGES: E911 Fee \$1.00, Federal USF \$1.16, Local Excise Tax \$0.31, Regulatory Recovery Fee \$0.18, State Excise Tax \$0.44, State USF \$0.03.

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

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 for store locations. For questions or concerns, visit 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
 (My Account login required)

Payment Options

Pay Online - Visit us at SpectrumBusiness.net/payment to get started today! Your account number and security code are needed to register.

For questions or concerns, please call **1-877-227-8711**.



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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. 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

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



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Annual Notice of Your Rights Regarding the National Do Not Call Registry

- You have a right to give or revoke notification of your objection to receiving telephone solicitations via the National Do Not Call Registry.
- Telephone numbers placed on the National Do Not Call Registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007.
For more information see <https://www.ftc.gov/opa/2008/04/dncfyi.shtm>.
- Registration is free and will not expire. Cell phones can also be registered.
- To obtain more information or to register online, contact <https://www.donotcall.gov> or call 1-888-382-1222; to register by TTY call 1-866-290-4236.



Aviso anual sobre sus derechos con respecto al Registro Nacional No Llame

- Usted tiene derecho a otorgar o revocar la notificación de su objeción a recibir llamadas telefónicas de mercadeo a través del Registro Nacional No Llame.
- Los números de teléfono que se encuentran en el Registro Nacional No Llame permanecerán en él de manera permanente conforme la Ley para la Mejora del Registro No Llame de 2007. Para más información, visite <https://www.ftc.gov/opa/2008/04/dncfyi.shtm>.
- La inscripción es gratis y no vencerá. También se pueden registrar teléfonos móviles.
- Para obtener más información o inscribirse en línea, visite <https://www.donotcall.gov> o llame al 1-888-382-1222; registrarse por TTY, llame al 1-866-290-4236.

Spectrum

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IMPORTANT INFORMATION ABOUT SPECTRUM VOICE® 911 SERVICES & BATTERY BACKUP

To help you quickly respond to emergencies, Spectrum provides emergency 911 services much like traditional telephone companies. Should you ever need to access emergency services – fire, police, or ambulance – just dial the familiar digits “9-1-1,” using your Spectrum Voice Service. Your call will be routed directly to a public-safety operator, who will dispatch the appropriate services. With Enhanced 911, emergency services will be able to quickly find you – your telephone number and address are electronically sent to the operator the moment your call goes through.

Spectrum provides Voice Service in your home using a Multimedia Terminal Adapter (MTA), or a telephone modem, that requires electrical power. Your Spectrum Voice Service equipment will not work in the event of a power outage unless you have a backup power source on your premises. An MTA may also accept a battery for use as a backup power source. For information on the MTA or telephone modem used in your home, please refer to the Spectrum website Spectrum.net/support/voice/phone-modems/. If you lose power to your MTA or telephone modem you will not be able to make or receive calls, including 911 calls, unless a battery-capable MTA is installed and a battery has been purchased and placed into the MTA.

Additionally, cordless telephones and other non-MTA equipment connected to the telephone line that require electricity to operate, such as telecommunications devices used to assist with disabilities, will not work without electric power and your MTA battery cannot be used to power these devices. Accordingly, to maintain power to telephone line devices other than the MTA, you must have batteries compatible with those devices that would allow them to function for a period of time without electricity to your residence.

You are responsible for providing and installing batteries for your cordless telephone and other telecommunications devices, and to ensure that they operate during a power outage. You can maximize your ability to make necessary calls during a power outage by not making unnecessary calls or by limiting the duration of any calls you make or receive. You are also responsible for the purchase of the MTA backup battery or replacement battery for which you will incur a one-time charge of \$60.00 for each battery ordered. If you would like information about your MTA or backup battery, including ordering an initial battery or extra batteries, costs, the MTA manufacturer or upgrading your MTA to a model that includes a slot for a backup battery, you should contact a Spectrum Representative at the toll free number listed on your bill. Alternatively, you can power your MTA using a commercially available uninterruptible power supply. You can contact Spectrum Customer Care for more information about an uninterruptible power supply.

Spectrum offers two backup battery options. They are designed only to power your MTA to enable calling, including 911 calling, for up to eight or twenty four hours of standby time and approximately five hours of talk time, in the event of a power outage – depending on the option you choose.

You are also responsible for monitoring the status of the backup battery and for ensuring that the battery is charging normally. If the MTA loses electric power the battery will need to be re-charged when power is re-established. If your location previously had Spectrum Voice Service with a backup battery you are still responsible for battery monitoring and replacement of the battery at your cost.

Battery Backup options are:

| Battery Backup Options | | |
|--|--|--|
| | 8 Hour | 24 Hour |
| One-Time Cost/Fee | \$60 | \$60 |
| Life Expectancy | 6 - 10 years | 5 years |
| Battery Status Light Conditions | 1) If the status light is green and flashing, this means that the installed battery is operational 2) A steady green light represents a fully charged battery; this typically takes a few hours after initial power-up. 3) An amber light signifies that the battery will not hold a charge or cannot be charged. If the unit displays an amber light, the battery should be replaced. 4) If there is no light a battery may not be installed properly or the battery is running during a power outage. | 1) If the status light is blue and flashing, this means that the installed battery is operational 2) A steady blue light represents a fully charged battery; this typically takes a few hours after initial power-up. 3) A red light signifies that the battery will not hold a charge or cannot be charged. If the unit displays a red light, the battery should be replaced. 4) If the battery LED shows solid blue “battery” text on your device, the battery may not be installed properly or the battery is running during a power outage. |

The backup battery or extra batteries, can safely be stored within the following temperature range: -4°F to 140°F (-20°C to 60°C). Importantly, storage of backup batteries above 77°F (25°C) is not recommended and will significantly reduce the life of the battery.

Whenever commercial power or its equivalent is required to operate services or facilities provided by the Company at the customer's premises, the customer shall: furnish such power which shall be suitable for the purpose; provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe condition, and allow the Company access to the power supply, if necessary. In the event of a power failure, no allowance is made for interruption of service and the Company shall not be held liable for such an interruption of service. Nor shall the company be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet. Because you are responsible for monitoring and replacing your backup battery, the Company shall have no liability for failure of a backup battery to provide adequate power during a power outage.

Battery Warranty: If you purchase your battery from Spectrum and it is defective, Spectrum will replace it for up to one year from the date of purchase. ©2024 Charter Communications.

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Say "goodbye" to...

- ✓ Hidden Data Usage Fees
- ✓ Added Taxes
- ✓ Contracts
- ✓ Mobile Hotspot Data Fees

And "hello" to the right data plan
for your business!



Mobile Unlimited Plus

\$25/mo

for 12 mos when you get 2 lines,
with internet

- Unlimited talk, text and data (full speeds up to 50 GB)
- No fees for mobile hotspot data (full speeds up to 10 GB)
- Additional lines just \$39.99/mo each

INCLUDES FREE BONUSES:

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- **FREE** Anytime Upgrade with unlimited phone upgrades

Mobile Unlimited

\$15/mo

for 12 mos when you get 2 lines,
with internet

- Unlimited talk, text and data (full speeds up to 30 GB)
- No fees for mobile hotspot data (full speeds up to 5 GB)
- Additional lines just \$29.99/mo each



Stay connected with reliable nationwide 5G coverage with Spectrum Mobile

Call 1-866-802-8290
VISIT spectrum.com/business

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/terms-of-service> for full terms and conditions. **MOBILE:** 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 30 GB of usage per line, 5 GB for Mobile Hotspots. **UNLIMITED PLUS:** Unlimited Plus lines charged an extra \$10/month. Reduced speeds after 50 GB of usage per line, 10 GB for Mobile Hotspots. **Anytime Upgrade** only available for customers subscribed to Spectrum Mobile Unlimited Plus for one billing cycle and in good standing. Trade-in devices must be operable; if not operable then trade-in may be subject to an additional redemption fee. Must enroll in new Device Payment Plan and remain on Unlimited Plus for 2 billing cycles. **To access 5G**, 5G compatible phone and 5G service required. Not all 5G capable phones compatible with all 5G service. Speeds may vary. Services subject to all applicable service terms and conditions, subject to change. ©2024 Charter Communications. All rights reserved.