



Spectrum Internet Installation Questions and Answers

Spectrum TV and Internet - Spectrum cable TV and internet services are included in your HOA's fees to KPMA. Each unit has a cable set top box for each bedroom, and one for the living room. For internet, each unit has a modem and a router. The router has a permanent sticker on the side giving you the phone number to call for services, technical assistance, and/or upgrading. Additionally, your specific street/unit address is on a white label attached to the modem.

New owners must call **Spectrum Customer Care** at **833-697-7328** to set up your new account.

FREQUENTLY ASKED QUESTIONS AND ANSWERS ARE BELOW. IF YOU NEED FURTHER ASSISTANCE, PLEASE CALL SPECTRUM CUSTOMER CARE AT 833.697.7328.

I already have Spectrum internet, do I need to call Spectrum to tell them to switch the accounts over to KPMA?

No, you do not need to call Spectrum. Once the Spectrum technician installs the two internet components in your unit, the account will automatically transfer to the KPMA account.

How do I change the password after installation.

You will have to contact Spectrum Community Solutions at 833.697.7328. The Spectrum representative will be able to assist.

Can I request a different time for my installation?

Yes, but that process will delay your installation until after all of the Plantation has had their installations accomplished, and it will cost you \$49.95

I do not presently have Spectrum internet service, when do I call my other internet provider and tell them to cancel my internet service?

Once your new internet service is installed by Spectrum, you can call your present provider and cancel your account.

MORE QUESTIONS? SPECTRUM CUSTOMER CARE PHONE NUMBER 833.697.7328

How much will this new Spectrum internet service cost?

*The internet services are 400 Mbps down and 20 Mbps up and will only cost **\$21.33** a month and is already included into your 2023 HOA's fees to KPMA.*

Can I have my modem installed in a certain location in my unit?

No, the Spectrum technician will determine where to install the modem in a location that has the best signal.

If I am an owner with a lockout unit, do I need to purchase an additional box?

Yes, you will have to contact Spectrum to set it up, that is a separate account for you.

I have several ancillary devices, camera, thermostat, etc., set up with my current internet connection. Will Spectrum reset them during the installation process?

No, Spectrum will not be able to do that for you.

I have interest in upgrading my new service to include such things as faster speeds, adding a telephone, etc. How do I go about that?

Once your service is installed, you will have to contact Spectrum Customer Care at 833.697.7288. They will be glad to assist.