



ACCOUNT NUMBER
8337 10 029 1799810

STATEMENT DATE
Dec 7, 2025

SERVICE ADDRESS
13448 BUDWORTH CIR
ORLANDO, FL 32832

PAGE
1 of 10

Congratulations, Shigeki!

This month you saved: **\$45.01**

Amount Due **\$0.00** Due by **Do Not Pay**

How It Adds Up Service from Dec 7 - Jan 6

Previous Balance		\$74.99
Credit Card Payment	11/18	-\$74.99
Credit Card Payment	12/05	-\$74.99
Remaining Balance		-\$74.99

Current Activity

Spectrum Internet®		
Spectrum Internet		\$90.00
Promotional Discount		-\$25.01
<small>Your promotional price will expire on 05/06/26</small>		
WiFi Service		\$10.00
Spectrum Internet Ultra		\$20.00
Promotional Discount		-\$20.00
<small>Your promotional price will expire on 05/06/27</small>		
Spectrum Internet® Total		\$74.99

Amount Due **\$0.00**

Thank you for being a valued customer since 2023.

IMPORTANT NEWS

Enroll in Auto Pay today!

Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit Spectrum.net/autopay.

BEWARE OF PAYMENT SCAMS!

Spectrum is dedicated to keeping you and your family safe online. Visit Spectrum.net/securitycenter for tools and solutions to keep your personal information secure.

Devices on Your Account

You currently have the following Spectrum equipment on your account (2 of 2 shown):
Modem - *****00362
Router - *****0E83F

SPECIAL MOVERS OFFER!

Spectrum makes moving easier with fast, reliable and secure Internet. Included with Spectrum Internet®--try Spectrum Mobile® for a full year at no cost. Call **877-647-4587** or visit Spectrum.net/easymove.

Detach the included payment stub and enclose it with a check made payable to Spectrum. If you have questions about your account, call us at **(855) 757-7328**.



DO NOT SEND PAYMENTS TO THIS ADDRESS
4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652

8337 1000 DY RP 07 12082025 NNNNNNNN 01 987765

SHIGEKI FURUYA
13448 BUDWORTH CIR
ORLANDO FL 32832-6110

Amount Due **\$0.00**

Due by **Do Not Pay**

Account Number **8337 10 029 1799810**

Please send payment to:

SPECTRUM
PO BOX 7186
PASADENA CA 91109-7186

833710029179981000000000

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Support, Bill FAQs and Descriptions

Support

Visit: Spectrum.net/support
Call: (855) 75-SPECTRUM (1-855-757-7328)

Moving Soon?

Visit Spectrum.com/easy2move or call us at (844) 217-5589 for help transferring and setting up your services in your new home.

Bill FAQs

How do billing cycles work?

The service period covered by your first bill statement starts on your first day of service and ends on the 30th day of service. Future months' bill statements cover service periods which start and end on the same days of the month as the first service period. Charges associated with Pay-Per-View or On Demand purchases will be included on the next service period's bill statement.

What happens if I have insufficient funds or a past due balance?

Spectrum may charge a processing fee for any returned checks and card chargebacks. If your payment method is refused or returned for any reason, we may debit your account for the payment, plus an insufficient funds processing fee as described in your terms of service or video services rate card up to the amount allowable by law and any applicable tax. Your bank account may be debited as early as the same day your payment is refused or returned. If your bank account isn't debited, the return check amount (plus fee) must be paid by cash, cashier's check or money order.

What if I disagree with a charge?

If you want to dispute a charge, you have 60 days from the billing due date to file a complaint. While it's being reviewed, your service will remain active as long as you pay the undisputed part of your bill.

What if my service is interrupted?

Unless prevented by situations beyond our control, services will be restored within 24 hours of you being notified.

You can find all of our terms and conditions at Spectrum.com/policies.

Taxes 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.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Spectrum Terms and Conditions of Service - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

Spectrum Security Center: Spectrum offers tools and solutions to keep you and your family safe when connected. Learn how to safeguard your information, detect scams and how to identify fraud alerts. Learn more at Spectrum.net/SecurityCenter.

Billing Practices - Spectrum mails monthly, itemized statements to customers for monthly services that are billed in advance. Customers agree to pay amounts due by the due date indicated on the statement, less any authorized credits. If your monthly statement is not paid by the due date, a late payment processing charge may be imposed. Nonpayment of any portion of any services on this statement could result in disconnection of all of your Spectrum services. Disconnection of Phone service may also result in the loss of your phone number.



Descriptions

Ways to Pay



Auto Pay: Visit Spectrum.net/AutoPay. Auto Pay is the easiest way to pay your bill on time every month.



App: Pay your bill through the My Spectrum App.



Online: Pay your bill online at Spectrum.net.



Phone: Call the automated payment service at (833) 267-6097.



Stores

Your Spectrum Stores are located at:

1981 Aloma Avenue,
Winter Park, FL 32792
Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit Spectrum.com/stores for additional locations and hours.





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PAGE
3 of 10

8337 1000 DY RP 07 12082025 NNNNNNNN 01 987765

Descriptions Continued

App Provider Charges - Third-party app providers billed through Spectrum may change their prices, and they are responsible for notifying customers of these changes; updated prices will appear on the statements of your current payment method.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

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.



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Spectrum

Spectrum Privacy Policy

Effective: August 1, 2025 ("Your Rights If You Live In Other States With Privacy Laws" Section, Effective: July 1, 2025)

Your privacy is important to Charter. We take seriously the responsibility of protecting your privacy and the information collected about you.

This Spectrum Privacy Policy (the "Privacy Policy") describes the types of information we collect, how we use that information, the choices you have regarding such collection and use, and the rights that may be available to you under state and federal law when you subscribe to or interact with Spectrum products and services.

WHEN THE PRIVACY POLICY APPLIES

The Privacy Policy applies to the information we collect from or about you, your household, or devices associated with you, as prospective customers or when you subscribe to, access, or use the Spectrum products, services, websites, and applications (sometimes referred to as the "Spectrum Platform" in this Privacy Policy).

Some Spectrum products and services may have additional privacy practices that are described in product- or service-specific sections in this Privacy Policy or may be provided to you in different ways, such as our commercial agreements for Spectrum Business services. To the extent there is an overlap between the privacy disclosures in this Privacy Policy and a product- or service-specific privacy notice (e.g., the Spectrum Biometric Data Privacy Notice which you can view by visiting our Your Privacy Rights section on our website), the privacy disclosures set forth in the product or service-specific notice or commercial 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, manage or control through the Spectrum Platform. We urge our customers to review the privacy practices of these third parties, because this Privacy Policy does not extend to the collection of information by third parties through websites not owned, managed, or controlled by Spectrum.

WHAT INFORMATION WE COLLECT

In order to provide you with Spectrum products and services, we collect a variety of information about you when you interact with us or use our products, services, websites, and applications. This information enables us to 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, and when you contact us or otherwise communicate with us, such as:

- contact information (e.g., name, address, email address, and phone number);
- information about you including racial or ethnic origin;
- usernames, passwords, images (e.g., driver's license photo), biometric data (e.g., voiceprints collected when you opt-in to our Spectrum Voice ID service subject to our Spectrum Biometric Data Privacy Notice), and other authenticating information associated with a Spectrum account;
- information about the types of services to which you subscribe, orders you place or downloads you make through the various Spectrum applications (e.g., the Spectrum TV, MySpectrum, Spectrum News,

and SpectrumU applications), the service options you have chosen, and any customized settings you have created;

- information about the payment methods used for your Spectrum services, such as your payment card information (e.g., the cardholder name, card number, expiration date, and security code (CVV/CVC) associated with your debit or credit card) or bank account information (e.g., the routing number that identifies your bank and your bank account number that identifies your account within your bank);
- 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 or respond to Spectrum surveys, or participate in or attend events sponsored by Spectrum; and
- information we keep in our records when you correspond or otherwise communicate with us, including through our call centers, in-person interactions at our stores, online chat sessions, community support space, and through Spectrum social media accounts. We may use the information you provide us and that we collect in order to make inferences, including sensitive data inferences about you, and your interests. Where required by law, we seek your consent before doing so.

Information We Collect Automatically

We automatically collect information about your use of the Spectrum Platform in order to deliver any of our services or otherwise permit access to one of our products, 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 with our services, products, websites, and applications;
- network traffic data;
- general and/or precise geolocation information;
- performance and support data; and
- information about your use and the operation of the Spectrum Platform and its features.

We automatically collect usage information to provide you with and market our products and services, and to deliver you relevant advertising, such as:

- 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 and other consumers who you permit to connect to your in-home equipment (collectively, "Internet Usage Information");

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- 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");
- information about your general or precise location and internet usage data may be used to provide you with marketing and advertising from Spectrum and its business partners, which Spectrum determines may be relevant to you;
- 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, WiFi 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, 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.

Additionally, 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 you have requested because it is required in order for the services to function. We also collect the content of any files you store in our cloud storage services (e.g., the Spectrum Cloud DVR platform) and other information when it is necessary to provide you with the products or features of the services you use.

Please refer to the Spectrum Internet DNS Privacy Notice, available by visiting our Your Privacy Rights section on our website, to learn more about the type of Domain Name System ("DNS") data we collect based on our provision of Spectrum Internet service, how we use and share that information, and our storage and retention practices associated with the DNS data we maintain.

Location Information

When you access our network, we may collect general or precise location information. We may also collect general or precise location information when you use some of our services and applications.

For our fixed home video, voice, internet, and WiFi, and business services, all of which are inherently tied to the customer's service address location, we collect the customer's home, business and/or service address in order to provide service to the devices that are physically located at those addresses. For our video service, we use the collected information to deliver service to the physical address at which the customer's receiver is located. For our wireline voice service, we use the collected information to deliver service to the physical address at which the customer's voice modem is located; we also collect call detail information, including the call connection locations (including city, state, and country) and the call origin and destination locations, for account billing. For internet and in-home WiFi, we use the collected information to deliver service to the physical address at which the modem and router are located and installed. Charter also collects the public IP address of any device that connects to an in-home Advanced Home WiFi router in order to authenticate the device and allow customers to assign security, parental or other controls to certain devices. We collect similar address information tied to equipment located at our commercial customers' service addresses. When a customer subscribes to Spectrum Mobile service, their billing address, as well as their core video, voice, or internet account service address, if they subscribe to other Spectrum services, i.e., Spectrum Internet, is linked to their account for the same purposes.

For our out-of-home WiFi service and Spectrum applications, we may collect additional location information from your devices in order to authenticate, connect, and deliver seamless connectivity when connecting to our out-

of-home WiFi access points, using our mobile service, or connecting to a Spectrum service from outside of your home via any WiFi access point or internet connection (e.g., if you are a video subscriber accessing content on your mobile device, irrespective of whether you are in or outside of your home or connecting via Spectrum WiFi or Spectrum Internet, we may collect location information in order to determine whether certain content is available to you based on your location). For our out-of-home WiFi access points, as well as the out-of-home WiFi access points of our industry partners, we may collect information about the location of the out-of-home WiFi access point and device information, including the public IP address assigned to the device connecting to the access point.

We may use this location data to develop, tailor, and market Spectrum's own products and services, or enable targeted third-party advertising in partnership with select advertising partners and providers.

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 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.

HOW WE USE INFORMATION

We use the information we collect to provide you with reliable, high quality products and services. We may also use the information we collect to provide you and allow our business partners to provide you with relevant advertising. When required by applicable law, we will request your consent for certain uses of your information. Depending on your state of residence, you may have certain rights to limit our use of information. Please see the state right sections below for more information.

To Provide and Improve our Services, Products and Devices, Websites and Applications

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);

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- 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.

We may leverage automated decisionmaking tools or the power of artificial intelligence ("AI") to perform some or all of these actions as well as any of the actions described in other parts of this section of the privacy policy. We do not engage in any automated decisionmaking related to the provision or denial of financial or lending services, housing, insurance, education enrollment or opportunity, criminal justice, employment opportunities, health care services, or access to essential goods and services.

To Communicate With You

We use the information we collect to deliver and personalize our communications with you, e.g., when responding to a survey or ordering a pay-per-view event, we will use that information and information from your account to send you billing information, as well as recommendations for additional Spectrum products or services that may be of interest to you and to provide you with a more personalized experience. We may also send you promotional communications for products and services that may be of interest to you.

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, as described in "When and With Whom We Share Information." In some cases, we may provide Reports to a third party for the third party's own use. You should review the "Your Choices" section of this Privacy Policy to understand the choices you have with respect to the sharing of this information.

Targeted Advertising

We may use the information we collect, or that third parties collect from your visits, to other online services 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. We may use partners to assist with advertising, and in doing so, disclose your persistent identifiers such as your device ID, or other unique identifiers associated with your account. We may also disclose your general or precise geolocation information or information associated with your browsing history. For information about how to limit the use of information for these purposes, see the "Your Choices" section below.

Addressable Advertising on our Cable System Applications

We place some of the advertisements you see during live and on-demand video content on our cable system and video applications. 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 information about how to limit the use of information for these purposes, see the "Your Choices" section below.

Third Party Online and App-Based Advertising and Customization

We may place "cookies" and other tracking technologies in your browser that contain information about you or your account when you set up a personalized service or customize your settings and preferences on our websites or mobile applications. These technologies enable us to help diagnose problems with our services, control the display of ads, track usage patterns, gather demographic information, analyze trends, conduct research, and otherwise administer the Spectrum services. We do not store sensitive information such as your password, e-mail address or credit card number in these third party technologies.

In addition to the advertising we deliver, we allow third-party ad serving companies and other unaffiliated advertisers to display advertisements on our websites and within some of our mobile applications. These third parties may collect information about you when you use the Spectrum websites and apps or when you interact with these third party advertisements. For information about how to limit the use of your information for these purposes, see the "Your Choices" section below.

WITH WHOM WE SHARE INFORMATION

Account Holders and Other Authorized Users

We may disclose certain information about a customer's account and use of a service or feature to the primary account owner only after appropriate authentication. The primary account owner may also authorize other users to access certain information on the account, which may include information about the primary account owner's use of the relevant service.

Charter/Spectrum Related Businesses

We may share information about you with other Charter and Spectrum related companies in order to provide the services you have requested or to which you subscribe, or to make your Spectrum experience more streamlined, such as through combining account information into a single location for easier access.

Service Providers

We may disclose your information to service providers who perform business activities and functions on our behalf to support our interactions with you such as billing and collections, payment processing, analytics and research, marketing and advertising, service delivery and customization, maintenance and operations, and fraud prevention.

These service providers are authorized to use your personal information only as necessary to provide these services on our behalf.

Governmental Entities or Pursuant to Valid Legal Process

We may disclose personal information to comply with valid legal process, including subpoenas, court orders or search warrants. In some instances where there is a valid legal request or an order for disclosure of information about you, we may notify you of such request or order and then it may be up to you to object or take specific action to prevent any disclosures pursuant to those requests or orders.

If you subscribe to any Spectrum services, 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.

We may also disclose personal information when we believe it is necessary 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.



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Third Parties

We may sell to or share with third parties your personal information for their own marketing, advertising, or other commercial purposes. We may sell or share your persistent identifiers such as device identifiers, IP address, video and/or internet usage data, and general or precise geolocation data. Depending on your state of residency, you may be able to opt-out of this use of your personal information. Where required to do so by law, we will obtain your consent before selling or sharing your personal information.

If you subscribe to our Spectrum Voice® 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. But note that Spectrum Mobile does not publish directories of customers' wireless phone numbers and we do not make those numbers available to others for listing in directories.

Some of the advertisements we display may invite interactive or transactional follow-up from you. When you interact and provide your consent, we may share your contact information with the advertiser for the purpose of fulfilling your request. We may also share individually de-identified and/or aggregate information, including our business and marketing reports, with third parties for their own purposes.

If we enter into a merger, acquisition, or sale of all or a portion of our assets, we may transfer or receive information about you, including information that personally identifies you, 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. Visit our Privacy Preference 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 your customer proprietary network information ("CPNI") for marketing and advertising of our own products and services; and
- to limit our use of your 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.

You may also opt-out of the sale or sharing of your personal information and targeted or cross-context behavioral advertising by broadcasting a universal opt-out signal, such as the Global Privacy Control (GPC), on the browsers and/or browser extensions that support the GPC where such mechanism is required under applicable state privacy law.

For more information about privacy preferences visit our Privacy Preference page.

Cookies, Tracking Technologies, and Interest-Based Advertising

Some of our websites use certain web analytics services, such as Google Analytics and Adobe Analytics. These services use cookies or other tracking technologies to help us analyze how users interact with and use the Spectrum websites, compile reports on the websites' activity, provide other services related to website activity and usage, and help us identify and communicate with potential customers. The information generated by these web analytics services are transmitted to and stored by those entities and are subject to their respective privacy policies. 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 (Google Cookies) and Adobe (Adobe Privacy Center).

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 learn more about the options available to limit these third parties' collection and use of your information by visiting the websites for the Network Advertising Initiative and the Digital Advertising Alliance, as well as the webpages for Facebook's ad preferences tool and privacy policy.

Similarly, you can learn about your options to opt-out of mobile app tracking by certain advertising networks through your device settings.

For more information about how to change these settings for Apple or Android devices, see:

Apple: <http://support.apple.com/kb/HT4228>

Android: <http://www.google.com/policies/technologies/ads/>

You may also have the right in certain states to opt-out of the use of your personal information for interest-based advertising by Spectrum. For more information, please visit the state rights sections of this Privacy Policy or the Privacy Preference page to opt-out.

Some of our Spectrum Platforms (e.g., our Spectrum TV application) 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.

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, such as Spectrum cable video service. If you consent, we may use your CPNI for the duration of that interaction to offer you those additional products and services.

If you subscribe to the Spectrum Voice® or Spectrum Mobile service, you have the option of allowing us to use the CPNI we have on file to provide you with information about products and services or special promotions for other communications-related products and services to which you do not already subscribe. You have the right to restrict this use of CPNI. If you opt-out of this use, you will experience no effect on your services. We will wait at least thirty days from the date we first provide notice to you, as a subscriber of the Spectrum Home Phone service or Spectrum Mobile service, before we use your CPNI for this purpose. During that time and at any time after, you may opt-out of our use of your CPNI for these marketing purposes by calling us at the number provided on your monthly billing statement or visiting our Privacy Preference page.



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HOW WE PROTECT YOUR INFORMATION

We take seriously our responsibility to secure the information we collect and maintain. 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.

You can help protect the privacy of your own information by using encryption and other techniques to prevent unauthorized interception of your personal information. You are responsible for the security of your information that you transmit to us or view, download, or otherwise access when using unencrypted, public or otherwise unsecured networks. For more information on things you can do to help protect the privacy of your own information, visit www.spectrum.com/security or www.OnGuardOnline.gov.

HOW WE PROTECT CHILDREN'S PRIVACY

We do not knowingly collect personal information from anyone under the age of 18. If you believe that a child under 18 years of age has provided us with personal information, please contact us at the address below.

YOUR RIGHTS AND OUR LIMITATIONS ARE UNDER FEDERAL LAWS

The Cable Act and Personally Identifiable Information

Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act") imposes certain limitations on our collection, use, and sharing of information that personally identifies you when you subscribe to cable video and telecommunications services, or other services provided using the facilities of the Spectrum cable system. The Cable Act provides you with the right to know about the personally identifiable information we collect about you 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 provides you with the right to request access to review and correct your personally identifiable information. 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.

If you would like access to the personally identifiable information we maintain in our business records pursuant to the Cable Act, please send a written request to your local Spectrum 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 and no other 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.

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 services and to detect unauthorized reception or use of the Spectrum Cable Act 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 also 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 may sell or share customer names and addresses with third parties for their own marketing or advertising purposes subject to your opportunity to opt-out of such activity.

When a government entity is seeking information about your selection of video programming, you have additional rights as described in the "Governmental Entities or Pursuant to Valid Legal Process" subsection of "When We Share Information with Others."

If you believe that you have been aggrieved by any act of ours in violation of law, we encourage you to contact us to resolve your question or concern. 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 seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well. 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

Section 222 of the Communications Act provides additional privacy protections for 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. This information, 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.

If you subscribe to Spectrum Voice® or Spectrum Mobile service, we have an obligation under federal law to protect the confidentiality of CPNI and to provide you with information about how we use your CPNI and explain the choices you have. Those additional protections and the choices you have regarding the use and sharing of such information are reflected in this Privacy Policy.

If you want access to the CPNI data we maintain about your account, we will provide a copy to you at the address of record 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, you must first authenticate your identity before we can disclose CPNI to you or your authorized agent.

WHAT HAPPENS IF WE CHANGE THIS PRIVACY POLICY

The most current version of our Privacy Policy is published and maintained at 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 this 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, we will attempt to notify you in advance through written, electronic or other means using the information you have provided when setting up your account.

YOUR RIGHTS IF YOU LIVE IN CALIFORNIA

If you are a California resident, please visit our California Consumer Privacy Rights page, where you can view our California Consumer Privacy Policy and access information about your rights under the California Consumer Privacy Act ("CCPA"), as amended by the California Privacy Rights Act ("CPRA"), and other California privacy laws.

YOUR RIGHTS IF YOU LIVE IN MAINE

If you are physically located in and billed by Spectrum for broadband internet access service received in the State of Maine, as a prospective, current, or former subscriber of our broadband internet access service, you have certain rights with respect to the information we collect about you based on our provision of broadband internet access service.

We will not discriminate against you if you exercise any of your rights under Maine law. This means that if you exercise any of your rights, Spectrum will not:

- deny you broadband internet access service;
- charge you a penalty; or
- offer you a discount based on your consent that we can use or share your broadband customer personal information.



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YOUR RIGHTS IF YOU LIVE IN OTHER STATES WITH PRIVACY LAWS

If you are a resident of Connecticut, Colorado, Florida, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New Jersey, Oregon, Tennessee, Texas or Virginia, you may have additional rights with respect to the personal information we collect about you.

We may collect and use information about you as described in the "What Information We Collect" and "How We Use Information" sections of this Privacy Policy, and we may disclose your information as described in the "With Whom We Share Information" section of this Privacy Policy. Where required by applicable law, we will request your consent for the collection and use of your sensitive personal information or the sale of your information.

You also may have the following rights, subject to certain legal exceptions:

- The right to know and access what personal data a business has collected from or about them and how that data is used and shared;
- The right to delete their personal data;
- The right to correct inaccurate personal data;
- The right to receive a portable copy of the personal data previously provided to the business;
- The right to appeal a business's refusal to take action on a consumer's request to exercise their other rights;
- The right to withdraw your consent for the processing of sensitive data in certain circumstances, The right to opt-out of the processing of personal data for targeted advertising purposes, the sale of personal data, and profiling in furtherance of decisions that produce legal or similarly significant effects concerning the consumer;
- The right to opt-out of the collection of personal data through voice recognition features (Florida only);
- The right to request a list of third parties with whom we may disclose your personal information (Minnesota and Oregon only); and
- The right to non-discrimination and equal service for exercising their consumer data rights.

How to make a consumer request:

You can make a request to exercise one or more of your consumer privacy rights via our online verifiable consumer request submission form located on our State Consumer Privacy Rights page or by calling our toll-free number at (844) 979-1794.

You may authorize another person to make a verifiable consumer request on your behalf, and parents and guardians may submit requests on behalf of their minor children. The authorized agent should submit the request using our online submission form dedicated to authorized agent requests available on our Consumer Authorized Agent Consumer Request on State Consumer Privacy Rights page. As part of the verifiable consumer request and authorized agent request process, Spectrum will use reasonable efforts to verify your identity, as well as the identity of your authorized agent to ensure that your agent has been properly authorized by you to request information on your behalf. If Spectrum denies your verifiable consumer request, you can appeal that initial denial using the same methods identified above for the original submission of the request.

In addition, Spectrum offers many choices to help you manage your privacy and ensure that you have meaningful choice. You can manage your privacy preferences by visiting our Privacy Preference page.

USERS OUTSIDE THE UNITED STATES

Our Website and services are meant for residents of the United States. If you use our Websites outside of the United States, you understand and consent to the transfer of your personal information to, and the collection, sale, processing, and storage of your personal information in, the United States. The laws in the United States regarding personal information may be different than the laws of your country.

HOW TO CONTACT US WITH QUESTIONS ABOUT THIS PRIVACY POLICY

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

Charter Communications, Inc.

Attn: Legal - Privacy and Cybersecurity

400 Washington Boulevard

Stamford, CT 06902

You may also contact the Legal - Privacy and Cybersecurity team at PPRLegal_Privacy_and_Cybersecurity@charter.com, or contact your local customer service office at the phone number listed on your monthly bill statement or by visiting our website at www.spectrum.com.



ADDITIONAL PRODUCT AND SERVICE-SPECIFIC INFORMATION YOU NEED TO KNOW

Spectrum Mobile Applications

When you use Spectrum mobile applications, we may also automatically collect information about the devices you use to access the application or our services and the content you view. The information we may automatically collect depends on how you access the services and content and includes:

- information related to the use and operation of the App;
- device information (e.g., device identifier, mobile device number, advertising identifier, MAC address, carrier, operating system, ISP, IP address);
- usage data associated with how you interact with the App;
- configuration data for any WiFi-enabled device you may use to access the App;
- information related to your WiFi and cellular connections (e.g., data usage, network performance, signal strength, throughput, latency); and
- location information, including precise geolocation information, such as your service address and the location of a device in which you have installed the App.

Our location-based features are based on the location of your Spectrum service account and the general or precise location of a device in which you have both installed a Spectrum mobile application (e.g., the Spectrum TV Application, My Spectrum Mobile App, Connection Manager) (each individually an "App") and have enabled location services. If you do not want the App to collect your device's precise geolocation, you can disable location services on your device using the device settings. Please note that location data will be collected when your location service is enabled for this App when the App is running in the foreground, background, or even if you are not directly using the application depending on your device.

Some of the App's features are only available while you are on the Spectrum network or when connecting from your home WiFi account. The App will use your IP address and other information to determine whether you are on or off the Spectrum network or connecting via your service account.

Spectrum Careers Websites and Job Applicant Tools





Our careers websites and job applicant tools provide interested candidates and prospective employees with leads in their job search, as well as a place to apply for an open position and track their application status. In order to join the Spectrum Talent Network, you must provide certain contact information, such as your name and email address, which Spectrum uses to send job alerts and relevant communications and updates. If you no longer want to receive communications from the Spectrum Talent Network team, you can unsubscribe at any time. Our job applicant tools also collect additional from you associated with your job application, such as your educational background, employment history, and resume or other uploaded documents. If you would like to view, access, update or delete your personal information maintained within our careers websites and job application tools, please visit those sites directly.

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Get everything your business needs from a provider you know and trust.



-  **INTERNET**
Fast Internet and speeds up to 1 Gig
-  **MOBILE**
Flexible plans and nationwide 5G
-  **VOICE**
Unlimited calling and over 35 premium features
-  **TV**
Packages for waiting rooms, restaurants and more

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for Small Business Internet Service

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Call 1-877-816-5624 | visit spectrum.com/business

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Keep Spectrum when you move and get a special offer.

Call 1-877-959-6579 for more details.

INTERNET: Speeds based on wired connection. Actual speeds (including wireless) vary and are not guaranteed. Capable modem required for all Gig speeds. **VOICE:** Includes unlimited long-distance calling to U.S., Puerto Rico and Canada plus 2,000 long-distance calling minutes to Mexico. **SPECTRUM MOBILE:** Per line activation fee, Spectrum Business Internet and Auto Pay required. **5G:** To access 5G, 5G-compatible phone and 5G service required. Not all 5G-capable phones compatible with all 5G service. **J.D. POWER AWARD:** Spectrum Business received the highest score among small businesses in the J.D. Power 2025 U.S. Business Internet Satisfaction Study, which measures customers' satisfaction with their business internet data and voice service provider. Visit [jdpower.com/awards](https://www.jdpower.com/awards) for more details. Services subject to all applicable service terms & conditions, which are subject to change. Services not available in all areas. Restrictions apply. Call for details. ©2025 Charter Communications, all rights reserved.