

New 2024 Spectrum TV and Internet Contract Services

A couple of owners reported that when Spectrum switched over to the new contract starting on February 27, 2024 they lost service on their third TV supported by a Spectrum converter box. After checking the old contract that was adopted in 2018 we were to receive the same amount of equipment with this year's contract. (Listed below)

For those residents who had a third working TV it may have been an oversight on Spectrum's behalf and our residents received free service on that third box for the entire five year contract. This oversight was discovered when we renewed the service in February and it will now require residents who have that third box to pay a monthly fee of approximately \$ 12.50 per month if they wish to continue that service. You may discover this when you attempt to turn on one of your three converter boxes.

Services included in the bulk spectrum contract included in your monthly assessments are:

1. **Spectrum TV Select Plus Entertainment View and Sports View with two free Digital set-top boxes that owner will self-install. (for new owners/services)**
2. **Spectrum Internet Advanced Community WIFI Ultra (500 Mbps download x 20 Mbps upload) with 1 free modem and router that owner is to self-install. (for new owners/services)**

For existing customers your current Spectrum equipment will continue to work.

For technical problems with your contract service or if you wish to purchase services above and beyond the Association paid service provided, please contact Spectrum at the following number. 1-833-416-0868

Four Seasons Contracted Spectrum Services does not include the following:

- : A DVR (recorder)
- : Additional Digital set-top boxes (beyond the 2 Converter Boxes)
- : Increase internet speed up to 1 gigabyte MBPS

Note: To avoid Spectrum sending a bill to buy a converter box above the contracted two, rented owners must return the 3rd converter box to Spectrum, or activate TV services on the 3rd box

Spectrum Cable & Internet Bulk Service Contract

On February 27, 2024 the Four Seasons Association started a new 3 year Spectrum service contract that increased internet speed from 300 mbps to 500 mbps. This increase may not be automatic, so to take advantage of this increase, follow the steps to reset your equipment:

1. Test your internet speed using www.speedtest.net. If your download speed is under 400 mbps, go to step 2. If your internet speed is above 400 mbps, congratulations. No other steps are necessary.
2. Power off the modem. The modem is the device with the coax cable, and the router by removing the power cables.
3. After five minutes, power on the modem only. This forces a new connection to Spectrum... and maybe a software download.
4. After about 1 minute, when the modem displayed two solid blue lights (top blue light indicates power and the second blue light indicated a good modem connection), power on the router. The router should have an Ethernet cable to the modem and you may have plugged in additional devices
5. After about 1 minute, when the wireless router had a solid blue light, re-run www.speedtest.net. The Association office result was a download speed of over 500 mbps... a very dramatic improvement.

If you still have issues with your internet speed you may need to contact Spectrum for technical support at (833) 697-7328 Give them your address and inform them you are part of a Four Seasons Condominium bulk account. However they have informed us that the internet speed should adjust to the new rate of 500 mbps after your equipment is re-cycled, and should work if rebooted.

Streaming Spectrum TV via the Spectrum App

To view streaming TV services without a Spectrum converter box, you can use the Spectrum App, on approved devices. This will allow you to forgo an additional Spectrum monthly fee and the use of a third set-top box from Spectrum.

A list of streaming devices that support the Spectrum App are:

- Apple TVs running tvOS 15.0 or higher
- Amazon: Kindle Fire (except first-generation) and Kindle Fire HDX
- Android: All tablets and phones running Android 5.0 or higher
- Xbox One: All versions of Xbox One
- Samsung Smart TV: Model years 2012 or higher
- Roku TV, 2K Roku TV, 4K Roku TV, 8K Roku TV
- Roku Boxes: Roku 2, Roku 3, Roku Premiere, Roku Premiere+, Roku Express, Roku Express+, Roku Express 4K, Roku Express 4K+, Roku Ultra, Roku Ultra LT
- Roku Streaming Stick, Roku Streaming Stick+, Roku Streaming Stick 4K, Roku Streaming Stick 4K+
- Roku Smart Soundbar, Roku Streambar
- Google Chromecast: All Google Chromecast devices
- Xumo Stream Box: Plugs into most smart TVs. Spectrum Internet® is required.
- Xumo TVs (also known as XClass TVs)

Four Seasons Condominium