



Q: WHAT SERVICES ARE INCLUDED IN MY PACKAGE?

A: Your services include Spectrum TV® Platinum, which includes TV select, Digi Tier 1 and Digi Tier 2, 200+ channels†, and On Demand content plus Spectrum Internet® up to 200 Mbps.

To see your full channel lineup, visit <https://www.spectrum.com/bulk-channel-lineup>

Q: WHAT SPECTRUM EQUIPMENT WILL I NEED?

A: You can get a modem and router at no charge.

Please keep in mind that while there is no charge for the equipment, you will be responsible for any loss, theft or damage to the equipment.

Q: HOW DO I SET UP MY SERVICE?

A: Installation is simple. You can choose an easy to use self-install kit. Call Customer Service at **(855) 326-5115** to request a self-install kit to be mailed to your home. Fees apply.

To set up or verify your account, you will need your address and phone number.

Call Customer Service at **(855) 326-5115** on or after the service effective date which will be indicated on a Spectrum postcard that will be mailed to you. Information and services will not be available before this date.

Q: CAN I UPGRADE MY SERVICE?

A: Yes, you can add reliable home phone services with Spectrum Voice®. You can also sign up for Spectrum Mobile™.

To upgrade, call Spectrum Customer Service at **(855) 326-5115**. You will be billed separately for any additional upgrades, services, or equipment.

Q: IS SPECTRUM VOICE INCLUDED IN THIS PACKAGE?

A: No, Spectrum Voice is not included. You can upgrade to Spectrum Voice for an additional charge.

Q: WHO DO I CONTACT IF I HAVE A PROBLEM WITH MY SERVICE?

A: If you are having trouble with your services, call Customer Service at **(855) 326-5115**. Spectrum is available 24/7.

Q: WHERE DO I RETURN MY EQUIPMENT?

A: Returning equipment is easy, you can choose one of the following options:

- FedEx: Drop off the equipment at any FedEx location or use the FedEx label provided in the self-installation kit. If you return your equipment via a FedEx location, keep the receipt for your records.
- UPS: Bring your equipment to any *The UPS Store* location. UPS will package and return your equipment at no charge to you, when you mention that it is a Spectrum equipment return. Keep the receipt for your records.
- You can call Spectrum Customer Service to ship your equipment back (fees apply).

Q: WHAT DO I DO IF I ALREADY HAVE A SPECTRUM ACCOUNT?

A: Your billing will automatically adjust to reflect the services included in the bulk package. Any service outside of the bulk (ie. Phone, International TV, other premiums) will continue to be billed to you directly.



HAVE MORE QUESTIONS?

We are here 24/7 to support you.



CUSTOMER SERVICE:

(855) 326-5115



FIND A SPECTRUM STORE:

[Spectrum.com/locations](https://www.spectrum.com/locations)

General Terms: TV: *Channel and HD programming availability based on level of service. Account credentials may be required to stream some TV content online. INTERNET: Speeds based on wired connection. Available Internet speeds may vary by address. Wireless speeds may vary. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2021 Charter Communications. All rights reserved.



SPECTRUM TV PACKAGES

Desert Cities | August 2021

TV PACKAGES	
SPECTRUM SELECT	
(Includes Spectrum TV Basic and the following services)	
1 Spectrum News 1 (CA) --	89 Hallmark Mov. & Myst.
2 KESQ - CBS	90 INSP
3 KESQ - ABC	91 OWN
4 KNBC - NBC	92 Oxygen
5 KCWQ - The CW	93 FXX
7 KABC - ABC	94 FOX Sports 1
8 PBS SoCal	95 FX Movie Channel
9 KVCN - PBS	96 BBC America
10 C-SPAN	98 Community Bulletin Boa..
11 KDFX - FOX	99 C-SPAN2
12 KVER - Univisión	101 USA Network
13 KMIR - NBC	102 A&E
14 KMIR - MeTV	103 TNT
15 KUNA - Telemundo	104 TBS
16 KCAL - IND	105 AMC
17 Government Access	106 Discovery Channel
20 KPSE - MyTV	107 HISTORY
22 National Geographic	108 FX
25 KEVC - UniMás	109 FXX
26 NewsNation	110 BBC America
27 Government Access	111 SYFY
27 Channel 4 San Diego	112 truTV HD
28 Spectrum SportsNet	113 Comedy Central
29 FS Prime Ticket	116 Paramount Network
30 FS West	117 VH1
32 ESPN	118 MTV
33 ESPN2	121 TV Land HD
34 NBC Sports Network	122 Freeform
36 TNT	123 Hallmark Channel
37 USA Network	125 ION Television
38 TBS	126 NewsNation
39 A&E	129 National Geographic
40 Discovery Channel	132 Animal Planet
41 TLC	138 Investigation Discovery
42 HISTORY	159 QVC
43 Bravo	160 HGTV
44 HGTV	161 DIY Network
45 Food Network	162 Food Network
46 Lifetime	164 Charter Public Communi..
47 AMC	165 Travel Channel
48 Nickelodeon	166 TLC
49 Animal Planet	167 Bravo
50 Cartoon Network	168 E!
51 HLN	170 Lifetime
52 CNN	171 Oxygen
53 CNBC	172 WE tv
54 msnbc	173 OWN
55 FOX News Channel	175 Pop HD
56 Comedy Central	176 HSN
57 E!	181 BET
58 Galavisión	184 TV One
59 Disney Channel	188 Jewelry TV
60 WE tv	194 SHOPHQ
61 FX	195 ShopHQ Health HD
62 MTV	198 AccuWeather HD
63 VH1	200 Spectrum News 1 (CA) --
64 BET	201 CNN
65 Paramount Network	202 FOX News Channel
66 Travel Channel	203 msnbc
67 Freeform	204 HLN
68 truTV HD	205 CNBC
69 SportsNet LA	206 FOX Business Network
71 TV Land HD	211 The Weather Channel
72 SYFY	214 Charter Public Communi..
74 The Weather Channel	225 C-SPAN
76 FS San Diego	226 C-SPAN2
77 MotorTrend HD	227 C-SPAN3
78 SEC Network	251 Disney Channel
79 Investigation Discovery	258 Nickelodeon
81 FOX Business Network	264 Cartoon Network
85 CMT	293 CMT
88 Hallmark Channel	300 ESPN
	301 ESPN2
	314 NBC Sports Network
	318 Spectrum SportsNet
	319 SportsNet LA
	320 FS West
	321 FS Prime Ticket
	322 FS San Diego
	324 Special Events
	325 Special Events
	384 SEC Network
	385 SEC Extra HD
	400 FOX Sports 1
	403 MotorTrend HD
	460 EWTN
	461 INSP
	463 Daystar
	464 TBN
	470 SonLife
	472 Bull Dog Shopping Netw..
	475 ShopHQ Health HD
	476 Shop Zeal 6
	477 FETV
	478 Shop Zeal 8
	480 QVC
	481 QVC2 HD
	482 Shop Zeal 1
	483 HSN
	484 HSN2 HD
	485 Shop Zeal 3
	486 Shop Zeal 4
	487 SHOPHQ
	488 Shop Zeal 5
	489 LOVE
	490 GEM Shopping Network
	490 GEM Shopping Network HD
	492 Liquidation Channel
	495 SonLife
	496 Bull Dog Shopping Netw..
	496 Bull Dog Shopping Netw..
	499 Jewelry TV
	625 SundanceTV
	627 IFC
	629 Hallmark Mov. & Myst.
	632 FX Movie Channel
	802 Univisión - W
	805 UniMás - W
	827 Galavisión
	881 KCETLink Plus
	955 Special Events
	1200 KESQ - ABC HD
	1201 KABC - ABC
	1203 KMIR - NBC HD
	1204 KNBC - NBC
	1206 KDFX - FOX HD
	1209 KESQ - CBS HD
	1212 KCWQ - The CW
	1215 KPSE - MyTV
	1221 PBS SoCal HD
	1224 KVER - Univisión HD
	1226 KEVC - UniMás
	1228 KUNA - Telemundo HD
	1230 KCAL - IND
	1231 KMIR - MeTV HD
	1232 KCET - IND
	1240 KYAV LD - Accuweather
	1266 PBS SoCal Kids
	1267 PBS SoCal Plus
	1269 PBS SoCal World
	1276 KCETLink
	1280 KVER - Univisión HD
	1300 Gov-Riverside County P..
	1310 Leased Access
	1354 IFC
	1355 OWN
	1356 SundanceTV
	1357 WE tv
	1401 CCTV-4
	70 TCM
	73 Golf Channel
	75 LMN
	80 American Heroes Ch.
	86 Disney XD
	87 Disney Junior
	124 UP
	127 Hallmark Drama HD
	128 Reelz
	130 Nat Geo Wild
	131 Smithsonian Channel
	133 VICE
	134 fy,
	136 Science Channel
	140 American Heroes Ch.
	151 Heroes & Icons
	163 Cooking Channel
	169 Fuse
	174 Lifetime Real Women
	177 GSN
	180 Discovery Life Channel
	185 ASPIRE TV
	187 Ovation
	189 Cleo
	190 Cars.TV
	191 Justice Central
	192 Pets.TV
	193 Recipe.TV
	209 BBC World News
	210 i24
	221 Cheddar News HD
	222 Newsmax TV HD
	232 Black News Channel HD--
	254 Disney Junior
	255 Universal Kids
	256 Baby First TV
	257 Nick Jr.
	265 Disney XD
	266 Discovery Family
	291 REVOLT
	292 FM
	295 GAC
	297 RFD-TV
	299 AXS TV HD
	302 ESPNEWS
	306 MLB Network
	308 NBA TV
	310 NFL Network
	315 CBS Sports Network
	316 Olympic Channel
	370 ESPNU
	375 PAC-12 Network
	376 PAC-12 Los Angeles
	388 ACC Network HD
	401 FOX Sports 2
	405 Golf Channel
	406 Tennis Channel
	440 ESPN Deportes
	442 FOX Deportes
	444 TUDN
	465 BYUtv
	474 The Impact Network
	625 SundanceTV
	627 IFC
	630 LMN
	631 TCM
	898 NBC Universo
	900 Fuse
	950 ESPN Deportes
	953 FOX Deportes
	959 TUDN
	1352 Fuse
	1354 IFC
	1356 SundanceTV
	1483 TVK24
	SPECTRUM TV PLATINUM
	(Includes Spectrum TV Bronze and the following channels)
	Digi Tier 2
	119 MTV2
	120 MTV Classic
	135 Destination America
	137 Crime & Investigation
	141 Military History
	179 LOGO
	182 BET HER
	183 The Africa Channel HD
	207 Bloomberg Television
	208 CNBC World
	253 Boomerang
	262 Nicktoons
	263 TeenNick
	286 MTV Live HD
	287 BET Jams
	288 Nick Music
	290 BET Soul
	299 AXS TV HD
	310 NFL Network
	312 NHL Network
	377 PAC-12 Arizona
	378 PAC-12 Washington
	379 PAC-12 Oregon
	380 PAC-12 Mountain
	381 PAC-12 Bay Area
	382 BTN
	386 BTN - Extra1
	389 BTN - Extra2
	392 ESPN College Extra HD
	393 ESPN College Extra HD
	394 ESPN College Extra HD
	395 ESPN College Extra HD
	396 ESPN College Extra HD
	397 ESPN College Extra HD
	398 ESPN College Extra HD
	399 ESPN College Extra HD
	402 MAVTV
	413 TVG
	413 TVG HD
	417 BeIN SPORTS
	443 BeIN SPORTS Español
	468 The Cowboy Channel
	469 Jewish Life TV
	620 MoviePlex
	621 IndiePlex
	622 RetroPlex
	623 FLIX - E
	640 HDNet Movies
	899 Tr3s
	958 BeIN SPORTS Español
	1554 Willow TV
	OTHER SERVICES
	1901 Music Choice
	1902 Music Choice
	1903 Music Choice
	1904 Music Choice
	1905 Music Choice
	1906 Music Choice
	1907 Music Choice
	1908 Music Choice
	1909 Music Choice
	1910 Music Choice
	1911 Music Choice
	1912 Music Choice
	1913 Music Choice
	1914 Music Choice
	1915 Music Choice
	1916 Music Choice
	1917 Music Choice
	1918 Music Choice

Charter Communications. Programming may vary. Channels, Tiers and Packaging subject to change. Services not available in all areas. Charter issued digital receiver or CableCARD required to view programming channels, except for Basic Service viewable with customer owned TV equipped with digital QAM Tuner subject to future service changes when a market transitions to All Digital. Charter issued digital receiver required to view PPV and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD or Digital Terminal Adapter customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide.

In a switched digital market, due to system technology enhancements access to certain digital channels will require a digital receiver, as HDTVs & digital QAM tuners equipped with CableCARDS or TV's equipped with Digital Terminal Adapter's cannot access certain digital channels requiring two-way communication (e.g., PPV & On Demand programming). CableCARD customers with TiVo equipment will also need a Tuning Adapter for access to such digital channels.

SAP - Second Audio Programming (Spanish Language when available) is offered on analog Basic Service & Expanded Service channels. Check your interactive program guide for further details. Channel numbers listed are for either analog cable-ready TV sets or Charter digital receivers. Customers using a QAM Tuner TV or other personal QAM tuner device, not connected to a digital receiver, must activate the Auto Program feature, as described in the TV/device's Owner's Manual, to receive some digital services.

Any contractual relationship between the parties will be the result of formal negotiations and will only become effective upon execution of the contract by representatives of the parties authorized to enter into such agreements.

Areas Served: Cities of Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, La Quinta, Palm Desert, Palm Springs, Rancho Mirage, County of Riverside, CA