Customer Change Form and Agreement
<< PLEASE PRINT LEGIBLY >>

INSTRUCTIONS

✧ Please follow these instructions to change the name on your account or change ownership to another person, and/or transfer emails from one account to another.

✧ The current named customer must type or print their information into Part A.

✧ The new person that wants to be the named customer must type or print their information into Part B. If just changing your name, you do not need to complete the PIN and contact numbers.

✧ If Spectrum Voice is included on the account, you must decide whether to have a private listing for an additional charge and, if listed, decide how your first and last name should be formatted.

✧ All customers moving emails must type or print their information into Part C.

✧ The appropriate documentation must be included with the form:

<table>
<thead>
<tr>
<th>Type</th>
<th>Required Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change due to disability or incapacitation</td>
<td>Signed power of attorney or conservatorship</td>
</tr>
<tr>
<td>Military leave</td>
<td>Both parties must sign the form</td>
</tr>
<tr>
<td>Changed name due to marriage or legal name</td>
<td>In-person: show government issued ID with new name</td>
</tr>
<tr>
<td></td>
<td>By fax: copy of government issued ID with new name</td>
</tr>
<tr>
<td>Change due to divorce</td>
<td>Both parties must sign the form</td>
</tr>
<tr>
<td>Deceased case</td>
<td>Death Certificate is required</td>
</tr>
<tr>
<td>Other changes of named customer</td>
<td>In-person: show government issued ID for current and new accountholder or stamped by notary</td>
</tr>
<tr>
<td></td>
<td>By fax: copy of government issued ID for current and new accountholder or stamped by notary</td>
</tr>
</tbody>
</table>

✧ Except as noted above, both the current and new customer must sign and date the form. 

✧ Bring the completed form and documentation to any Charter Spectrum Store

TIP Find your local Charter Spectrum Store at spectrum.net/locations

OR

Mail or fax to:

Offline Customer Support
4145 S. Falkenburg Road
Riverview, FL 33578
FAX: (980) 233-9169
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Service Address: ____________________________

A. Current Customer
First & Last Name: ____________________________
Account Number: ____________________________ PIN: ________________
Contact Number(s): Primary: ____________________________ Secondary: ____________________________

B. New Customer
First & Last Name: ____________________________
New PIN: (Optional, four digit number) ________________
Contact Number(s): Primary: ____________________________ Secondary: ____________________________

<table>
<thead>
<tr>
<th>Spectrum Voice Only:</th>
<th>Private Directory Listing: ◊ No (default)</th>
<th>◊ Yes (additional monthly charge may apply)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directory Format: ◊ Full Name (Default)</td>
<td>◊ First Initial &amp; Last Name</td>
<td></td>
</tr>
</tbody>
</table>

C. Will Current Customer be moving any email to a new account? If yes, complete this section.

Username of Email(s) to remain on current account: ____________________________

----------------------------------------------------------

Account receiving the email
Account Owner: ____________________________
New Account Number: ____________________________
Contact Number: ____________________________

Username of Email(s) to be moved to new account: ____________________________

----------------------------------------------------------

Current Customer: You hereby request that Spectrum transfer your account, including any services, equipment, rights and information, to the above named New Customer. You will make arrangements directly with the New Customer for the payment of any existing balance on your account. You are responsible for the transfer of all Spectrum equipment to the New Customer. You acknowledge that the equipment and account records will include information about you, your use of the service and historical information about your account. After the transfer, all information including your phone records (i.e., phone numbers called/received and the time, location and duration of those calls), emails (i.e., emails sent/received) and television viewing history (i.e., video on demand purchases) will be accessible to and controlled by the New Customer.

New Customer: You hereby agree to transfer the above named Spectrum account and assume all obligations, including any existing equipment, packages and outstanding balances, into your name. You will become legally responsible for this account, paying any balance owed and acknowledge that the account will be transferred with the existing pricing and package. You accept responsibility for the equipment currently assigned to the account and understand that you must return all Spectrum equipment or pay the applicable unreturned equipment fee. If Spectrum Voice is provided, you also acknowledge that our Spectrum Voice Service does not have its own power supply. If there is a power outage, or if there is a disruption to the cable network, Spectrum Voice service will not work. In such cases it will not be possible to place or receive calls including calls to access emergency 911 services. In the event of power outages, the modem, including all phones and services connected to or powered by it, will not work. Power outages will disrupt E911 service and the use of Spectrum Voice service as the connection between a security system and central monitoring services. To reduce this risk, you may choose to purchase a battery backup for use in the event of a power outage that is not also a network-related outage. Each battery backup is designed to provide power for up to 8 hours (or 5 hours of “talk” time) for a power outage at your location that is not also a network-related outage. In the event the battery life is exhausted and your power is out you will not be able to use your service including 911. In the event of an outage of Spectrum’s network, including a power outage affecting Spectrum’s network, you will not be able to make any calls, including 911 calls, even if your battery is not exhausted. You accept responsibility for all previous owner’s phone records and emails. You acknowledge that you have received a Welcome Kit, Privacy Policy and Terms and Conditions of Service which are located at www.spectrum.com. You agree to be bound by the applicable Terms and Conditions of Service, and agree that your continued use of Spectrum’s services shall constitute your acceptance of any future changes.

BY SIGNING BELOW, THE CURRENT CUSTOMER AND NEW CUSTOMER REPRESENT THAT THEY EACH ARE AT LEAST 18 YEARS OLD; THEY ARE THE ABOVED NAMED INDIVIDUALS AND ARE THE OWNER AND/OR TENANT OF THE PREMISES SET FORTH ABOVE; AND THAT THEY ARE AUTHORIZED TO MAKE THE REPRESENTATIONS AND AGREE TO THE TERMS AND CONDITIONS SET FORTH HEREIN.

Current Customer’s Signature: ____________________________ Date: ________________
New Customer Signature: ____________________________ Date: ________________

Notary Validation | Only necessary for mailed/faxed forms without supporting documentation