



Customer Change Form and Agreement

Customer change form instructions:

Type of Change	Description	Fields to Complete	Reason	Required Documentation	
				In Person	Fax/Mail
Name Change	Same person, different name.	A. Current Customer Information B. Revised Customer Information C. Account Address E. Current Customer Signature Required	Marriage, Divorce, Legal Name Change	Government issued Photo ID with updated name	Notarized Form
Account Takeover	Same account, different account owner	A. Current Customer Information B. Revised Customer Information C. Account Address E. Both parties signature (except in decease reason) is required F. Notarized, if fax or mail	Divorce, Military Leave, Roommate, Etc.	Government issued Photo ID (both parties must be present) NOTE: If Home Security is on account the request must be mailed or faxed	Notarized Form
			Change due to disability or incapacitation	Signed power of attorney or conservatorship and government issued Photo ID NOTE: If Home Security is on account the request must be mailed or faxed	Signed power of attorney or conservatorship and Notarized Form
			Current Customer Deceased	Death Certificate is required and government issued Photo ID NOTE: If Home Security is on account the request must be mailed or faxed	Death Certificate is required and Notarized Form
Email Transfer Rules:	<p>All email addresses on an account must share the same domain (i.e. @twc.rr.com, @nyc.rr.com not possible / @twc.rr.com, @twc.rr.com is possible).</p> <p>Spectrum's Email Policy does include removal of email address when the Spectrum Account is disconnected. Do not disconnect account until email is transferred. If you are unable to log into any of your email addresses or would like to confirm that your emails will not be deleted before transfer, please contact Spectrum at (800) 892-4357 for Internet support. This policy will also affect any email addresses associated with the New Account prior to this request being processed.</p>				
Email Transfer	Moving email address(es) to a different account	A. Current Customer Information C. Account Address D. Email Transfer E. Both parties signature required F. Notarized, if fax or mail		Government issued Photo ID with updated name	Notarized Form

- For in person, bring the completed form and documentation to any Spectrum Store. **Both parties must be present where applicable.**
- **TIP** Find your local Spectrum Store at spectrum.net/locations

- OR Mail or fax completed form to:

**Spectrum
Offline Customer Support
4145 S. Falkenburg Road
Riverview, FL 33578**

FAX: (980) 233-9169



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Please select the type of change:					
Name Change <input type="radio"/>		Account Takeover <input type="radio"/>		Email Transfer <input type="radio"/>	
A. Current Customer Information					
First & Last Name:					
Account Number:					
Contact Number:					
Email Address:					
B. Revised Customer Information					
First & Last Name:					
Account Number:					
Contact Number:					
Email Address:					
C. Account Address					
Street:					
City:		State:		Zip Code:	
D. Will Current Customer be moving any email to a new account? If yes, complete this section.					
Account number receiving the email:					
Account Owner:					
Contact Number:					
Contact Email Address:					
Email addresses to be moved to new account:					



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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. Welcome Kits can be found at www.spectrum.net/welcome. Privacy Policies and Legal Notices can be found at www.spectrum.com/privacy and www.spectrum.com/policies. 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 ABOVE 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.

E. Signatures			
<i>Current Customer's Signature</i>	<i>Date</i>	<i>New Customer's Signature (when required)</i>	<i>Date</i>

F. Notary Validation | Only necessary for mailed/faxed forms

STATE OF: _____)

COUNTY OF: _____)

This record was signed and sworn before me on _____

By: _____

Notary Signature: _____

My commission Expires: _____