



Dear Servicemember,

As an active military servicemember, you are eligible to request a disconnection of your Spectrum Home Phone and/or Mobile* phone service and to have your phone numbers saved.

To receive this benefit, you must have received relocation orders or a deployment letter** for at least ninety days.

If you wish to receive these benefits under the Servicemembers Civil Relief Act (SCRA), and reserve your current phone number(s) for up to 3 years from the date of your disconnection, please complete the SCRA Disconnection Request Form online by visiting (www.spectrum.net/Militaryleave) or by mail. **Please note that you will remain responsible for all charges, taxes and fees incurred prior to service disconnection.**

If you return to your location within three years from the date that you terminate your services, you may reactivate your saved phone number(s). *You must submit your service reactivation request within 90 days after you return from your relocation.*

You will not have to pay any reconnection or activation fees. Normal installation and equipment charges will still apply.

Return the form along with a copy of your relocation orders or deployment letter to the following:

Online via our Customer Portal
www.spectrum.net/Militaryleave

Note: All documents submitted online must be in the following formats: PDF & JPEG.

~ Or ~

Send this form to:
Spectrum, Attention: OCS-Military Leave Program
4145 S. Falkenburg Road, Riverview, Florida 33578

Please ensure that all required paperwork is enclosed and that all documents are official, legible and complete.

(First Name)

(Last Name)

(Street Address)

(City)

(State)

(Zip)

Please indicate the Spectrum telephone number(s) you would like to save:

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(Spectrum Home Telephone Number)

(Spectrum Account Number)

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(Spectrum Mobile Telephone Number)

(Spectrum Mobile Account Number)

I am hereby requesting benefits under the Servicemembers Civil Relief Act (SCRA).

By signing below, I confirm the following:

- I have been ordered to relocate for a period of not less than three (3) months.
- I have attached a copy of my relocation orders or deployment letter.
- I am required to pay all charges, taxes and fees that I incur prior to service disconnection.
- I must request reactivation of my phone number within 90 days of my return from relocation.

I request that my Spectrum service be disconnected on _____ (date).

Authorized Account Holder Signature _____

***Note: For Spectrum Mobile, if a balance remains on a mobile device, you must elect to either pay off the device or continue to be billed a monthly payment until the device is paid off.**

****Important: A copy of your relocation orders or deployment letter must be included with this request.**