

OFFERS/PROMOTIONS

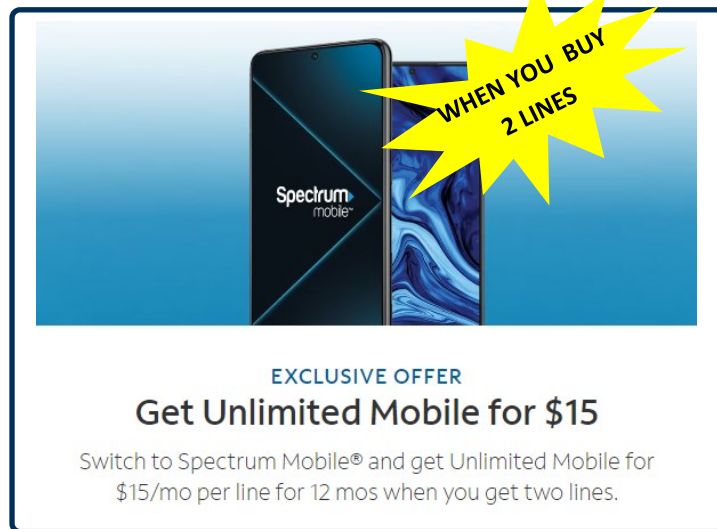


Spectrum ONE

FREE WiFi
FREE Unlimited Line

+ FREE
ADVANCED WIFI
FOR 12 MOS

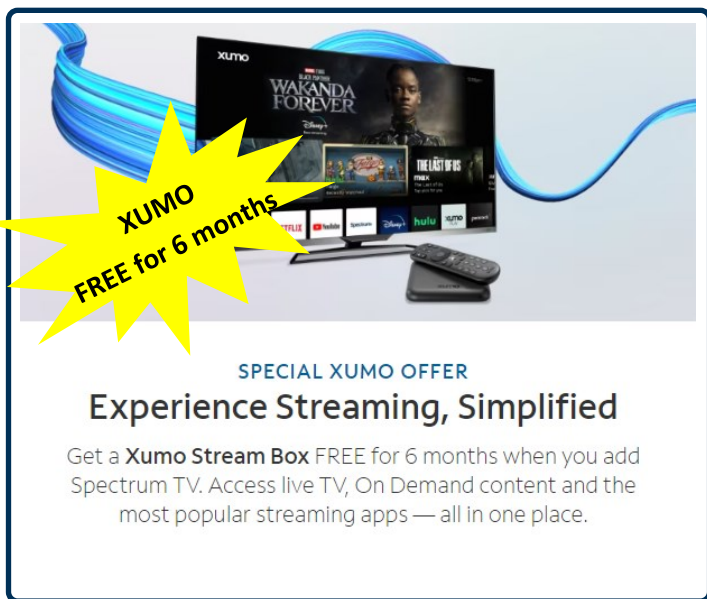
+ FREE
1 UNLIMITED
MOBILE LINE
FOR 12 MOS



**WHEN YOU BUY
2 LINES**

EXCLUSIVE OFFER
Get Unlimited Mobile for \$15

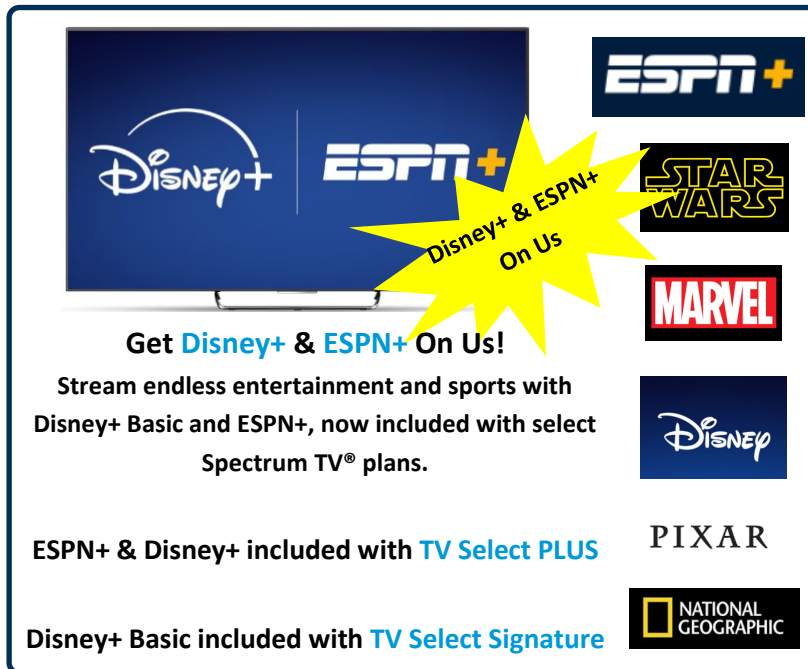
Switch to Spectrum Mobile® and get Unlimited Mobile for \$15/mo per line for 12 mos when you get two lines.



XUMO
FREE for 6 months

SPECIAL XUMO OFFER
Experience Streaming, Simplified

Get a Xumo Stream Box FREE for 6 months when you add Spectrum TV. Access live TV, On Demand content and the most popular streaming apps — all in one place.



Disney+ & ESPN+ On Us

Get Disney+ & ESPN+ On Us!

Stream endless entertainment and sports with Disney+ Basic and ESPN+, now included with select Spectrum TV® plans.

ESPN+ & Disney+ included with TV Select PLUS

Disney+ Basic included with TV Select Signature

ESPN+
STAR WARS
MARVEL
DISNEY
PIXAR
NATIONAL GEOGRAPHIC

FREE Mobile Line

Free Mobile Offer for Existing Customers

Existing Internet (any speed) Customer, Upgrading to Spectrum Internet (Flagship) or above

Existing Non-Internet Customer, Adding Spectrum Internet (Flagship) or above

Existing Non-Home Phone with Spectrum Internet (any speed) Customer, Adding Spectrum Voice Unlimited (Home Phone)

- \$0.00 - Spectrum Mobile Unlimited x 1 YR
- + \$10.00 - Spectrum Mobile Unlimited Plus x 1 YR
- Activation fee waived for the free line only (additional lines are subject to standard activation fee)
- Customer's core account must be existing for 30 days from the completion date in order to qualify for this promotion.
- Advise customer they can add Advanced WiFi for an additional \$7 to enjoy the exclusive benefits of combining Spectrum Internet, Advanced WiFi and Mobile (Spectrum One).

FREE ANYTIME UPGRADE

Unlimited Plus
FREE ANYTIME UPGRADE

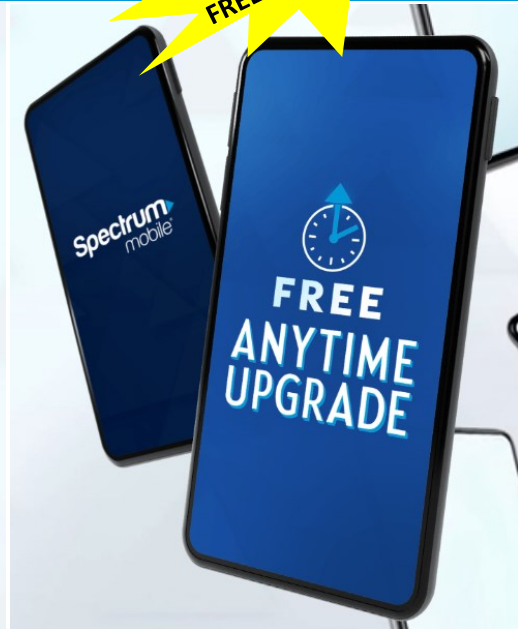
INTRODUCING FREE ANYTIME UPGRADE

Upgrade Your Phone ANY Time, As Many Times As You Want

Enjoy the freedom of an Unlimited Plus plan with FREE Anytime Upgrade so you can upgrade your phone, ANY time, as many times as you want. Experience reliable service with nationwide 5G access included – with no contracts, added taxes or hidden fees.

Unlimited Plus

\$25 /mo
per line
for 12 months
when you get 2 lines



- Anytime Upgrade is limited to phones at launch, with tablets and smartwatches coming later.
- Anytime Upgrade is available to both **new and existing Spectrum Mobile customers on the Unlimited Plus** data plan.

New Unlimited Plus customers can upgrade their phone at any time with no wait period (existing Unlimited Plus customers will be auto-registered).

Existing Unlimited and By the Gig customers who upgrade to Unlimited Plus must wait 30 days from the plan upgrade date to perform an Anytime Upgrade redemption.

- There is **no limit to the number of times a customer may use Anytime Upgrade**.
- Spectrum Mobile customers with a Device Payment Plan (DPP) will have the remaining DPP balance waived when doing an Anytime Upgrade. Financed phones that do not power on or have liquid damage may still upgrade but will incur a one-time \$99 Anytime Upgrade Redemption Fee.
- Paid-in-Full and Bring Your Own Device (BYOD) customers will get premium trade-in value when upgrading and financing a new Spectrum phone.

Premium trade-in value is the fair market trade-in value for a device with damage plus an incremental Anytime Upgrade Benefit credit provided over the new DPP.

Premium trade-in value is provided regardless of the device being in fair or poor condition as long as it qualifies for trade-in. The phone must power on and be free of liquid damage to qualify.

- Customers participating in Anytime Upgrade are responsible for any current DPP installments occurring between the new device order and the shipment of the new device.
- Anytime Upgrade replaces Early Upgrade for Unlimited Plus phone lines.

Early Upgrades will no longer be available for Android devices on Unlimited (UNL) and By-the-Gig (BTG) data plans for customers who do not have Spectrum Mobile Protection Plan (SMPP).

Apple customers on UNL and BTG data plans may still perform Early Upgrades after paying off 50% of the device at Spectrum Stores.

SALES INITIATIVE OF THE WEEK

Spectrum Mobile Unlimited Plus!

With the opportunity and goal to achieve more mobile sales, and specifically Unlimited Plus, we provided a simple information guide for sales agents to use when promoting the customer benefits of Spectrum's ultimate mobile plan.

Some Features and Benefits

- 50 GB Premium Data Allowance
- Video Streaming up to 720p
- Free Roaming in Mexico and Canada
- Anytime Upgrade - receive a new mobile device.. anytime! (Starts April 7, 2024)

50 GB Premium Data Allowance¹



Ideal for medium to heavy data users, 50 GB of premium data¹ provides the best experience for things like on-the-go gaming, streaming and GPS navigation. Plus, 10 GB of mobile hotspot premium data² can help you stay connected to work during business trips and more.

Video Streaming up to 720p (via Cellular)



Watch your favorite shows and movies with enhanced video streaming resolution up to 720p⁶ on-the-go when connected to cellular service.

Anytime Upgrade⁵



Upgrade anytime to a new device³, including those equipped with the best technology like 5G C-Band (and/or greater), WiFi 6 (or greater) and Speed Boost⁴ (a Spectrum Mobile exclusive feature).

Free Roaming in Mexico and Canada⁵



Free international roaming in Mexico and Canada with unlimited calls, texts and data⁵ makes it easy to stay connected with family and family while traveling.

Spectrum Internet Gig is now \$79.99/mo for 24 months with Auto Pay, and provides reliable, high-speed Internet with speeds up to 1 Gbps. Internet Gig is ideal if you have a home with multiple connected devices to support numerous online gaming streams, uploading and downloading large files and streaming in 4k and 8k.

OUR FASTEST INTERNET SPEED

More Speed with Spectrum Internet[®] Gig

Spectrum Internet Gig is our ultimate Internet choice. Power all your devices with speeds up to 1 Gbps with no data caps, contracts, taxes or hidden fees.

- ✓ Multiple online gaming streams & VR
- ✓ Streaming in 4k and 8k
- ✓ Smart home devices & voice assistants
- ✓ Uploading & downloading huge files

\$79^{99/mo}
for 24 mos
with Auto Pay

Gig speeds
\$79.99 for 24 months

Gig users typically have many connected devices at one time or require more speed for their online activities. Downloading movies in **HD**, **gaming** without lag and **simultaneously using multiple connected devices** all require more speed.

TRAINING

* FCC Broadband Labels *

Spectrum is **now required to display easy-to-understand labels** to allow consumers to comparison shop for broadband services at the point of sale. These **labels will include standard rates, typical speeds, data allowances, and other critical broadband service information.**

Please review the [external training here](#)

Broadband Facts	
Spectrum Internet Gig	\$114.99
Monthly Price	\$114.99
Speed of Service	N/A
Typical Download Speed	N/A
Typical Upload Speed	N/A
Typical Latency	N/A
Installation Fee	\$7.00
Service Visit Fee	\$65.00
Equipment Fee	\$30.00
Activation Fee	\$4.99
Porting Fee	Up to \$25.00
Insufficient Funds Fee (NSF)	\$0.00
Early Termination Fee	\$0.00
Government Taxes	\$0.00

** Spectrum TV Stream **

Great news! Effective April 12, 2024, National Geographic, The Disney Channel and FX will be added to Spectrum TV Stream and Business TV Stream at no additional cost. Sell and save more Video customers by promoting the fantastic value and wide array of programming included in Spectrum TV Stream & Business TV Stream!



Spectrum TV Stream UPDATE

*** Spectrum Direct Retail Training ***

Your success starts with attending the following trainings:

New Hire Onboarding

- ✓ Overview of Charter Communications
- ✓ Internet, TV, Voice and Mobile services
- ✓ Important contact information and additional resources

Order Entry

- ✓ Retail Portal/Buyflow process
- ✓ Internet and mobile order entry

Sales 101

- ✓ Enhance the customer experience
- ✓ Greet, understand, recommend, and closing techniques

Register for training via the link below or scan the QR Code:

<https://www.emailmeform.com/builder/form/41odLFUpwc629fM>

Spectrum Training Registration (MWP)
Direct Retailers

New Hire Onboarding Training (Essential for ALL Brick & Mortar locations)
Order Entry Training
Sales 101 Training
SMB Training (Approved locations only)

Please select the training you would like to register for below. See drop downs.

Master Wireless Partner name followed by your business name
(Ex. Supreme Inc. - ABC Wireless)

SAID (5 digit Spectrum Sales ID) *

Spectrum Account Executive *
Please select

Participant Name *
First Last

Phone *
####

Email *

New Hire Onboarding Sessions (2hr session)
*Note - Start time
Optional

Order Entry Sessions (1hr session)
Optional

Sales 101 Sessions (1hr session)
Optional

SMB Sessions (1hr session)
Optional

Submit