

## OFFERS/PROMOTIONS

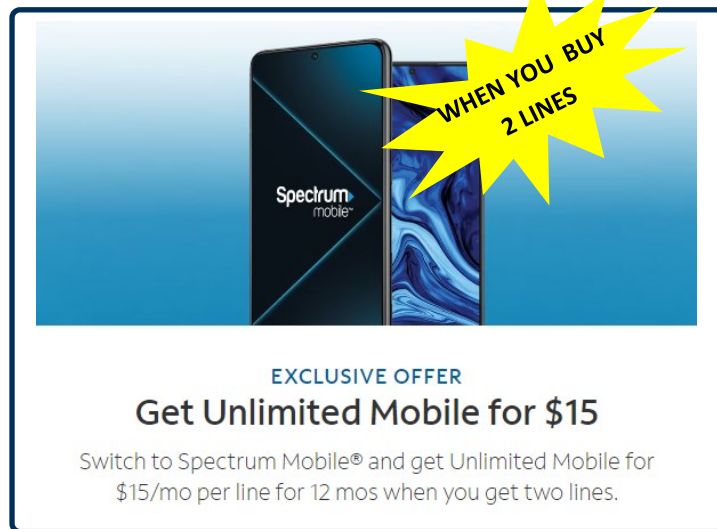


**Spectrum ONE**

**FREE WiFi**  
**FREE Unlimited Line**

**+ FREE**  
ADVANCED WIFI  
FOR 12 MOS

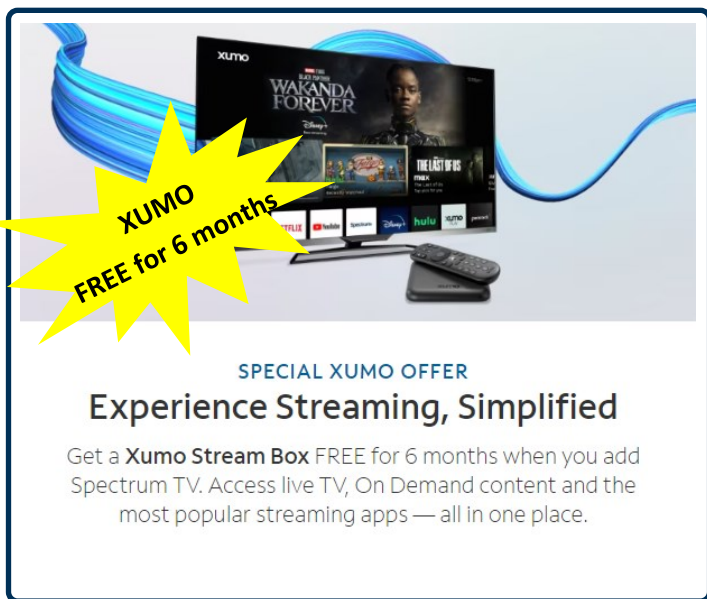
**+ FREE**  
1 UNLIMITED  
MOBILE LINE  
FOR 12 MOS



**WHEN YOU BUY  
2 LINES**

**EXCLUSIVE OFFER**  
**Get Unlimited Mobile for \$15**

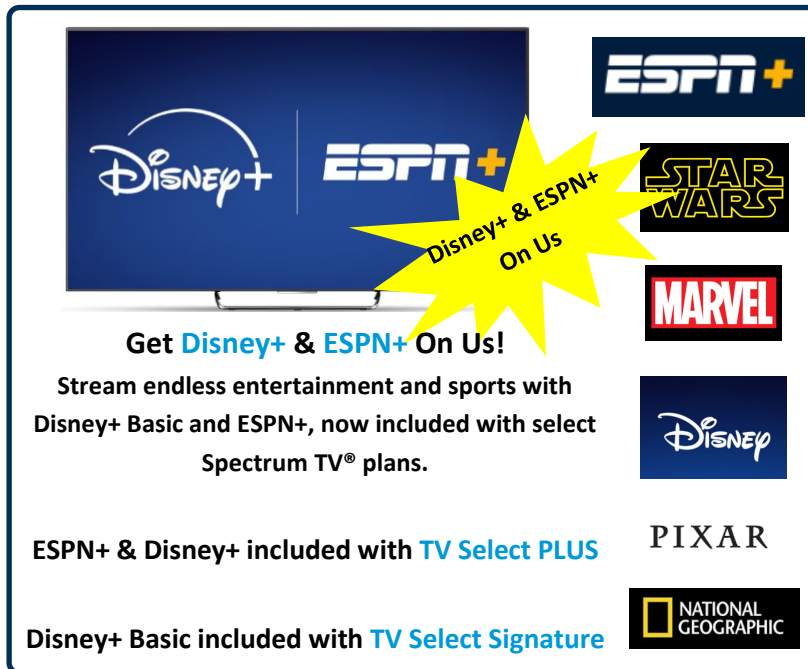
Switch to Spectrum Mobile® and get Unlimited Mobile for \$15/mo per line for 12 mos when you get two lines.



**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).

Current Mobile Offers

## MOBILE OFFERS



**BRING  
YOUR  
OWN  
DEVICE**

Bring Your Own Phone  
Get a FREE SIM Card

Get it for \$5/mo.  
Plus, get an additional \$100 off when  
you trade-in your phone



MOTOROLA

**moto g power 5G**  
Starting at \$4.99 ~~was \$8.33~~  
For 36 months, 0% APR

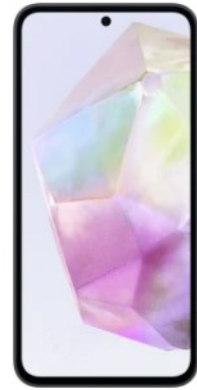
Get it for \$5/mo.  
Plus, get an additional \$100 off when  
you trade-in your phone



TCL

**40 XE 5G**  
Starting at \$5.00 ~~was \$5.50~~  
For 36 months, 0% APR

Get it for \$8.33/mo.  
Plus, get an additional \$100 off when  
you trade-in your phone



SAMSUNG

**Galaxy A35 5G**  
Starting at \$8.33 ~~was \$11.11~~  
For 36 months, 0% APR

**\$275 Price Drop**  
Plus, get an additional \$100 off when  
you trade-in your phone



GOOGLE

**Pixel 8**  
Starting at \$11.80 ~~was \$19.44~~  
For 36 months, 0% APR

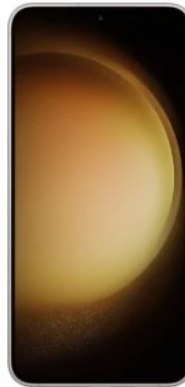
**\$450 Price Drop**  
Plus, get an additional \$100 off when  
you trade-in your phone



GOOGLE

**Pixel 8 Pro**  
Starting at \$15.27 ~~was \$27.77~~  
For 36 months, 0% APR

**\$100 Price Drop**  
Plus, Get an extra \$500 Off with  
Trade-In



SAMSUNG

**Galaxy S23+**  
Starting at \$24.99 ~~was \$27.77~~  
For 36 months, 0% APR

**\$500 Price Drop**  
Plus, get an additional \$100 off when  
you trade-in your phone



SAMSUNG

**Galaxy Z Fold4**  
Starting at \$36.11 ~~was \$49.99~~  
For 36 months, 0% APR

# 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 Allowance<sup>1</sup>



Ideal for medium to heavy data users, 50 GB of premium data<sup>1</sup> provides the best experience for things like on-the-go gaming, streaming and GPS navigation. Plus, 10 GB of mobile hotspot premium data<sup>2</sup> 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 720p<sup>6</sup> on-the-go when connected to cellular service.

#### Anytime Upgrade<sup>5</sup>



Upgrade anytime to a new device<sup>3</sup>, including those equipped with the best technology like 5G C-Band (and/or greater), WiFi 6 (or greater) and Speed Boost<sup>4</sup> (a Spectrum Mobile exclusive feature).

#### Free Roaming in Mexico and Canada<sup>5</sup>



Free international roaming in Mexico and Canada with unlimited calls, texts and data<sup>5</sup> makes it easy to stay connected with family and family while traveling.

TWICE AS FAST FOR \$10/MO MORE

## FASTEST

INTERNET GIG

1 Gig

**\$79<sup>99</sup>/mo**  
for 24 mos with Auto Pay

GET 1 GIG

- ✓ Fastest speeds up to 1 Gig
- ✓ Two-Year Price Guarantee

### What Can You Do with Faster Home Internet?

Now you know what faster Internet can do, but what can you do with faster Internet? Check out these things that make high-speed internet important for your household:

#### Cut the Load Times

Loading a single webpage or app might not require a high-speed connection, but it sure makes it easier. A high-speed connection keeps your social media feed refreshed, loads pages faster and cuts down on video buffering times.

#### Work From Home – Better

If you're a remote employee or run a business from home, a high-speed Internet connection is critical. It will enable you to download large PowerPoint presentations, participate in video conferencing and run SaaS smoothly. A slow Internet connection makes every online task take longer, potentially making things harder for you, your boss and/or customers.

#### Power Your Smart Home

Do you have smart or connected devices installed in your home? This might include a smart light switch, voice assistant or thermostat. To run these devices, you'll need at least 5 Mbps for every 10 devices. Double that if you're using a security or doorbell cam. An even faster connection, such as 50 to 150 Mbps or higher, can help ensure it all runs smoothly.

#### Quicker Cloud Access

Do you use a cloud-based app to back up your phone or computer and store photos, videos, music and other files? If so, a high-speed connection is vital for accessing those files and uploading additional ones. Try this on and you won't get very far.

#### Be a Social Media Star

Livestreaming for your competitive gaming channel? Uploading makeup tutorials? Uploading your band's latest LP to a shared streaming service? Let the world see everything you're up to without getting held back by a slow connection.

#### Educate Yourself and Your Family

Whether you've got a household member just starting out in school or wrapping up a college degree, they'll be expected to use the Internet for researching projects, submitting reports and as a distance-learning tool. Stay ahead of the class with a connection that can keep up with your studies.

Faster Home Internet



WiFi

### Secure Your Network

Learn how to secure your WiFi network and connected devices.



GAMING

### Better Gaming with Spectrum

With ultra-fast download speeds, gamers choose Spectrum for a better gaming experience.

## \* Cloud DVR Alert \*

Spectrum DIGITAL PLATFORMS

# Cloud DVR Alert

### **BREAKING NEWS!**

*Effective immediately, stop selling Cloud DVR and Cloud DVR Plus to new customers.*

#### **Why is this happening?**

Due to the success of Xumo, and so many customers using the Cloud DVR, we have recognized a need to provide technical enhancements.

#### **Our Commitment to Customers**

As a result, *we promise:*

- » To provide next generation Cloud DVR services later this year that will resolve technical issues some customers experienced.
- » To ensure our products work properly and meet expectations of the customers.
- » To update customers on when Cloud DVR will be available again.
- » To provide a proactive monthly credit to Cloud DVR customers, even if they have not experienced technical difficulties with it, until the next generation of Cloud DVR is released. Only customers paying for the service receive the credit.

Q

A

### **FAQ**

- 1) **What if a customer wants Cloud DVR? Can I sell it to them?**
  - *No, not at this time – but we should let customers know we anticipate launching the enhanced version later in 2024.*
- 2) **What should I do if a customer asks about adding Cloud DVR?**
  - *Empathize with concerns and apologize for any inconvenience caused.*
  - *Explain that the success of our Xumo Platform and resulting higher usage of Cloud DVR has caused some customers to experience problems, which is why we are temporarily refraining from offering the service.*
  - *Convey that we have prioritized enhancements to the Cloud DVR platform and expect to launch an enhanced version just as soon as we are ready to provide a seamless experience.*
  - *Promote Spectrum's entertainment offerings, Xumo and Video On Demand (VOD) and offer traditional DVR to customers requesting DVR service.*
- 3) **What offers are available for customers adding DVR service?**
  - *\$4.99 single DVR service and \$9.99 Multi DVR service*
- 4) **What if the customer has a repair issue?**
  - *Transfer/direct the customer to Repair for assistance.*

**STOP SELLING  
CLOUD DVR**