

WELCOME TO

Spectrum

**AUTHORIZEDTM
RETAILER**



Why Sell Spectrum Bundles?

Convenience and savings for your customers

- Multiple services at one low price
- One order, one bill
- No contracts

High-value customers

- One bundle customer = Up to 4 **Customer Points**
- 2 Services
- Combined higher commission value

Spectrum Compensation

Service	Customer Points	Monthly Com. Revenue	Duration of Points and Commissions
Internet	1	\$10	2 years
TV	2	\$25	2 years
Home Phone	1	\$10	2 years

Doing Business the Right Way

This soft launch will be closely monitored by ACN and Spectrum. Please make sure you and your team follow these guidelines:

- Customers must place their own orders
- Acquire good, quality customers
 - Make sure completed orders are installing

Follow the Marketing Rules:

- IBOs cannot use the Spectrum logo on marketing materials, including social media. All marketing tactics used must be approved by Spectrum in advance.
- Soliciting subscriptions for Spectrum Services, directly or indirectly, via facsimile, email, direct mail, shared mail, social networking sites or applications, (or similar), text messaging or outbound telemarketing, either live or recorded is prohibited.
- Digital tactics including, but not limited to, keyword paid searches are prohibited
- Website URLs cannot contain the name Spectrum or Charter



Spectrum Order Process

To get started, direct customers to your ACN personal website.


They will click on Services, and then under Residential Services, click on Bundles.

Once on the Bundles page, they should click on the Learn More button under the Spectrum section.

Home Services > Bundled Services

Bundled Services

Bundle and Save
Get all the services you need to stay connected all in one place. Plus, you pay less for a bundle than you would for each service individually. It's a win-win!



Spectrum
AUTHORIZED™
RETAILER

Order one of the Spectrum Bundle Packages and manage everything in a single bill. Now available in **California, Florida, and Ohio**. More states coming soon!

[Learn More](#)

at&t
Authorized Retailer

They call it better together! Combine the perfect bundle of AT&T services, including DIRECTV, Internet, and home phone on one simple bill.

[Learn More](#)

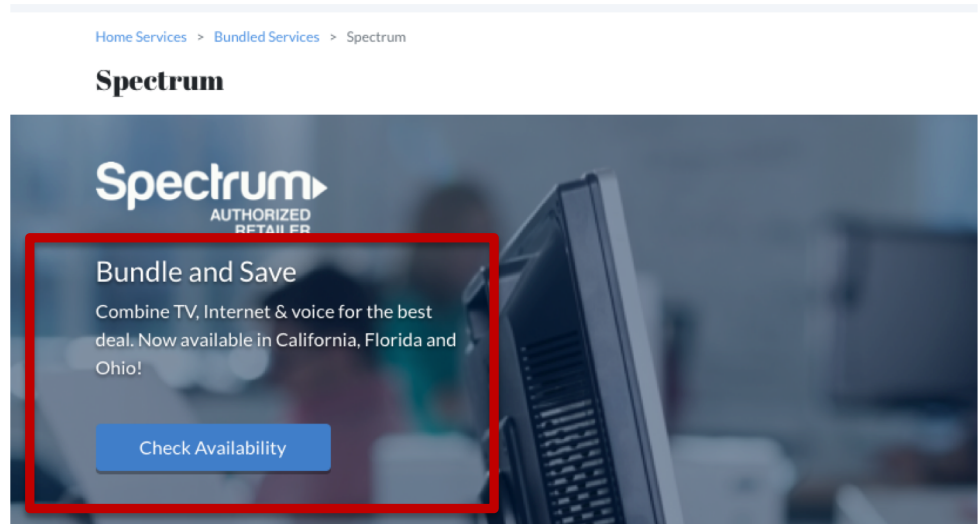
Frontier
AUTHORIZED SALES AGENT

Bundles built for you! Frontier offers customizable bundle options. Choose from Internet, TV, and home phone plans to craft the best bundle for your home.

[Learn More](#)

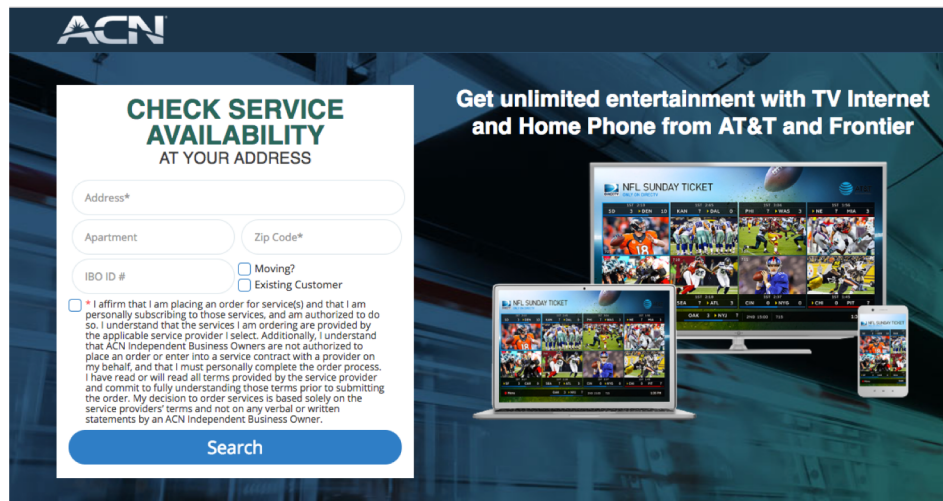
Spectrum Order Process

Customers should then click on the Check Availability button to progress into the order system.



Spectrum Order Process

Customers will enter their information and click “Search” to check service availability, view packages, and start the order process.



The image shows a screenshot of the ACN website's service availability checker. The ACN logo is in the top left. The main heading is "CHECK SERVICE AVAILABILITY AT YOUR ADDRESS". Below this are input fields for "Address*", "Apartment", and "Zip Code*". There are also checkboxes for "Moving?" and "Existing Customer". A long paragraph of legal disclaimer text is present, starting with "I affirm that I am placing an order for service(s) and that I am personally subscribing to those services...". At the bottom of the form is a blue "Search" button. To the right of the form, a promotional banner reads "Get unlimited entertainment with TV Internet and Home Phone from AT&T and Frontier". Below the banner is an image of a laptop, a desktop monitor, and a smartphone, all displaying the "NFL SUNDAY TICKET" interface.

ACN

CHECK SERVICE AVAILABILITY
AT YOUR ADDRESS

Address*

Apartment

Zip Code*

IBO ID #

☐ Moving?

☐ Existing Customer

☐ * I affirm that I am placing an order for service(s) and that I am personally subscribing to those services, and am authorized to do so. I understand that the services I am ordering are provided by the applicable service provider I select. Additionally, I understand that ACN Independent Business Owners are not authorized to place an order or enter into a service contract with a provider on my behalf, and that I must personally complete the order process. I have read or will read all terms provided by the service provider and commit to fully understanding those terms prior to submitting the order. My decision to order services is based solely on the service providers' terms and not on any verbal or written statements by an ACN Independent Business Owner.

Search

Get unlimited entertainment with TV Internet and Home Phone from AT&T and Frontier

NFL SUNDAY TICKET



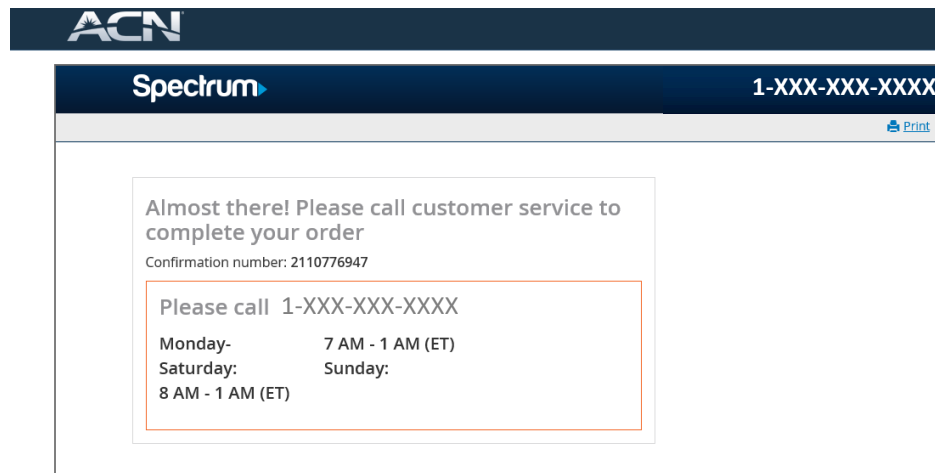
**Service through ACN may not be available in all zip codes, in order to maximize customer experience.*

When an Online Order Might not Complete

Some customers' orders may not complete online, and they will receive an error message. If this happens, please call the number presented with the order with your customer and provide Sales ID: 24887 to complete the order.

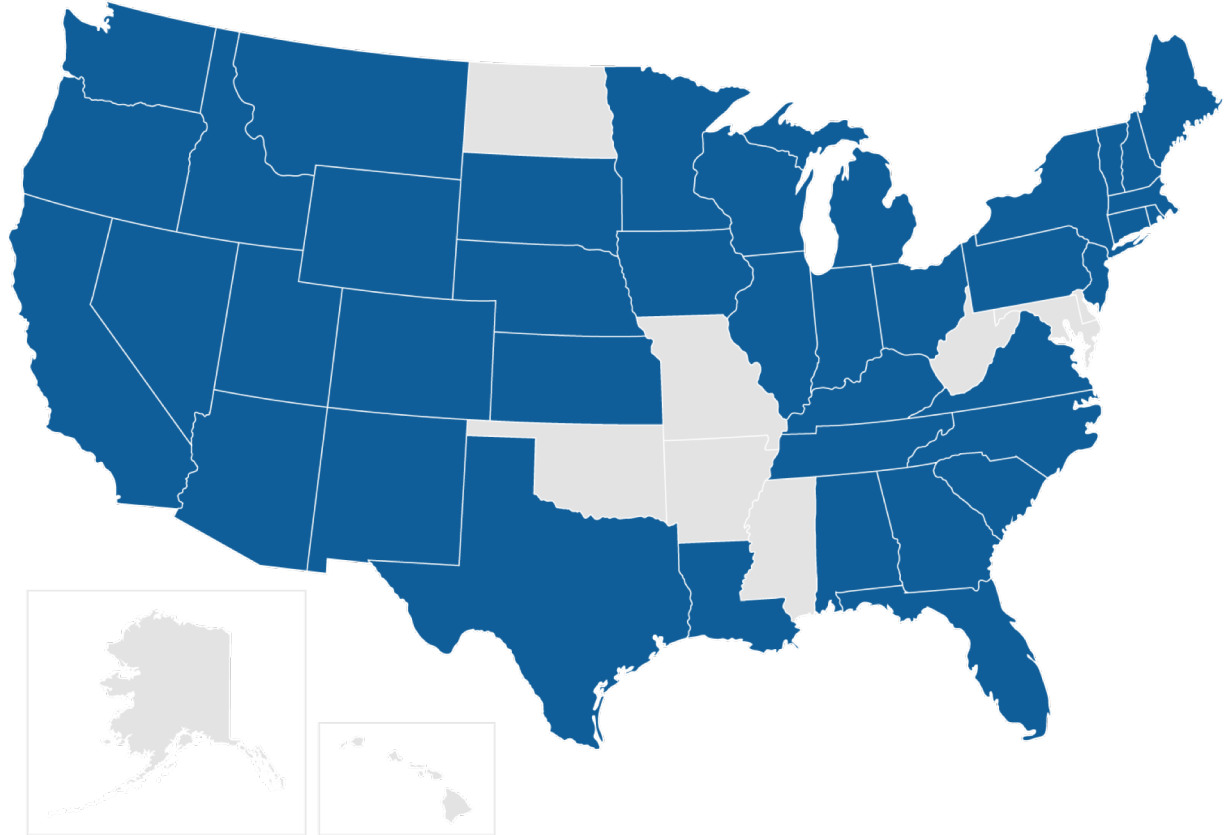
Some reasons why an order may not complete online:

- Past due balance at an address
- Customer has outstanding balance with Spectrum
- Abandoned Address (previous tenant's service is still active)
- Equipment not turned in from customer's previous account



Spectrum Coverage

Alabama	Nevada
Arizona	New Hampshire
California	New Jersey
Colorado	New Mexico
Connecticut	New York
Florida	North Carolina
Georgia	Ohio
Idaho	Oregon
Illinois	Pennsylvania
Indiana	Rhode Island
Iowa	South Carolina
Kansas	South Dakota
Kentucky	Tennessee
Louisiana	Texas
Maine	Utah
Massachusetts	Vermont
Michigan	Virginia
Minnesota	Washington
Montana	Wisconsin
Nebraska	Wyoming



Providing service in 40 states to more than 26 million customers.

Spectrum TV[®]

Product Info

Why Spectrum TV®?

With Spectrum TV®, your favorites are on anytime, anywhere. Watch movies, the latest shows, sports and live TV on multiple devices at the same time.

- All Equipment Comes HD Ready
- 200+ HD Channels available
- On Demand Choices
 - Access to thousands of movies and shows available at any given time, many in HD, many of them free; selection refreshed weekly
 - Watch whenever you want, on YOUR schedule
 - Pause, rewind, stop
 - Premium Channels On Demand - HBO, Showtime, TMC, and Starz customers get associated shows On Demand
 - Optional “Subscription on Demand” services include *Disney Family Movies*, *Howard TV*, *Too Much for TV*, *WWE 24/7*, *Anime*, *Karaoke*
- Interactive Program Guide
- Pay-Per-View
- Access to Spectrum TV® App
- 45+ Digital Music Channels



Spectrum TV® Choices

Spectrum TV® Select

- **Core TV Product with 125+ channels** including local channels, networks, plus favorites
- *ESPN, The Disney Channel, Discovery® Channel, CNN, Lifetime®, Food Network, MTV, TLC, & USA Network*

Spectrum TV® Silver

- **Super Value with 175+ channels** including Digi Tier 1 - 50 additional family based channels
- 2 premium Networks - HBO and Showtime

Spectrum TV® Gold

- **Best Value with 200+ channels** including Digi Tier 2 - 25 additional sports related channels
- 3 additional premium Networks – Starz, Starz Encore, and The Movie Channel

Mi Plan Latino™

- 130+ total channels, 75+ in Spanish including Discovery en Español, ESPN Deportes, Fox Deportes, CNN en Español, and History en Español (*channels vary by markets*)
- Can be made into a Silver or Gold package



Spectrum TV® Choices

Enhanced choice and variety

Digital programming packages

- **Digi Tier 1** - with 50 additional channels including *Discovery Life*, *Cooking Channel*, *ESPNU*, *Nat Geo Wild*, *BBC World News*, *DIY Network*, *Nick Jr.*, *Universal Kids*, *NFL Network*, *CBS Sports Network*
- **Digi Tier 2** - with 25 additional channels including *NFL RedZone*, *NFL Network*, *Discovery Family*, *Outdoor Channel*, *NHL Network*, *Teen Nick*, *Fox College Sports*, *Destination America*, *Crime and Investigation*
- **Latino View** - with more than 75 channels; for customers interested in both the language and the culture (not available in all markets)

A la carte options

- Language programming add-ons, premium channels

Super easy time shifting and recording with DVR

- Store up to 75 hours of HD recordings per DVR
- Record 2 shows while watching a 3rd
- Watch what you want, when you want
- Record an entire series of shows
- Fast forward, pause, stop functionality
- Single DVR and Multi-DVR choices



Every household requires a minimum of 1 HD receiver

Spectrum TV® Monthly Add-ons

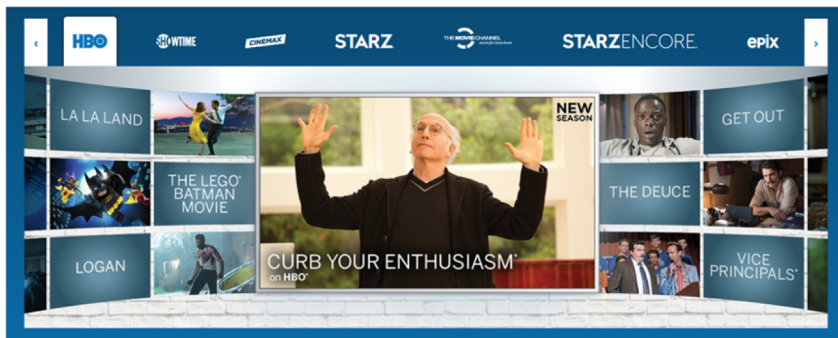
HD Receiver	\$7.50/each
DVR Service	\$12.99
▪ <i>when bundled</i>	\$4.99 for 12 mo.
Multi- DVR Service	\$19.99
▪ <i>when bundled</i>	\$9.99
Latino View	\$8.99
Tier 1	\$12.00
Tier 2	\$12.00
Premiums a la carte	
HBO, Showtime	\$15.00/ea.
Cinemax, TMC	\$9.99/ea.
EPIX	\$5.99/ea.
Silver TV package	\$20.00 (over TV Select)
▪ +50 channels of family and entertainment	
▪ HBO and Showtime	
Gold TV Package	\$20.00 (over TV Silver)
▪ +25 channels mainly sports	
▪ HBO, Showtime, and The Movie Channel	



**** Don't forget to tell your customer that Taxes and Fees are not included, Taxes and fees vary depending on their city and state. They will receive an itemized breakdown upon receiving their first month's bill.**



Spectrum TV® Premium Choices



With premium channels like HBO®, SHOWTIME®, and STARZ, you'll have access to a variety of movies and original shows. Get ready to be entertained!

TV Silver includes:

HBO

Up to 22 channels, HBO On Demand and



Showtime

Up to 9 channels, Showtime on Demand and



TV Gold includes HBO, Showtime and :

The Movie Channel

Up to 7 channels and TMC On Demand

Starz

Up to 14 channels, Starz on Demand and



Starz Encore

Up to 15 channels, Starz Encore On Demand





Cinemax and EPIX are available a la carte

*Number of channels varies by market



Why Spectrum TV® App?

With the Spectrum TV App, access your full TV lineup and up to 40,000 On Demand movies in your home on your mobile and connected devices, including phone, tablets, Roku, Xbox One, and Samsung Smart TV.

Features	At Home	On-the-Go
 Watch Live TV	✓	✓
 Stream shows and movies <small>On-the-go streaming is for select networks only.</small>	✓	✓
 Program Your DVR	✓	✓
 Browse guide listings	✓	✓

- Enjoy 200+ live TV channels and up to 40,000 On Demand shows and movies on any device.
- Watch your favorite shows on the go, 80+ digital channel apps available.



- Enjoy live TV and On Demand shows on any computer, a feature that's included with your Spectrum TV service.
- Use the video web portal at SpectrumTV.com and start streaming.



Spectrum Internet[®]

Product Info



Why Spectrum Internet®?

The fastest Internet starting speeds plus enough bandwidth for the whole family to surf, stream, game and more.

- Starting speeds of at least 100 Mbps in 99% of Spectrum markets
- Increased speeds with Spectrum Internet Ultra and Spectrum Internet Gig Speeds available by market
- Unlimited with no data caps
- Upload photos, download files, stream videos, game online all at the same time
- FREE Security Suite – antivirus software
- Add fast in-home Wi-Fi for increased range
- Supports all your connected devices
- 24/7 Tech Support

Fact: Spectrum has the fastest Internet starting speed for the price with no modem fees and no data caps.



Spectrum Internet® Features

Security Suite

- Eliminates the purchase of additional anti-virus software
- Virus Detection – includes anti-virus, anti-spyware, anti-phishing, firewall, spam filter
- Inbox Protection – keep hackers and identity thieves out of your email inbox
- Parental Controls – help you block access to unwanted websites by age level, category, and time of day
- Coverage for the Whole Family – installation on up to 10 computers
Easily downloadable from spectrum.net

Spectrum.net

- Personalized TV and On Demand listings, sweepstakes, news, local weather, Yellow Book listings
- Watch current and past TV shows

7 email accounts

- Set up separate e-mail accounts for each household member



Spectrum Internet® Equipment Choices

FREE Cable Modem

Modem is included in pricing and not charged separately

Wi-Fi Service Option

- Connect all your devices and access high speed Internet with ease
- Wi-Fi Activation Fee (One-Time Charge): \$9.99
- Optimized placement in the home, capable of consistently delivering both excellent speed and range
- Wi-Fi Monthly Lease Fee of: \$5.00/month
- Includes equipment lease plus unlimited technical support

OR

- Customers may purchase their own wireless router via a retail source

Combine Spectrum Internet® with Spectrum TV® and enjoy the freedom to watch live TV anywhere in your home with the Spectrum TV App.



Spectrum Voice[®]

Product Info

Why Spectrum Voice® ?

With Spectrum Voice®, get reliable service without added fees or dropped calls.

- Unlimited local and long distance calling in the U.S., to Canada, Puerto Rico, Mexico, and more
- Up to 28 popular calling features
- FREE 411 Directory Assistance, Readable Voicemail, Private Listing, and more
- Voice Online Manager – manage your home phone from anywhere, at home or on the go
- **Emergencies** - 911 can locate your house when calling from your home phone
- Keep your current phone number
- *No added taxes or fees!*



** Please get a valid email address from all your customers, as they must E-Sign for TPV and ELOA



Spectrum Voice® International

Spectrum Voice International option includes calls to 70 additional destinations

\$5 /mo

Argentina
Australia
Austria
Bahamas
Bangladesh
Bermuda
Bolivia
Brazil
Bulgaria
Chile
China
Colombia
Croatia
Costa Rica
Cyprus
Czech Republic
Denmark
Dominican Republic
El Salvador
Finland
Grace
Germany
Greece
Guatemala

Hong Kong
Hungary
Iceland
India
Indonesia
Iran
Ireland
Israel
Italy
Japan
Lebanon
Luxembourg
Malaysia
Malta
Martinique
Netherlands
Netherlands
Antilles
New Zealand
Nigeria
Norway
Pakistan
Panama

Paraguay
Peru
Philippines
Poland
Portugal
Romania
Russia
Singapore
Slovakia
Slovenia
South Africa
South Korea
Spain
Sweden
Switzerland
Syria
Taiwan
Thailand
Turkey
United Kingdom
Uruguay
Venezuela
Vietnam



Spectrum

Bundles and Pricing

Spectrum Triple Play Select

\$99^{97/mo}

for 12 mos when bundled*

Spectrum TV® Select

- ✓ 125+ Channels **Including Free HD**
- ✓ Access thousands of On Demand choices
- ✓ Download the Spectrum TV App and watch live TV channels anywhere in your home, on your mobile devices, Roku, Xbox, & Samsung TV's
- ✓ Catch your favorite shows, sports & movies from 80+ popular channel apps anywhere you have an Internet connection
- ✓ Watch TV on your time with DVR service on up to 4 TVs in your home – up to 780 hours of storage

Spectrum Internet®

- ✓ Speeds starting at **100 Mbps**
- ✓ Plus: **FREE** anti virus with Security Suite
- ✓ **FREE** Internet modem
- ✓ **No data caps or extra fees**

- Up to \$500 contract buyout
- Discounted DVR Service
- \$119.97/mo Year 2
- \$139.97/mo Year 3

Spectrum Voice®

- ✓ **Unlimited** calling in the U.S., Canada, Mexico, Puerto Rico, and more
- ✓ No added fees
- ✓ Up to 28 popular features like Voice Mail, Caller ID, Call Waiting, Block Unwanted Callers, and Simultaneous Ring
- ✓ Manage your home phone from anywhere, at home or on-the-go with Voice Online Manager
- ✓ **FREE** 411 calls



Spectrum Triple Play Silver – Most Popular

\$119^{97/mo}

for 12 mos when bundled*

Spectrum TV[®] Silver

- ✓ 175+ Channels **Including Free HD**
- ✓ Includes **HBO, Showtime, & NFL Network**
- ✓ Watch **HBO Go & Showtime Anytime**
- ✓ Access thousands of On Demand choices
- ✓ Download the Spectrum TV App and watch live TV channels anywhere in your home, on your mobile devices, Roku, Xbox, & Samsung TV's
- ✓ Catch your favorite shows, sports & movies from 80+ popular channel apps anywhere you have an Internet connection
- ✓ Watch TV on your time with DVR service on up to 4 TVs in your home – up to 780 hours of storage

Spectrum Internet[®]

- ✓ Speeds starting at **100 Mbps**
- ✓ Plus: **FREE** anti virus with Security Suite
- ✓ **FREE** Internet modem
- ✓ **No data caps or extra fees**

- TV Select plus 50 additional premium networks
- Up to \$500 contract buyout
- Discounted DVR Service
- \$139.97/mo Year 2
- \$159.97/mo Year 3

Spectrum Voice[®]

- ✓ **Unlimited** calling in the U.S., Canada, Mexico, Puerto Rico, and more
- ✓ No added fees
- ✓ Up to 28 popular features like Voice Mail, Caller ID, Call Waiting, Block Unwanted Callers, and Simultaneous Ring
- ✓ Manage your home phone from anywhere, at home or on-the-go with Voice Online Manager
- ✓ **FREE** 411 calls



Spectrum Triple Play Gold – The Works

\$139^{97/mo}

for 12 mos when bundled*

Spectrum TV® Gold

- ✓ 200+ Channels Including **Free HD**
- ✓ Includes **HBO, Showtime, TMC, Starz, Starz Encore, NFL Network, & NFL Redzone**
- ✓ Watch **HBO Go, Showtime Anytime & Starz App**
- ✓ Access thousands of On Demand choices
- ✓ Download the Spectrum TV App and watch live TV channels anywhere in your home, on your mobile devices, Roku, Xbox, & Samsung TV's
- ✓ Catch your favorite shows, sports & movies from 80+ popular channel apps anywhere you have an internet connection
- ✓ Watch TV on your time with DVR service on up to 4 TVs in your home – up to 780 hours of storage

Spectrum Internet®

- ✓ Speeds starting at **100 Mbps**
- ✓ Plus: **FREE** anti-virus with Security Suite
- ✓ **FREE** Internet modem
- ✓ **No data caps or extra fees**

- TV Silver plus 3 additional premium networks
- Up to \$500 contract buyout
- Discounted DVR Service
- \$159.97/mo Year 2
- \$179.97/mo Year 3

Spectrum Voice®

- ✓ **Unlimited** calling in the U.S., Canada, Mexico, Puerto Rico, and more
- ✓ No added fees
- ✓ Up to 28 popular features like Voice Mail, Caller ID, Call Waiting, Block Unwanted Callers, and Simultaneous Ring
- ✓ Manage your home phone from anywhere, at home or on-the-go with Voice Online Manager
- ✓ **FREE** 411 calls



Spectrum Double & Single Play Packages

Spectrum Select TV® + Spectrum Internet®

- \$89.98/mo for 12 months
- \$20/mo for TV Silver & \$40/mo for TV Gold
- \$109.98/mo Year 2
- **Up to \$500 Contract Buyout**
- Discounted DVR service

Spectrum Select TV® + Spectrum Voice®

- \$54.98/mo for 12 months
- \$20/mo for TV Silver & \$40/mo for TV Gold
- \$64.98/mo Year 2

Spectrum Internet® + Spectrum Voice®

- \$54.98/mo for 12 months
- \$69.98/mo Year 2

Spectrum Select TV®

- \$44.99/mo for 12 months
- \$20/mo for TV Silver & \$40/mo for TV Gold
- \$54.99/mo Year 2

Spectrum Internet®

- \$44.99/mo for 12 months
- \$59.99/mo Year 2



Spectrum

Mi Plan Latino™ Info



Spectrum Mi Plan Latino™

Total of ~ 130+ Channels

- Over 75 Spanish Language Channels
- 22 popular English language networks
- Limited Basic (Public, Educational, and Government) Service
- Replaces Spectrum TV® Select
- Total Channels and line-up will vary slightly by Market
- Can get International Tiers, a la carte Premiums, Digi Tiers, and TV Silver/TV Gold
- Mi Plan Latino™ Packages require a digital Receiver



Spectrum Mi Plan Latino Packages

Spectrum Mi Plan Latino TV Select Triple Play

- \$69.97/mo for 12 months
- \$20/mo for TV Silver & \$40/mo for TV Gold
- **Up to \$500 contract buyout**
- Discounted DVR Service
- \$94.97/mo Year 2

Spectrum Mi Plan Latino TV Select + Spectrum Internet® Double Play

- \$59.98/mo for 12 months
- \$20/mo for TV Silver & \$40/mo for TV Gold
- **Up to \$500 contract buyout**
- Discounted DVR Service
- \$84.98/mo Year 2

Spectrum Mi Plan Latino TV Select + Spectrum Voice® Double Play

- \$39.98/mo for 12 months
- \$20/mo for TV Silver & \$40/mo for TV Gold
- \$44.98/mo Year 2

Spectrum Mi Plan Latino TV Select

- \$29.99/mo for 12 months
- \$20/mo for TV Silver & \$40/mo for TV Gold
- \$34.99/mo Year 2



Spectrum Mi Plan Latino™

Latino View (75+ Spanish Language Nets)

Antena 3 TV Internacional
Atres Series
AYM Sports
Azteca America
Baby First TV SAP
Baby TV SAP
Bandamax
BeIN Sports
BeIN in Espanol
Canal 22 Mexico
Canal Once
Canal Sur
Caracol Internacional

Cartoon Network SAP
CentroAmerica TV
Cine Mexicano
Cinelatino
CNN en Español
Cuba Play
De Pelicula
De Pelicula Clasico
Discovery En Espanol
Discovery Familia
Disney XD SAP
Ecuavisa Internacional
El Garage TV

El Rey
ESPN Deportes
Estrella TV
Estudio 5
EWTN Español
Foro TV
Fox Deportes
Fox Life
Galavision
GoL TV
History en Español
HITN
InfoMas (LBHN only)

Mexicana!
Multimedios TV
MTV Tr3s
Nat Geo Mundo
NBC UNIVERSO
RCN Nuestra Tele
Ritmoson Latino
Semillitas
Sorpresa
Super Canal
Sur Peru
TBN Enlace
Tele El Salvador

Teleformula
Telehit
Telemicro
Telemundo
TeleN
TV Chile
TV DOMINICANA
TV VENEZUELA
TVE INTERNACIONAL
ULTRA Cine
ULTRA Clasico
ULTRA Docu
ULTRA Familia

ULTRA Fiesta
ULTRA Kidz
ULTRA Macho
ULTRA Mex
Uni Mas
Univision Deportes
Univision tNovelas
Video Rola
Viendo Movies
WAPA America

New English (22 English Language Nets)

Freeform (formerly ABC Family)
A&E
AMC
Bravo
Cartoon Network
Comedy Central

Discovery Channel
Disney Jr.
E!
Food Network
FX
Hallmark

Hallmark Movies
HGTV
History
Investigation Discovery
TBS
TLC

TNT
USA
The Weather Channel

Limited Basic

- Spectrum Mi Plan Latino is a TV package that offers customers ~130 channels, including 75+ Spanish language cable networks and ~42 English broadcast and cable networks (broadcast channel counts in Basic vary by market)
- New Latino channels will be added to Legacy Latino View and NPP Latino View in mixed Charter markets at SPP launch



Note: Channels in Italics – Carry in Basic (or applicable tier per broadcast contract) where a broadcast service exists. Satellite feed is applicable under certain conditions.

Spectrum

Training Questions

How many core TV products does Spectrum offer?

4 – TV Select, TV Silver, TV Gold, and Mi Plan Latino

What are the minimum speeds?

- 99% of markets have a starting speed of at least 100 Mbps
- Ultra speeds and Gig speeds available depending on market

How many hours can be stored on 4 DVR's?

- 780 hours – 195 hours per DVR

What does a Spectrum Triple Play Silver cost per month? How much does the price increase in the second year?

- \$119.97/month
- \$20.00 increase to \$139.97/month
- Plus any equipment and taxes/fees

How many different contract lengths does Spectrum offer?

Zero – Spectrum doesn't have contracts

Besides the # of channels, what else is included in Spectrum TV®?

- FREE HD
- 10,000+ On Demand movies
- FREE Primetime On Demand
- 45+ quality Audio channels
- Spectrum TV App – every screen is a TV

How many HD channels are in the Spectrum TV® Gold package?

200+ Includes Select TV, Digi Tier 1, Digi Tier 2, plus HBO, Showtime, Starz, Starz Encore, and The Movie Channel

How much are long distance calls to Mexico with Spectrum Voice®?

No cost – Spectrum Voice® includes unlimited calls to Mexico



What is Security Suite and how much does it cost?

- Comprehensive anti-virus, identity, and privacy protection
- Free with Spectrum Internet®

How much content can Spectrum customers watch on the Spectrum TV App?

- Watch over 200+ live TV channels, including your local channels, plus choose from up to 40,000 On Demand titles to watch in any room at home

How can a customer get Spanish Language Channels?

- Add Latino View to Spectrum Select, Silver, or Gold (up to 20 Spanish channels)
- Spectrum Mi Plan Latino™ – replaces Spectrum TV® Select (130+ channels with over 75 Spanish channels, 22 English channels, and Limited Basic PEG's)

True or False. A customer has to get Spectrum Triple Play® Gold to qualify for the up to \$500 contract buyout?

False. All Spectrum Triple Play's & all Spectrum TV/Internet DP's qualify for the up to \$500 contract buyout.

