

EASY STEPS

<https://www.apvcommunity.com/spectrum>

FOR SERVICE ISSUES

PLEASE

CALL 1-855-326-5115

TO ACTIVATE: CALL 1-855-326-5115 AND ORDER EQUIPMENT

If you have issues with setting up account, please ask for a supervisor.

ORIGINAL ACTIVATION DATES PER VILLAGE

Village 1 - September 1, 2021

Village 2 - August 1, 2021

Village 3 - October 1, 2021

Village 5 - August 1, 2021

Village 7 - November 1, 2021

Village 8 - November 1, 2021

Village 9 - August 1, 2021

LANDLORDS:

Have your tenants call and set up the equipment order, as you will be held responsible for the equipment if you call. Tenants can pay on your behalf in APV buildings if you wish. It is up to you how you handle this.

BULK SERVICES ARE NOT OPTIONAL THEY ARE PART OF YOUR ASSESSMENTS

*** This service is not optional. Bulk Services are included in every home in Poinciana and the price will be the same for every home, whether occupied or vacant. (A lot with no house does not have Bulk Services)

OPT OUT OPTIONS If you are the *OWNER* of the property and can answer YES to at least one of the following, you can apply to opt out of the bulk service amenity.

- 1) You receive **SUPPLEMENTAL** Security Insurance (SSI).
 - a. This is not regular Social Security Retirement or Disability
- 2) You receive food assistance from the Florida Department of Family and Children/Access.
- 3) You are legally blind or deaf and no one living in my home is sighted or able to hear.

Opt-out forms are available online or in APV lobby. Send forms to apv.spectrum@fsresidential.com

IF APPROVED FOR OPT-OUT, YOU WILL REMAIN LIABLE FOR PAYMENTS FOR THE MONTH(S) BEFORE YOUR APPLICATION WAS APPROVED

WHAT YOU RECEIVE WITH BULK SERVICES

Spectrum TV® Platinum

2 Spectrum Receivers.
Digital Video Recorder (DVR)
Spectrum App to stream on any device in home or on the go
200+ Channels available
Over 50,000+ movies, shows and Primetime Favorites On Demand Titles
Free HD
Exclusive Local Channels (Orlando)

Spectrum Internet Ultra

FREE Internet modem and router.
FREE Security Suite.
Unlimited bandwidth with no data caps.
400Mbps / 20 Mbps with in-home Wi-Fi
Free Award-Winning Anti-Virus software
Top Performing Internet provider delivering more speed, more consistently.
The speed you need with the reliability you can trust.

PAYMENT FOR THE BULK SERVICES LISTED ABOVE ARE INCLUDED WHEN YOU PAY YOUR MONTHLY ASSESSMENTS TO THE ASSOCIATION OF POINCIANA VILLAGE.

ANY ADDITIONAL SERVICES ORDERED THROUGH SPECTRUM WILL BECOME THE RESPONSIBILITY OF THE ACCOUNT HOLDER AND WILL BE PAID DIRECTLY TO SPECTRUM NOT TO APV.

FOR ONLINE PAYMENTS OF YOUR ASSESSMENTS GO TO WWW.CLICKPAY.COM/FIRSTSERVICE

tbm/05.31.2023