

Everyone will need to upgrade/or confirm their Spectrum internet equipment prior to the activation date. They will need the following:

- DOCSIS 3.1 Modem



Spectrum D3.1 eMTA
DOCSIS 3.1 Advanced Voice Modem

- Spectrum WiFi 6 router



**HAVE MORE
QUESTIONS?**

**We are here 24/7
to support you.**



**CUSTOMER
SERVICE:**

**Give us a call at
(855) 326-5115**



**VISIT US
ONLINE:**

**[Spectrum.com/community-
solutions/resident-support](https://www.spectrum.com/community-solutions/resident-support)**

Q: WHO DO I CONTACT IF I HAVE A PROBLEM WITH MY SERVICE?

A: There are several ways to get support with Spectrum. Create an account on [Spectrum.net](https://www.spectrum.net) to view Popular Support topics and download the My Spectrum App to manage your bill, services and equipment. You can always call Customer Service 24/7 at **(855) 326-5115**.

Q: WHERE DO I RETURN MY EQUIPMENT?

A: Returning equipment is easy, you can choose one of the following options:

- FedEx: Drop off the equipment at any FedEx location or use the FedEx label provided in the self-installation kit. If you return your equipment via a FedEx location, keep the receipt for your records.
- UPS: Bring your equipment to any *The UPS Store* location. UPS will package and return your equipment at no charge to you, just mention that it is Spectrum equipment return. Keep the receipt for your records.
- You can call Spectrum Customer Service to ship your equipment back (fees apply).