

Aloha Napili Ridge Homeowners!

GREAT NEWS! Our Board of Directors has voted to enter into a new bulk service agreement with Spectrum to include TV and Internet. The monthly fees will be included in your HOA maintenance fees. The new service will be **activated on May 26, 2021**. Spectrum will be sending out postcards with details of the new bulk service and also how to sign up if you want additional services. The phone number for **Customer Service is 1-833-697-7328**. They can assist you with any questions you may have.

Equipment Responsibility

- Each owner (or tenant) will be responsible for the Spectrum equipment in your unit. The unit account must be in the individual owner's name or tenant's name to continue to receive service.

Cable TV (Spectrum TV Bronze)

- For owners receiving cable TV through the current Napili Ridge bulk service contract please note on **May 26th** the channel line-up will change. A list of available channels is attached to this email.
- Owners that do not currently receive Spectrum cable TV, will be able to contact Spectrum to create an individual owner account. You will have three options to obtain equipment; pick up at the **Spectrum Store** located at 335 Keawe Street, Space B114 in Lahaina (near Ross), have the equipment mailed to your unit and you can self- install or request a professional install and you will be responsible for the install charge (estimate \$50).

The new agreement includes one cable box per unit. Owners can order additional cable boxes and add premium channels if they prefer and they will be billed separately by Spectrum for these additional items. *Note: if you want to add outlets in your unit that is the responsibility of the owner not the AOA.*

Internet (Spectrum Ultra Internet with WIFI - up to 400 Mbps download and 20 Mbps upload)

- Owners that are currently signed up for Spectrum Internet will still receive internet service. However, you may want to contact Spectrum after the start date to see if your current modem can handle the faster Internet speed. If not, you can arrange for a modem swap with Spectrum to take full advantage of the Internet speed that will be provided as part of the Napili Ridge's new contract. Owners will no longer receive a direct bill from Spectrum for their Internet Service (depending on the service start date, some owners might receive one last bill from Spectrum). *Please do not call in and cancel your Internet Service.*
- Owners that do not currently receive Internet through Spectrum will be able to contact them after May 26th and follow Spectrum's instructions to set up an account, receive a modem and start the connection. You will have the same three options as listed above to obtain your equipment and install.

The new agreement includes one modem and one router per unit free of charge. Owners that prefer to use their own modem/router should contact Spectrum to verify compatibility with their service. Please note that Owner owned equipment is the responsibility of the Owner to troubleshoot and repair. The Napili Ridge Association cannot contact Spectrum on owners' behalf to set up accounts, order equipment or troubleshoot any issues as Spectrum will only engage with the account's owner on record or authorizer listed on the account. **If you have not set up an account you will need to call in to Spectrum prior to the Activation Date to maintain service. If you are an absentee owner Spectrum recommends you include your on island representative as an authorizer. Please call Spectrum Customer Service at 1-833-697-7328.**