

Spectrum Residential Bulk Services.

Beginning 9/05/2023, the residents of The Glen, may contact the Spectrum Residential Bulk Services number at (833)697-7328 in order to make equipment changes or adjustments for their individual needs. When you call this number, a Spectrum Bulk Services Customer Care Representative will assist you. The choices you will have will include the following...

1) You can choose to have any new equipment mailed directly to you. This will be delivered via Fed Ex, and takes 1-2 business days (no, you will not lose current service while waiting for any new equipment). The equipment will show up in boxes (modems and routers will show up in one box, and set-top-boxes and DVRs (with new remotes) will be in separate boxes). When you receive the equipment, you will be encouraged to self-install the equipment, as the equipment will arrive with detailed instructions on how to do so. If, for some reason, residents cannot complete this process, there is a call-in number included with the instructions. When you call the provided number, you will be in touch with a remote technician who will attempt to assist you the rest of the way. If, for some reason, the remote technician is unable to help complete the process, a first-available in-person technician will be scheduled to come to their residence at no cost. This is known as a rescue call.

2) If residents do not wish to deal with to do the self-installation method, you can schedule a first-available in-person technician who will come out and get any new equipment wired up for you. If you opt to forego the self-installation and choose this option, there will be a one-time installation cost of \$59.99.

Any old or replaced equipment may be mailed back to spectrum, or dropped off at the nearest UPS store or Spectrum location without being charged.