

## Customer Change Form and Agreement

### INSTRUCTIONS

- Please follow these instructions to change the named customer on your account to another person.
- The current named customer must type or print their information into **Part A**.
- The new person that wants to be the named customer must type or print their information into **Part B**. If Spectrum Voice is included on the account, you must decide whether to have a private listing for an additional charge and, if listed, how your first and last name should be formatted.
- The appropriate documentation must be included with the form:

<i>Type</i>	<i>Required Documentation</i>
Change due to disability or incapacitation	Signed power of attorney or conservatorship
Military leave	If both parties cannot sign, submit copy of active duty or deployment order
Changed name due to marriage or civil union	In-person: show government issued ID with new name By fax: copy of government issued ID with new name
Change due to divorce	If both parties cannot sign, submit a copy of divorce decree, certificate of divorce or court order
Other changes of named customer	In-person: show government issued ID By fax: copy of government issued ID for current and new accountholder <u>or</u> stamped by notary

- Except as noted above, both the current and new customer must sign and date the
- form. Bring the completed form and documentation to any Charter Spectrum Store

**TIP** Find your local Charter Spectrum Store at [spectrum.net/locations](https://spectrum.net/locations)

or

Mail or fax to:

Strategic Accounts  
11 Commerce Road  
Newtown, CT 06470  
Fax: **(203) 491-2186**  
(preferred)



# Customer Change Form and Agreement

« PLEASE PRINT LEGIBLY »

## A. Current Customer

First and Last Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

## B. New Customer

First and Last Name: \_\_\_\_\_

Primary Contact Number: \_\_\_\_\_ Email Address: (optional) \_\_\_\_\_

Secondary Contact Number: \_\_\_\_\_ New PIN: (optional, four digit number) \_\_\_\_\_

Spectrum Voice Only:	Private Directory Listing: <input type="checkbox"/> No (default) <input type="checkbox"/> Yes (additional monthly charge may apply)
	Directory Format: <input type="checkbox"/> Full Name (default) <input type="checkbox"/> First Initial & Last Name

**Current Customer:** You hereby request that Communications transfer your account, including any services, equipment, rights and information, to the above named new customer. You will make arrangements directly with the new customer for the payment of any existing balance on your account. You are responsible for the transfer of all Spectrum equipment to the new customer. You acknowledge that the equipment and account records will include information about you, your use of the service and historical information about your account. After the transfer, this information will be accessible to the new customer and other users.

**New Customer:** You hereby agree to transfer the above named account and assume all obligations, including any existing equipment, packages and outstanding balances, into your name. You will become legally responsible for this account, paying any balance owed and acknowledge that the account will be transferred with the existing pricing and packaging. You accept responsibility for the equipment currently assigned to the account and understand that you must return all Spectrum equipment or pay the applicable unreturned equipment fee. If Spectrum Voice is provided, you also acknowledge that our Spectrum Voice service does not have its own power supply. If there is a power outage, or if there is a disruption to the cable network or facilities, Spectrum Voice service will not work. In such cases it will not be possible to place or receive calls including calls to access emergency 911 services. In the event of power outages, the modem, including all phones and services connected to or powered by it, will not work. Power outages will disrupt E911 service and the use of Spectrum Voice service as the connection between a security system and central monitoring services. To reduce this risk, you may choose to purchase a battery backup for use in the event of a power outage that is not also a network-related outage. Each battery backup is designed to provide power for up to 8 hours (or 5 hours of "talk" time) for a power outage at your location that is not also a network-related outage. In the event the battery life is exhausted and your power is out you will not be able to use your service including 911. In the event of an outage of the network, including a power outage affecting our network, you will not be able to make any calls, including 911 calls, even if your battery is not exhausted. You acknowledge that you have received a Welcome Kit, Privacy Policy and Terms and Conditions of Service which are also located at spectrum.net/terms. You agree to be bound by the applicable Terms and Conditions of Service, and agree that your continued use of Charter's services shall constitute your acceptance of any future changes.

**BY SIGNING BELOW, THE CURRENT CUSTOMER AND NEW CUSTOMER REPRESENT THAT THEY EACH ARE AT LEAST 18 YEARS OLD; THEY ARE THE ABOVE NAMED INDIVIDUALS AND ARE THE OWNER AND/OR TENANT OF THE PREMISES SET FORTH ABOVE; AND THAT THEY ARE AUTHORIZED TO MAKE THE REPRESENTATIONS AND AGREE TO THE TERMS AND CONDITIONS SET FORTH HEREIN.**

\_\_\_\_\_  
Current Customer's Signature

\_\_\_\_\_  
New Customer's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

<b>Notary Validation</b>   Only necessary for mailed/faxed forms without supporting documentation

<b>Mail or fax completed documents:</b>
Strategic Accounts
11 Commerce Road
Newtown, CT 06470
Fax: <b>(203) 491-2186</b>

« DO NOT FORGET TO INCLUDE ANY REQUIRED DOCUMENTATION »

Internal Only: <input type="checkbox"/> Faxed to SA <input type="checkbox"/> EE Acct
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