

- **Charter Spectrum temporarily closes Pittsfield service location**

Charter/Spectrum will temporarily close its location in Pittsfield effective April 8, 2020. This closure is necessary due to the small size of the location, which makes it difficult to implement social distancing requirements consistent with CDC and state requirements, which are necessary to protect public health in light of the COVID-19 pandemic. If the temporary closure persists for longer than 30 days, we will provide additional notice to you. Charter will continue to monitor this dynamic situation and evaluate reopening the location when it is safe and appropriate to do so. Fortunately, we are able to perform the functions normally performed in this location through alternative and safer means, including by: Providing a 24-hour, toll-free customer service telephone number (1-855-70-SPECTRUM/1-855-707-7328) with company personnel capable of handling complaints and inquiries 7-days per week; Allowing subscribers to pay bills:

- Online at [www.spectrum.net](http://www.spectrum.net);
- By phone at 1-855-70-SPECTRUM (1-855-707-7328);
- At the Spectrum Store location at 225 Hodges Cross Road North Adams;
- On the Spectrum App; and
- Through third party agents in your community that are capable of receiving payments from Charter's subscribers, and that may be able to accommodate customers in a manner that complies with physical distancing and other safety requirements.

Allowing subscribers to obtain or exchange equipment by mail without charge, through mail delivery of new equipment to a subscriber's home, along with "drop ship" packaging from a local UPS Store for returning old equipment. Charter will conspicuously post a notice describing these alternative options at the location identified above. We also will continue to advise customers of our 24-hour, toll-free customer service number and alternative bill pay options on their bills.