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Spectrum Internet

Your router, the My Spectrum app, self-install and your bill — explained in plain English

A plain-English guide to your Spectrum service

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Spectrum Internet & the My Spectrum app · facts current November 2026

What's Inside

This is your Spectrum Internet manual. Spectrum, from Charter Communications, provides internet to much of Portage County, and its equipment and app can feel like a puzzle at first. This guide covers the boxes on your shelf, setting up a self-install kit, the My Spectrum app (your WiFi name and password, who's connected, pausing devices), fixing an outage, reading your bill, and spotting the scams that use Spectrum's name. Read it in any order; there's no test, and you can't break a thing by looking.

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PART 1

Getting Started

What Spectrum gives you, the boxes on your shelf, and getting signed in to the My Spectrum app.

CHAPTER 1

A Note from Bill

Hello, and welcome. If your internet comes from Spectrum, you're in very good company around here: Spectrum provides internet service to much of Portage County. And if you've ever stared at the blinking lights on the box by the TV, or opened a bill that was higher than last year's and wondered why, this guide is for **you**.

I'm Bill. Helping folks feel at home with their technology is what I do every day, and I wrote this guide the way I'd explain it sitting beside you at your kitchen table: slowly, in plain English, with nothing taken for granted. If I use a word you don't know, I'll stop and explain it right there.

What you'll be able to do

- Tell your modem from your router, and know what their lights are saying.
- Set up a Spectrum self-install kit and get it activated.
- Use the **My Spectrum app** to see or change your WiFi name and password, see who's connected, and pause a device.
- Check for an outage and restart your equipment, without waiting on hold.
- Read your bill, notice when a promotional price is about to end, and know your options.
- Recognize the phone calls and texts that only *pretend* to be Spectrum.

You can't break it by looking

Opening the app, reading your bill, or looking at the lights changes nothing. Even restarting the equipment is safe: it just takes a few minutes to come back. The one thing to be careful with is the tiny **Reset** pin-hole on the back of the boxes, and I'll explain exactly why in Chapter 21, *Restart vs. Reset*.

WHAT THIS DOES FOR YOU

Why this matters

Most internet trouble at home is fixed with the same three or four moves: check for an outage, restart the equipment, move closer to the router, or check the password. Once you know them, a lot of frustration (and a lot of time on hold) simply goes away.

And I'm a phone call away

If you get stuck, you're not stuck alone. Call me at **(330) 200-8042** and we'll sort it out together, with no judgment. So pour a cup of coffee, and let's get to know your Spectrum service.

— Bill

CHAPTER 2

What Spectrum Gives You

Spectrum is the brand name Charter Communications uses for its internet, TV, home phone and mobile service. Spectrum's internet comes into your home over the same kind of round cable (a **coax** cable) that cable TV uses.

The pieces of your service

Piece	What it does
Internet plan	The speed you pay for, such as Internet 100, 500, 1 Gig or 2 Gig. More on plans in Chapter 25, *Spectrum Plans & Prices (November 2026)*.
Modem	The box that connects to the cable line and brings the internet into your home. Spectrum says every Internet plan includes one at no extra cost.
WiFi router	The box that turns the internet into WiFi for your phones, tablets and TVs. Spectrum's current one is the **Advanced WiFi** router, available with WiFi 7.
Advanced WiFi	Spectrum's WiFi service: their router plus **Security Shield** protection and the ability to manage your network in the My Spectrum app.
Invincible WiFi	Advanced WiFi plus a router with a battery (up to 8 hours) and a 5G cellular backup connection for outages.
WiFi Extenders	Small add-on units that carry the WiFi into far rooms, basements and porches.
My Spectrum app	Spectrum's free app for your bill, your equipment and your WiFi settings.

Checked against Spectrum's Advanced WiFi and Internet plans pages on November 13, 2026.

GOOD TO KNOW

Advanced WiFi isn't on every plan automatically

As of November 2026, Spectrum includes Advanced WiFi with **Internet 1 Gig** (and Invincible WiFi with **Internet 2 Gig**, where offered). On Internet 100 and 500, Spectrum lists it as a $10 monthly add-on, though bundles with Spectrum Mobile include it. If you're not sure what you have, the next chapters show how to check.

How to tell if you have Advanced WiFi

Spectrum's own advice: sign in to the My Spectrum app (or your account at Spectrum.net) and look at your equipment and services. If Advanced WiFi is active, it's listed there along with your WiFi network name and password.

Checked against Spectrum's Advanced WiFi benefits page on November 13, 2026.

CHAPTER 3

The Boxes on Your Shelf

Most Spectrum homes have **two** boxes connected by a short network cable. Knowing which is which makes every phone call with support easier.

Telling them apart

	The modem	The WiFi router
What's plugged into it	The round coax cable from the wall, plus power	A network (Ethernet) cable from the modem, plus power
What it does	Talks to Spectrum's network	Makes your home WiFi
Label shows	Model and serial numbers, MAC address	Your WiFi network name and password
If you have Voice	Home phone plugs in here (Voice 1 port)	Not used for phone

GOOD TO KNOW

Sometimes it's one box

Some Spectrum kits include a combined modem and router in one unit. If you only see one box with a coax cable going in, that's what you have. Everything in this guide still applies.

Where to put the router

Spectrum's own placement advice is worth following:

- Put the router in a **central spot**, up off the floor, and away from big furniture and appliances.
- Don't hide it in a closet or cabinet, and open doors between the router and your devices.
- Metal appliances, brick walls and mirrors weaken the signal, so keep it clear of them.

Checked against Spectrum's Advanced WiFi benefits page on November 13, 2026.

TIP

Take a photo of the labels

Snap a clear photo of the label on each box. The router's label has your original WiFi name and password; the modem's label has the numbers Spectrum support sometimes asks for.

CHAPTER 4

The My Spectrum App: Getting Signed In

The **My Spectrum app** is free and works on iPhone, iPad and Android. With it you can pay your bill, check for outages, restart your equipment and manage your WiFi. The same account works on the website **Spectrum.net** on a computer.

Getting the app

1. On an iPhone, open the **App Store**. On Android, open **Google Play**.
2. Search for **My Spectrum**.
3. Check that the maker is **Charter Communications** (or Spectrum), then tap **Get** or **Install**.
4. Open the app and sign in with your Spectrum **username** and **password**.

If you've never had a username

If you set up service by phone, you may not have a Spectrum username yet. In the app or at Spectrum.net, choose the option to create a username. You'll need your **account number** (it's on your bill and on the letter in a self-install kit) or the phone number on the account.

> STAY SAFE
>
> **Use the real app and the real website**
>
> Only install My Spectrum from the official app store, and only sign in at **Spectrum.net**. Don't sign in from a link in a text or email. Type the address yourself or use the app.

Finding your way around

The app has a row of tabs along the bottom. The two you'll use most:

- **Services**: your internet, your equipment and its status, and your WiFi network settings.
- **Billing**: your current bill, payments and Auto Pay.

Spectrum updates the app from time to time, so a label may move or change a little. If you can't find something, look for the closest match, such as **Internet**, **Network** or **Equipment**.

Checked against Spectrum's My Spectrum App support pages on November 13, 2026.

PART 2

Self-Install & the Lights

Setting up a Spectrum self-install kit, activating it, reading the lights, and what to do when it won't come online.

CHAPTER 5

What's in the Self-Install Kit

Spectrum sends most new customers a **self-install kit** (Spectrum also calls it an Express Connect Kit) so you can set up the service yourself. Spectrum says the kit comes at no additional cost for most customers. A professional installation is also available for a fee.

What's usually inside

- A **modem** and its power cord.
- A **WiFi router** and its power cord (or one combined unit).
- A **coax cable**: the round cable with a screw-on end.
- A short **Ethernet cable** to connect the modem to the router.
- Sometimes a **splitter**, if a Spectrum TV box shares the same wall outlet.
- An instruction sheet and a letter with your **account number**.

Checked against Spectrum's self-installation support pages on November 13, 2026.

TIP

Before you start

Find the cable outlet you'll use (a round threaded connector on the wall), make sure there's a power outlet nearby, and set aside half an hour. Keep the instruction sheet that came in your kit. If it differs from this guide, follow the sheet: it's written for your exact equipment.

CHAPTER 6

Setting Up the Equipment, Step by Step

Connect the modem

1. Screw one end of the **coax cable** onto the cable outlet in the wall, finger-tight.
2. Screw the other end onto the modem's coax connector. If a Spectrum TV box shares the outlet, use the splitter from the kit.
3. Plug in the modem's power cord.
4. Wait for the modem's online light to turn **solid**. Spectrum says this takes about 2 to 5 minutes.

Checked against Spectrum's self-installation support pages on November 13, 2026.

Home phone (only if you ordered Spectrum Voice)

Plug your home phone's cord into the modem's **Voice 1** port. A second line goes in **Voice 2**.

Connect the WiFi router

1. Plug one end of the **Ethernet cable** into the modem and the other end into the router's **internet** port (it may be a different color or marked with a globe).
2. Plug in the router's power cord.
3. Wait for the WiFi status light on the front of the router to turn **solid blue**. Spectrum says this happens within 10 minutes.

Checked against Spectrum's self-installation support pages on November 13, 2026.

Connect your first device

1. Find the **WiFi network name** and **password** on the router's label.
2. On your phone or computer, open the WiFi settings, pick that network name, and type the password exactly, capitals and all.
3. Newer Spectrum routers show **one** network name. Older ones may show two (one for 2.4 GHz and one for 5 GHz); either works.

Checked against Spectrum's self-installation support pages on November 13, 2026.

CHAPTER 7

Activating Your Service

Once the lights are solid, the service needs to be activated on your account. Many kits activate automatically, but if you're asked to activate, here's how.

1. On a phone or computer connected to the new WiFi, go to **spectrum.net/selfinstall**, or open the My Spectrum app.
2. Choose **Get Started** and follow the instructions. Have your account number handy.
3. When you first go online, you may be asked to accept Spectrum's terms of service.
4. If the activation website isn't available in your area, Spectrum's support page lists **(877) 309-5869** to call for activation.

Checked against Spectrum's self-installation support pages on November 13, 2026.

HEADS UP

"Nothing to activate"?

If the page says there's nothing to activate, the equipment may already be activated (try a website), or the equipment may not be matched to your account yet. Call Spectrum using the number on your kit letter or bill.

GOOD TO KNOW

Write down your details now

This is the perfect moment to fill in the details page in Chapter 31, *Your Spectrum Cheat-Sheet*: your account number, your WiFi name and password, and where the boxes are.

CHAPTER 8

Reading the Lights

The lights on the front of the modem and router are a quick status report. Exact patterns differ by model, and Spectrum's printed guide for your equipment is the final word, but here's the general idea.

What you see	What it usually means	What to do
Solid blue (router) or solid online light (modem)	Connected and working	Nothing. All is well.
Blinking blue or white	Starting up or still connecting	Wait a few minutes, especially after a restart or power outage.
Red, solid or blinking	A problem connecting to the internet	Check for an outage, then restart (Chapter 18, *Check for an Outage First*, Chapter 19, *Restart Your Equipment from the App*).
No lights at all	No power	Check the power cord and outlet, and any power strip switch.

Checked against Spectrum's self-installation support pages on November 13, 2026.

HEADS UP

Don't unplug during an update

Now and then the equipment updates its own software, and the lights may flash in an unusual pattern. If the internet was working a moment ago and the lights are flashing oddly, give it 10 to 15 minutes before you unplug anything.

TIP

Describe the lights when you call

When you talk to Spectrum (or me), saying "the router light is blinking red" or "the modem has no lights" tells us a lot in a few words. Take a photo if it's easier.

CHAPTER 9

When Self-Install Doesn't Work

Work down this list before you call. Most setups that stall are one of these.

1. **Check the coax connections.** Both ends finger-tight, on the right outlet. Try a different cable outlet if you have one; not every outlet in a house is connected.
2. **Remove extra splitters.** An old splitter or amplifier behind the TV can weaken the signal. Try the modem straight to the wall.
3. **Check the Ethernet cable** goes into the router's internet port, not one of its other ports.
4. **Wait long enough.** Give the modem a full 5 minutes and the router 10.
5. **Power cycle once:** unplug both boxes, wait 30 seconds, plug the modem in, wait two minutes, then plug in the router.

GOOD TO KNOW

If you need a technician

If self-install doesn't succeed, Spectrum can send a technician. Spectrum's support page says a service charge applies unless the technician finds the problem is with Spectrum's equipment or wiring. Ask about the charge when you book.

Checked against Spectrum's self-installation support pages on November 13, 2026.

PART 3

Your WiFi in the My Spectrum App

Seeing and changing your WiFi name and password, guests, who's connected, pausing devices, Security Shield and WiFi Extenders.

CHAPTER 10

See or Share Your WiFi Name & Password

If you have a Spectrum router, the My Spectrum app shows your WiFi network name and password any time, so nobody has to tip the router over to read the label.

1. Open the **My Spectrum** app and sign in.
2. Tap the **Services** tab at the bottom.
3. Under **Your Spectrum Network**, tap your network.
4. Your network name and password are shown there. Look for a **show** option if the password is hidden behind dots, and a share option to send it to a guest.

Checked against Spectrum's WiFi name and password support page on November 13, 2026.

On a computer, sign in at **Spectrum.net**, choose **Services**, then **Internet**, and select the arrow next to your network information.

GOOD TO KNOW

Using your own router?

These steps work for routers Spectrum provides. If you bought your own router, Spectrum's app can't see its settings. Use that router's own app or settings page instead (see Chapter 17, *Using Your Own Router*).

TIP

Still the factory password?

If the password in the app matches the router label, it's the original one. That's fine as long as the label isn't somewhere visitors can photograph it. If it is, consider changing it (Chapter 11, *Changing Your WiFi Name or Password*).

CHAPTER 11

Changing Your WiFi Name or Password

You can change your WiFi network name, password or both right in the app. Before you do, remember: **every** device in the house will need the new details, from phones to the TV to the thermostat.

1. Write the new name and password on paper first.
2. Open the **My Spectrum** app and tap the **Services** tab.
3. Under **Your Spectrum Network**, tap the network you want to edit.
4. Type your new network name and/or password.
5. Tap **Save**.
6. Reconnect each of your devices with the new name and password.

Checked against Spectrum's WiFi name and password support page on November 13, 2026.

TIP

Change it from the app over cellular

If your phone is on your home WiFi when you save, it'll drop off for a moment. That's expected. Wait a minute, then rejoin with the new password.

GOOD TO KNOW

Good password, good name

Three or four unrelated words with a number makes a strong, easy-to-type password. For the name, pick something friendly that doesn't include your name or address. The companion manual **Wi-Fi Passwords: Finding, Changing & Sharing** has a full checklist for reconnecting every gadget afterward.

CHAPTER 12

Guests on Your Spectrum WiFi

Spectrum's own guidance for visitors (from its November 2026 holiday tips) gives you a few easy options.

Spectrum Mobile guests connect on their own

Spectrum's Advanced WiFi routers send out a separate **Spectrum Mobile** WiFi signal alongside your private network. Guests whose phones are on Spectrum Mobile connect to it automatically, without your password and without joining your private network. If their phone doesn't connect by itself, they can pick **Spectrum Mobile** from the list of WiFi networks.

Everyone else: share from the app

1. Open My Spectrum, tap **Services**, and tap your network to see its name and password (Chapter 10, *See or Share Your WiFi Name & Password*).
2. Share them with your guest from the app, or read them out.
3. If you like, change the password before a big gathering and again afterward, then reconnect your own devices.

Checked against Spectrum's guest WiFi article (November 2026) on November 13, 2026.

GOOD TO KNOW

What about a separate guest network?

Spectrum's current guest advice is the Spectrum Mobile signal and sharing your password from the app. I couldn't find a separate guest-network setting in Spectrum's current support pages, so I haven't described one here. If you need a true guest network with its own password, a router of your own can provide one (Chapter 17, *Using Your Own Router*).

CHAPTER 13

Seeing Who's Connected

With Advanced WiFi, the My Spectrum app shows the devices on your network and can alert you when a new one connects. You can also give devices nicknames so you know whose tablet is whose.

1. Open My Spectrum and tap **Services**.
2. Look for **Manage Your Devices** (the first time, you may need to tap **Manage Devices**).
3. Choose a list: **Connected**, **Not Connected** or **Paused**.
4. Tap a device to see its **Device Details**, where you can give it a nickname.

Checked against Spectrum's Advanced WiFi device-management support pages on November 13, 2026.

GOOD TO KNOW

Unfamiliar names aren't always strangers

Many gadgets show up with a maker's name or a string of letters and numbers. Count your own devices first (phones, tablets, TVs, speakers, thermostat, doorbell). Newer phones also use a private WiFi address, so the same phone can appear with an unfamiliar code.

HEADS UP

Not available everywhere

Spectrum notes that device-management features may not be available in all areas, and they need Advanced WiFi. If you don't see them, that's probably why.

CHAPTER 14

Pausing Devices & Schedules

Pausing turns off the internet for one device (or a group) until you un-pause it. It's handy for grandchildren's tablets at bedtime, or a device you don't recognize.

Pause one device

1. In My Spectrum, tap **Services**, then **Manage Your Devices**.
2. Open the **Connected** or **Not Connected** list.
3. Swipe left on the device, then confirm **Pause**. (You can also pause from the device's **Device Details** screen.)

Un-pause it

1. Open the **Paused** list.
2. Swipe left on the device and confirm **Unpause**.

Groups and schedules

- **Groups** let you pause or resume several devices at once, such as "Grandkids' tablets."
- **Schedules** pause devices automatically: you choose a start time to disconnect and a stop time to reconnect, for example overnight.

Checked against Spectrum's Advanced WiFi device-management support pages on November 13, 2026.

HEADS UP

Don't pause the important ones

Be careful not to pause a medical alert system, a security camera, a video doorbell or a thermostat by accident. Give those devices clear nicknames so they're easy to spot.

CHAPTER 15

Security Shield

Security Shield comes with Advanced WiFi. It works in the background to help block malicious websites, phishing scams and other online threats for every device on your home network, including guests' devices. There's nothing to set up.

Checked against Spectrum's Advanced WiFi and guest WiFi articles on November 13, 2026.

GOOD TO KNOW

Helpful, but not a force field

Security Shield adds a layer of protection, but it can't stop you from being talked into something by a scam caller, and it doesn't protect your devices when they're away from home. Keep your phone and computer updated, and keep your guard up (Part 6).

CHAPTER 16

WiFi Extenders for Dead Zones

If the WiFi is weak in a back bedroom, the basement or the porch, Spectrum offers **WiFi Extenders**: small units that join your Advanced WiFi router to make one larger network. (Spectrum used to call its extenders "pods," and you may still hear that name.)

What they are	Spectrum WiFi 7 Extenders, launched January 2026, built to work with the Advanced WiFi 7 router.
Coverage	Spectrum says each one can add up to about 2,000 square feet of coverage.
Cost	Spectrum lists them at **$5.00 a month** per extender.
Setup	They connect to the Advanced WiFi 7 router automatically and are managed in the My Spectrum app.

Checked against Spectrum's WiFi 7 Extenders announcement (January 20, 2026) on November 13, 2026.

TIP

Try the free fixes first

Spectrum notes most homes don't need an extender. Before you add a monthly charge, try moving the router to a central, open spot (Chapter 3, *The Boxes on Your Shelf*). The companion manual **Wi-Fi Extenders & Dead Zones** covers all the options.

CHAPTER 17

Using Your Own Router

You don't have to rent Spectrum's WiFi. Spectrum says you can use your own router in many cases, after checking with Spectrum support that it meets the requirements for your plan's speed. The modem still comes from Spectrum.

What changes

- You manage WiFi in **your router's** app (eero, Google Home, TP-Link Deco and so on), not in My Spectrum.
- Security Shield and Spectrum's device management don't apply to your own router.
- If you were paying for Advanced WiFi, ask Spectrum to remove the charge once you've returned their router.
- Your own router may offer extras such as a true guest network.

Checked against Spectrum's Advanced WiFi FAQ on November 13, 2026.

GOOD TO KNOW

Return what you don't use

If you stop using a Spectrum router, return it to a Spectrum store or as Spectrum instructs, and keep the receipt. Unreturned equipment can show up as a charge on your bill.

PART 4

When the Internet Stops

Checking for an outage, restarting from the app or by hand, the difference between restart and reset, and slow or spotty WiFi.

CHAPTER 18

Check for an Outage First

Before you unplug anything, find out whether the problem is in your house or in the neighborhood. If Spectrum has an outage in your area, restarting your boxes won't help, and you can stop worrying that you did something wrong.

1. Use your phone's **cellular data** (turn WiFi off for a moment) and open the **My Spectrum** app.
2. Look for **Check Outages**, or ask "Am I in an outage?" in the app's chat.
3. If there's an outage, Spectrum shows it, often with an estimated repair time. Just wait it out.
4. If there's no outage, move on to restarting your equipment (Chapter 19, *Restart Your Equipment from the App*).

Checked against Spectrum's outage and equipment-restart support pages on November 13, 2026.

TIP

Is it everything, or just one device?

If your phone can't get online but the TV streams fine, the problem is the phone, not Spectrum. Turn the phone's WiFi off and on, or restart the phone.

CHAPTER 19

Restart Your Equipment from the App

The My Spectrum app can restart your modem and router for you, and it often shows whether they're healthy.

1. Open My Spectrum (over cellular data if your WiFi is down) and tap **Services**.
2. Find your equipment. Its status shows as **Connected**, **Unavailable** or **Connection Issue**.
3. Tap the device, then tap **Restart Equipment**, and confirm if asked.
4. Wait several minutes for the lights to settle, then try the internet again.

On a computer, sign in at Spectrum.net, choose **Services**, then the **Internet** tab, pick your equipment, and choose **Troubleshoot** or **Restart Equipment**.

Checked against Spectrum's outage and equipment-restart support pages on November 13, 2026.

GOOD TO KNOW

Some equipment can't be restarted remotely

Spectrum notes that some equipment can't be reset from your account. If the option isn't there, restart it by hand (Chapter 20, *Restart by Hand (Power Cycle)*).

CHAPTER 20

Restart by Hand (Power Cycle)

This is the classic fix, and it's completely safe. Spectrum's own order of steps:

1. Unplug the power cord from the **modem**, and from the **router** too.
2. Wait **30 seconds**. (Some Spectrum pages say up to two minutes; longer doesn't hurt.)
3. Plug the **modem** back in first. Wait about **two minutes** for its lights to go solid.
4. Plug the **router** back in. Wait about two more minutes.
5. Try the internet again.

Checked against Spectrum's outage and equipment-restart support pages on November 13, 2026.

HEADS UP

Unplug the power cord, not the coax

Pull the **power** plug only. Leave the round coax cable screwed on. And never press the Reset pin-hole for a restart. That's a different thing entirely (Chapter 21, *Restart vs. Reset*).

GOOD TO KNOW

Invincible WiFi has a battery

If you have Invincible WiFi, the router has a battery that can keep it running for hours. Unplugging its power won't turn it off right away. Use the app's restart instead, or follow the instructions that came with it.

CHAPTER 21

Restart vs. Reset

	Restart (power cycle)	Factory reset
How	Unplug for 30 seconds, or Restart Equipment in the app	Hold the tiny Reset pin-hole with a paper clip
What it does	Clears temporary glitches	Erases all settings back to the factory
Your WiFi name and password	Stay the same	Go back to what's on the label
Your devices	Reconnect on their own	All need to be reconnected
When to use it	First thing, any time something's off	Only when Spectrum support tells you to

HEADS UP

Leave the Reset button alone

A factory reset undoes any name or password you set, and every gadget in the house will need to be connected again. With Spectrum equipment, there's rarely a reason to do it yourself. Let Spectrum support (or me) make that call.

CHAPTER 22

Slow or Spotty WiFi

If the internet works but feels slow, try these in order:

1. Restart the equipment (Chapter 19, *Restart Your Equipment from the App*). Spectrum suggests this first, too.
2. Run a speed test near the router, then in the slow room. If it's fast by the router and slow far away, it's a WiFi coverage problem, not your plan.
3. Move the router to a central, open spot, off the floor (Chapter 3, *The Boxes on Your Shelf*).
4. Check how many devices are busy at once. Several people streaming video at the same time share your plan's speed.
5. If one room is always weak, look at WiFi Extenders (Chapter 16, *WiFi Extenders for Dead Zones*).

> **GOOD TO KNOW**
>
> **Advanced WiFi doesn't raise your plan's speed**
>
> Spectrum is clear on this: a better router cuts signal loss, so more of your devices get the speed you pay for, but it doesn't change your plan's speed. The companion manual **Slow Internet? Speed Tests & Fixes** goes deeper.

Checked against Spectrum's Advanced WiFi FAQ on November 13, 2026.

PART 5

Your Bill & Your Plan

Reading the bill, what happens when a promotional price ends, current plans, paying and Auto Pay, and Spectrum Mobile bundles.

CHAPTER 23

Reading Your Spectrum Bill

A Spectrum bill has a lot on it, but only a few lines really matter. You can see it on paper, in the My Spectrum app's **Billing** tab, or at Spectrum.net.

Where to look

Section	What it tells you
Summary (page 1)	Your total due, the due date, and the total of taxes, fees and charges.
Service details	Each service (Internet, TV, Voice) with its price, any equipment like Advanced WiFi or extenders, and any promotional discount.
Promotions	Discounts you're getting and their **expiration dates**.
Taxes, fees and charges	A breakdown, on the second page of the statement, of which fees apply to which service.
Spectrum News section	Notices about changes, including a reminder the month before a promotion ends.

Checked against Spectrum's billing, taxes and fees support pages on November 13, 2026.

Charges worth checking

- **Advanced WiFi** or **Invincible WiFi**: are you paying for it, and do you want it?
- **WiFi Extenders**: one charge per extender. Are they all plugged in and in use?
- **Equipment you've returned**: it shouldn't still be listed.
- **Services you don't use**: a home phone line or TV package nobody watches.
- **Fees**: Spectrum lists a late fee (amount varies by state) and, since May 14, 2025, a $5.00 charge when an Auto Pay payment fails.

Checked against Spectrum's billing, taxes and fees support pages on November 13, 2026.

GOOD TO KNOW

If a charge looks wrong

Spectrum gives you **60 days** from the billing date to dispute a charge. Spectrum says it won't cut off service during the dispute as long as you pay the part you don't dispute. Call the number on your bill, and write down the date, the person's name and what they said.

Checked against Spectrum's billing, taxes and fees support pages on November 13, 2026.

CHAPTER 24

When the Promotion Ends

Spectrum's advertised prices are usually **first-year** (or two- or three-year bundle) prices. When that period ends, the service moves to Spectrum's standard rate, and the bill goes up. That's the most common reason people call me about a Spectrum bill.

How to see it coming

- Your statement lists each promotional discount and its expiration date.
- Spectrum says it includes a reminder in the **Spectrum News** section of your bill the month before a promotion ends.
- Put the end date on your calendar the day you sign up.

Checked against Spectrum's billing, taxes and fees support pages on November 13, 2026.

What you can do

1. A month before the promotion ends, look at current offers on Spectrum.net or in the app.
2. Call Spectrum (the number on your bill) and ask what plans and prices are available to you now.
3. Ask whether a slower plan would do. Many households of one or two people do fine on a lower tier.
4. Ask whether a bundle (for example with Spectrum Mobile) would lower the total.
5. Write down any new price, how long it lasts, and the representative's name.

> **TIP**
>
> **Be polite, be specific**
>
> "My promotion ends next month. What's the best price you can offer me on internet only?" is a perfectly reasonable question. The companion manual **Choosing an Internet Plan & Reading the Bill** covers comparing providers and negotiating.

CHAPTER 25

Spectrum Plans & Prices (November 2026)

Here's what Spectrum's own Internet plans page listed for internet-only service as of November 2026. Prices change often and can vary by address, so treat this as a starting point and **check current pricing** on Spectrum.net before deciding anything.

Plan	Speed	Year 1 price (internet only)	WiFi
Internet 100	100 Mbps	$30 a month	Advanced WiFi $10 a month extra
Internet 500	500 Mbps	$40 a month	Advanced WiFi $10 a month extra
Internet 1 Gig	1,000 Mbps	$60 a month	Advanced WiFi included
Internet 2 Gig (select areas)	2,000 Mbps	$80 a month	Invincible WiFi included

Checked against Spectrum's Internet plans page on November 13, 2026.

- The page also showed a promotion of 500 Mbps for $50 a month *with Advanced WiFi included*, so offers really do shift week to week.
- Spectrum's plans have **no data caps and no contracts**.
- Each plan listed one Spectrum Mobile Unlimited line included for the first year.
- "Year 1 price" means the price goes up after 12 months (Chapter 24, *When the Promotion Ends*).

Checked against Spectrum's Internet plans page on November 13, 2026.

How much speed do you need?

Spectrum's own rule of thumb:

Household	Speed Spectrum suggests
Single or small household, 1 to 7 devices	100 to 300 Mbps
Small to medium household, 8 to 14 devices	300 to 500 Mbps
Large household, 14+ devices	500 Mbps to 1 Gig

Checked against Spectrum's Internet plans page on November 13, 2026.

GOOD TO KNOW

Remember the extras

The plan price isn't the whole bill. Add Advanced WiFi (if it's not included), any extenders, taxes and fees, and any TV or phone service to see the real monthly cost.

CHAPTER 26

Paying Your Bill & Auto Pay

A one-time payment in the app

1. Open My Spectrum and sign in.
2. Tap **Make Payment** on the home screen.
3. Check the amount, date and payment method. Tap **Change Payment Options** to adjust them.
4. Tap **Make Payment**. You'll see a confirmation.

Setting up Auto Pay

1. In My Spectrum, tap **Billing**.
2. Tap **Enroll in Auto Pay**.
3. Choose your payment method (credit card, debit card, checking or savings account).
4. Tap **Enroll in Auto Pay** to finish.

Checked against Spectrum's My Spectrum App billing and Auto Pay support pages on November 13, 2026.

TIP

Auto Pay still deserves a glance

Auto Pay is convenient, but look at each month's bill anyway. It's how you'll notice a promotion ending, or a charge for equipment you returned. If you enroll after your billing date, the first automatic payment happens on the next cycle, so pay the current bill yourself.

CHAPTER 27

Spectrum Mobile & Bundles

Spectrum also sells cell phone service, called **Spectrum Mobile**. It requires Spectrum Internet, and Spectrum bundles the two with discounts.

- As of November 2026, Spectrum's plans page showed one Spectrum Mobile Unlimited line included for a year with each internet plan, and Internet plus Mobile bundles with a two-year price guarantee.
- Bundles with Spectrum Mobile included Advanced WiFi on every speed tier.
- Spectrum Mobile phones connect automatically to the Spectrum Mobile WiFi signal from Advanced WiFi routers (Chapter 12, *Guests on Your Spectrum WiFi*).
- Spectrum Mobile customers are automatically enrolled in Auto Pay, and the mobile bill is shown separately.

Checked against Spectrum's Internet plans page on November 13, 2026.

HEADS UP

Do the math on the whole household

A bundle can save money, but switching phone carriers is a bigger decision than changing an internet plan. Compare the total with your current phone bill, check coverage where you live and travel, and ask what happens to the price after the guarantee ends.

PART 6

Staying Safe

The calls and texts that pretend to be Spectrum, and how to recognize the real thing.

CHAPTER 28

Spectrum Scam Calls & Fake Texts

Because so many people have Spectrum, scammers love to use its name. Spectrum's own support pages warn about these, and they're worth knowing by heart.

SCAM ALERT

The big discount that needs a fee

A caller offers a huge discount on your bill ("40% off for the next year!") and then asks you to pay a fee to lock it in. Spectrum says it never requires a fee for a discount.

SCAM ALERT

Pay with gift cards, Zelle, Venmo, PayPal or Bitcoin

Spectrum says it will never text you asking for payment by gift card, Bitcoin, or banking apps such as Venmo, Zelle or PayPal. Anyone asking you to pay Spectrum that way is a scammer.

SCAM ALERT

"Your service will be disconnected today"

Pressure to pay right now, by phone, to avoid an immediate shut-off is a classic trick. Spectrum says you'll usually get a written statement by mail or email before any payment request by phone.

SCAM ALERT

"Can you hear me?"

Spectrum warns that a caller asking "Can you hear me?" may be trying to record you saying "yes." Don't answer that question; just hang up.

Checked against Spectrum's scam and fraud alert support pages on November 13, 2026.

The rule that beats them all

Hang up, then call Spectrum yourself using the number on your bill or in the My Spectrum app. Caller ID can be faked, so a call that *shows* "Spectrum" may not be. For texts, don't reply and don't tap links; replying tells scammers your number is active.

Checked against Spectrum's scam and fraud alert support pages on November 13, 2026.

If you think you've been scammed

1. Stop all contact with the caller or texter.
2. If you paid with a card, call the number on the back of the card.
3. If you gave out your Spectrum password, change it at Spectrum.net or in the app.
4. Report it to Spectrum at **stopthescam@charter.com** and to the Federal Trade Commission at **ReportFraud.ftc.gov**.

Checked against Spectrum's scam and fraud alert support pages on November 13, 2026.

CHAPTER 29

Recognizing a Real Spectrum Contact

Spectrum does contact customers. Here's what a real contact looks like, according to Spectrum:

- Calls are usually about returning a call you asked for, an overdue account, a terms-of-service issue, or new services and offers.
- A real caller confirms your identity by asking your name and address, and you can ask them to confirm your account number.
- Spectrum sends account alerts by email and text based on the contact preferences you've set.
- A real technician visit is one you scheduled, and you can check appointments in the app.

Checked against Spectrum's scam and fraud alert support pages on November 13, 2026.

FROM BILL

When in doubt, check with me

If a Spectrum message gives you that "this doesn't feel right" twinge, stop and call me or call Spectrum using the number on your bill before you do anything. A few minutes of checking can save a lot of money.

PART 7

When to Call Bill & Your Cheat-Sheet

When a hand saves worry, and every everyday move on a single page.

CHAPTER 30

When to Call Bill

This guide will carry you through most Spectrum situations on your own. But part of being helpful is being honest about when a hand saves you time and worry. Here's when I'd pick up the phone.

Good reasons to call

- You have a **self-install kit** and would rather not crawl behind the TV.
- You want to **change your WiFi password** and have lots of gadgets, cameras or medical devices to reconnect.
- The WiFi is weak in part of the house and you're weighing **extenders** against moving the router.
- Your **promotion is ending** and you'd like help comparing plans and preparing for the call.
- You're thinking about **using your own router**.
- A call or text about Spectrum gives you that **"this doesn't feel right"** feeling.

Things you can handle yourself

Checking for an outage, restarting from the app or by hand, seeing and sharing your WiFi password, pausing a device, reading your bill, and hanging up on a scammer. These are all yours now.

FROM BILL

How I like to help

I'm Bill, and I bring 30+ years of professional experience to helping folks feel at home with their technology, right here in Portage County, Ohio. I don't rush, I don't talk down to anyone, and there's no such thing as a silly question. I can help over the phone or a screen share, or come to your home and set it all up: $49 remote · $99 in your home. I don't work for Spectrum, so I'm on your side when we look at your bill. Call **(330) 200-8042** or book at **billshometech.com/book**. If I'm with another client, Sophie, my AI receptionist, will take your details so I can call you back.

Thank you for taking the time to learn this. Knowing your way around your internet service puts you back in charge, and that's a good feeling.

— Bill

CHAPTER 31

Your Spectrum Cheat-Sheet

Keep this handy. The everyday moves, all in one place.

The everyday moves

To do this	Do this
See your WiFi password	My Spectrum > **Services** > tap your network under Your Spectrum Network.
Change WiFi name or password	Same place, type the new one, tap **Save**. Then reconnect everything.
Check for an outage	My Spectrum (on cellular) > **Check Outages**, or ask in chat.
Restart from the app	My Spectrum > **Services** > your equipment > **Restart Equipment**.
Restart by hand	Unplug modem and router 30 seconds; modem first, wait 2 minutes; then router.
Pause a device	Services > **Manage Your Devices** > swipe left > **Pause**.
Pay the bill	My Spectrum > **Make Payment**; or Billing > **Enroll in Auto Pay**.

The safety rules

- Spectrum never asks for gift cards, Zelle, Venmo, PayPal or Bitcoin.
- A discount that needs a fee up front is a scam.
- Hang up and call the number on your bill. Caller ID can be faked.
- Restart freely; leave the Reset pin-hole alone.
- Watch your bill the month before a promotion ends.

Keep these handy

My Spectrum details	
Spectrum account number	_____
Spectrum username	_____
WiFi network name	_____
WiFi password	_____
Promotion ends on	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

WHAT THIS DOES FOR YOU

You're in charge of your internet now

You know your boxes, your lights, your app and your bill. You can fix the common problems in minutes, share the WiFi with family, and spot a fake "Spectrum" call a mile away. Keep this guide close.

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