



## To Our Valued RV Guests

We're pleased to inform you of an upgrade to the cable television service in our RV park. Beginning **Monday, July 29**, and continuing throughout the week, Spectrum technicians will be onsite transitioning each RV space from **Spectrum Community Solutions** to **Spectrum Enterprise**.

This new system offers **improved picture quality, increased reliability**, and **no longer requires** the digital adapter you've traditionally received from the front desk at check-in.

### Here's what you need to know:

- **Once your RV site is cut over to the new system**, your current cable box will stop working.
- At that point, **please unplug the adapter from your television** and return it to the front desk **at your convenience**. We'll be sending all adapters back to Spectrum at the end of the week.
- To connect to the new service, **plug your cable line directly into your TV**, perform a **channel scan**, and you'll begin receiving the updated channel lineup.
- Most TVs manufactured in the last 25 years are fully compatible. However, if your television does not have the appropriate tuner, we have a **limited number of digital tuners** available for purchase at the front desk for **\$49.00**. These are yours to keep.

### Important note for upgraded service users:

If you've subscribed to **additional services** through Spectrum—such as extra cable packages, internet, or phone—those services **will be discontinued on August 4**. To maintain or reactivate those services, you'll need to contact **Spectrum Residential Services** directly to open a new individual account. Their number is: **1-866-219-2863**

We appreciate your patience during this upgrade process. We're confident the new system will enhance your experience here at Cypress Cove.

If you have any questions or run into any issues, our team at the front desk is happy to assist.

Warm regards,

Peter Sewall

General Manager, Cypress Cove Nudist Resort