

SUMMIT VIEW VISTA TOWNHOME ASSOCIATION

c/o Heritage Property Management
2650 North Ave, #116
Grand Junction, CO 81501
970-243-3186 or info@hpmgj.com

Steps to get Spectrum hooked up for new owners and/or tenants:

Go to the Spectrum Customer Service counter located at 2502 Foresight Circle (off 25 Road at Patterson in the Foresight Circle Industrial Park).

Provide the Customer Service Representative (CSR) the address. (If the address is on Willoughby do not include the word "Street")

Tell the CSR that the address is administrated by the Summit View Vista Townhomes Association's Bulk Services account with Community Solutions.

If there is a problem ask for the CSR manager to come over. (She has helped many times in the past.)

The CSR will provide equipment for the owner/tenant to set up or the equipment set up can be negotiated with the CSR.

The phone number to call for problems or billing questions is (833) 697-7328. Follow these instructions:

- when the first CSR answers the call, ask to speak with a "Community Solutions Call Center" (the CSR will offer to help multiple times but insist on the Community Solutions Call Center')
- when the Community Solutions CSR answers, tell them what you need to have done and they will transfer you to the correct department.

Do not use the normal phone numbers on your statements. These numbers go to Spectrum Business CSR's who do not know about Bulk Service contracts and subordinate accounts.