

Thank you for your interest in Spectrum Internet™ Assist. At your earliest convenience, please do the following:

- Gather all your documentation to prove eligibility
- Print and complete a remittance form
- Mail your form and required documentation to:  
**Spectrum Internet Assist Program, PO Box 200, Charleston, IL 61920-9998**  
Or scan and email your form and required documentation to:  
[MAILFORSIA@charter.com](mailto:MAILFORSIA@charter.com)  
You must include **(ID: XXXXXXXXX)** in the subject line of your email.

**Your pre-qualification is open for 60 days. If you don't complete the process within 60 days, you will need to start over.**

**STEP 1:**

GATHER ALL YOUR DOCUMENTATION TO PROVE ELIGIBILITY

**If you have a student** participating in the National School Lunch Program or Community Eligibility

Provision, you will need to provide one of the following documents for review:

- Proof of participation in NSLP or CEP on school letterhead and signed by either the school's administrator, principal, vice principal or school lunch program director/manager
- If not yet enrolled in NSLP or CEP, a copy of your child's/family's acceptance letter into the program

**If you have a senior living in your home** 65 years of age or older, you will need to provide the following documentation, both of which must be in the benefit recipient's name:

- A copy of the individual's Supplemental Security Income (SSI) statement
  - Social Security Disability (SSD), Social Security Disability Insurance (SSDI) and Social Security Retirement and Survivor Benefits are different from Supplemental Security Income (SSI) and do NOT meet eligibility requirements.
- Proof of age (e.g., copy of driver's license or state ID card)

**STEP 2:**

PRINT AND COMPLETE A REMITTANCE FORM

All applicants must provide the following information in the appropriate fields on the remittance form:

- Date
- Full name (first, middle, last) of head of household
- Full home address (street, city, state, ZIP code)
- Email address

- Phone number

**STEP 3:**

**SUBMIT YOUR SUPPORTING DOCUMENTATION**

Gather the paperwork you collected in Step 1 and the form you completed in Step 2 and mail all of it to:

**Spectrum Internet Assist Program, PO Box 200, Charleston, IL 61920-9998**

Or scan and email your form and required documentation to:

[MAILFORSIA@charter.com](mailto:MAILFORSIA@charter.com)

You must include the **TASK ID** in the subject line of your email.

Please ensure that all required paperwork is enclosed and that all documents are official, legible and complete. Once our partner has had the opportunity to evaluate your paperwork, we will contact you with the decision. If you are eligible, you will receive instructions in the mail or through email on how to get started. If you have been found ineligible, a letter or an email will be sent to you on the reason why.

If you have any questions, **call 1-844-525-1574**.

*SPECTRUM INTERNET ASSIST: Limited time offer; subject to change; not transferable. Availability of offer based on eligibility and service address that has been pre-qualified. Offer valid to qualified residential customers who (i) have not subscribed to Charter Communications' Internet services within 30 days prior to requesting services under this offer, (ii) have no outstanding debt for any of Charter Communications' services that was incurred within 1 year prior to requesting services under this offer and (iii) have no outstanding debt to Charter Communications that was incurred for services provided under this offer and that are subject to Charter Communications' ordinary debt collection procedures. Services not available in all areas. Restrictions apply.*