

Disconnecting Spectrum Services

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The following information may be useful for customers who are disconnecting any Spectrum services.

Returning Your Equipment

Note: Customers in Hawaii have a different equipment return process. Learn how to [return your equipment](#) in Hawaii.

If you're disconnecting or downgrading your services, you're responsible for returning any leased equipment, including modems, routers, Spectrum receivers and any auxiliary equipment provided by Spectrum.

Learn more about [how to return your Spectrum equipment](#).

Note: If we have not received a request to disconnect your service(s), you will continue to be billed for your regular monthly service charges. If you wish to discontinue services, please call (833) 267-6094.

Paying Your Bill

You can [pay any pending or outstanding balance](#) by signing in to your account at Spectrum.net or through the My Spectrum app.

If you're returning your equipment at a [Spectrum Store](#), you can also make payments there.

Accessing Your Accounts

Email & Voicemail

If you have a Spectrum Email account or use voicemail through Spectrum Voice, you can access email for 60 days from the date of disconnection. You'll no longer be able to access voicemail starting on the date your services are disconnected. Make sure to save, download or forward any important email or voicemail messages before that date.

Learn more about how to [download voicemail messages](#).

Spectrum Account

You'll be able to sign in to your account through Spectrum.net and the My Spectrum app for **60 days** after your disconnection date.

Spectrum TV App

Starting on the date when your services are disconnected, you'll no longer be able to sign in to the Spectrum TV app or use your Spectrum username to sign in to any TV channel apps.