INTERNET FAQ

WHAT IS INCLUDED IN MY RENT?
Mesa Nueva residents get free internet, cable, and access to the Spectrum TV App!

WHAT DOES IT MEAN TO HAVE A BULK ACCOUNT?
Residents do not need to set up their own Spectrum account or buy their own router! Cable is plug-and-play, and internet will be accessible with your UCSD SSO credentials in the future.

NEED HELP SETTING UP YOUR WIRELESS PRINTER OR SMART TV SYSTEM?
You'll need to purchase a 5ghz capable router with local Wi-Fi capabilities (5G Wi-Fi 802.11ac]) and a Ethernet Network Patch cable with a Cat6 rating or above.

Please call the Spectrum TV Help Desk at 1-888-881-5303 and Press 1. The account number is 8448410290184039.

WHO SHOULD I CALL WHEN MY INTERNET IS SLOW OR DISCONNECTING?
First, reboot your device!
Next, try forgetting the network and reconnecting to change radios from 2.4 to 5.8 GHz wireless connection.
If that doesn't work, call the Spectrum Internet Help Desk at 1- (855) 836-8715. The Account Number is 8448410290186075.

Mesa Nueva Residential Services Office
858-246-2222
mesanueva@ucsd.edu
CABLE FAQ

WHAT CHANNELS ARE INCLUDED IN THE CABLE PACKAGE?

Please see the front desk for a full list of channels!

DO I GET PREMIUM ON-THE-GO CHANNELS?

Yes! You get free access to the Spectrum TV app! The app lets you stream Live TV and watch On-Demand movies on up to 5 devices. Please email mesanueva@ucsd.edu to get your username and password.

WHAT INFORMATION DO I NEED IN ORDER TO MAKE A CALL TO SPECTRUM?

COMMUNITY: MESA NUEVA
BUILDING NAME/LETTER:
   CALA- A
   CRESTA- C
   ARENA- D
   MAREA- E
   ARTESA- F

ANY ADDITIONAL QUESTIONS?

CONTACT MESANUEVA@UCSD.EDU AND A STAFF MEMBER WILL ASSIST YOU!

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