

Effective June 23, 2017, Charter Communications doing business as Spectrum, acquired the ownership of the TV, Internet and Phone system serving Bald Head Island from Tele-Media. During the transition period, Spectrum will be working on island to improve the network and you can expect to see Spectrum trucks, construction equipment and technicians working on the island throughout the summer months. You may experience temporary service interruptions as Spectrum works to improve the network.

During the hours of 12 AM through 7 AM on Thursday, July 13 and Friday, July 14, Spectrum will be making a few initial changes to the network that will require them to take customers offline for up to 4 hours. Spectrum has scheduled this work during these early morning hours to minimize customer impact. If you are experiencing service disruptions during these hours, please note that Spectrum is working hard to ensure minimal disruption and plans to have your service restored by no later than 7 AM.

Until the transition to Spectrum services are complete, Tele-Media will continue to provide your service, bill for such services and collect payments as is currently done. As such, TeleMedia remains your contact for service needs until notified otherwise.

Thank you and we apologize for any inconvenience.