

Spartan-Net Account

Managing Your Spartan-Net Account

Thank you for being our customer for the past year! If your current lease is coming to an end your Spartan-Net account may be expiring soon. We want to ensure you have all the information you need to properly handle your Spartan-Net account. Please take a moment to review the information on this letter to determine how best to manage your account. Please visit www.Spartan-Net.com/Login to sign into your Spartan-Net account with your username and password.

Renew Service

If you are staying in your existing apartment for the next year, all you will need to do is place a renewal order by signing into your Spartan-Net account and selecting the "renew" option. Once your renewal order has been placed, no further action is necessary. This simply alerts us that you are still living in the same apartment and ensures services will remain active until the date of your choosing.

Transfer Service

Are you moving to another property serviced by Spartan-Net? You can transfer your services over to your new unit by placing a transfer order. Simply sign into your Spartan-Net account and select the "transfer" option. Placing a transfer order will ensure that services are active when you move into your new apartment. You may take your current DIRECTV equipment with you to your new location. Simply connect your DIRECTV equipment and internet devices to enjoy service in your new apartment home.

Cancel Service

If you are moving out and will no longer be a Spartan-Net customer, please sign into your Spartan-Net account and select the "cancel" option. When you cancel your Spartan-Net account we will also help you manage your DIRECTV account as well. We will assist you in cancelling your DIRECTV service and provide options for how to return your DIRECTV equipment. If you will no longer be a Spartan-Net customer but would like to continue DIRECTV service at your new address, we will provide all of the information you need to take advantage of DIRECTV's Movers Program.

Contact Us

If you have any questions, please do not hesitate to contact us. Our team is available Monday-Friday from 9am-5pm and Saturday from 10am-4pm, and can be reached at 517.203.3096. Our Help Desk is also available to answer your calls 24/7 at 1.866.386.7778. Thank you again for being a customer, we hope you enjoyed your time with us!



1.866.386.7778
www.spartan-net.com