



Customer service
Call us anytime 1-212-358-0900
Visit us at twc.com

Account number



Due date	Service period	Amount due
Feb 22, 2016	02/07 - 03/06	\$201.09

Service address

Jeffrey Edwards
Account Phone [Redacted]
301 E 66th St Apt 11j
New York NY 10065-6217

Previous balance & payments

Balance last statement	194.68
Payments received as of Feb 1, 2016	-194.68

Current month

Monthly services	178.72
Taxes, fees & surcharges	22.37

Total due by AUTOPAY \$201.09



ENJOY TWC BETTER

Now upgraded services are installed at your convenience with a 1-hour appointment window.

Access over 450,000 free TWC WiFi® hotspots nationwide. Use our WiFi Finder app wherever you are.

Watch Live TV at home or on-the-go with our free TWC TV® app. Now available for TV customers on PC, iOS, Android, Xbox One/360, Kindle Fire and Roku.

Please enclose this coupon with your payment.



41-61 KISSENA BLVD FLUSHING NY 11355-3189
8150 1000 NO RP 01 02022016 NNNNNNNN 01 999542

JEFFREY EDWARDS
9 E 71ST ST
NEW YORK, NY 10021-4102

Payment due date
Feb 22, 2016

Total amount due
\$201.09

Account number



Amount enclosed
AUTOPAY

You are an AUTOPAY customer. Thank you!
Auto Bank Payment Will Be Made 02/22/16

815010005234307500201095

EFTA00307759

Jeffrey Edwards

Total due by AUTOPAY: \$201.09

Statement date: Feb 01, 2016



Previous balance	
Balance last statement	194.68
Total previous balance	194.68

Payments	
01/23 Credit Card Payment	-194.68
Total payments	-194.68

Monthly services	
02/07 - 03/06 Extreme Triple	139.99
Starter TV \$12.27, Package Allocation \$.01, Standard TV \$27.68, Voicemail \$2.27, Phone Activate \$0.00, Home Phone National \$22.94, Variety Pass \$5.40, Extreme Internet \$34.42	
Service Discount	-35.00
Showtime	15.99
Starz	15.99
Set-Top Box & Remote	11.75
Internet Modem Lease	10.00
Home WiFi	0.00
Ultimate 200 Upgrade	20.00
Total monthly services	178.72

Taxes, fees & surcharges

Franchise Fee	5.75
Federal Universal Service Fund	1.15
State And Local Sales Tax	2.71
State Telecom Excise Tax	0.70
Local Telecom Excise Tax	0.48
Regulatory Recovery Fee	0.50
E-911 Fee	1.00
Mctd 186e	0.16
Public Access Fee	1.15
State Universal Service Fund	0.02
Broadcast TV and Sports Programming Surcharges	8.75

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Total taxes, fees & surcharges **22.37**

To calculate sales tax, 25.97% of the charge for Phone service is for interstate/international activity.

Total due by AUTOPAY **\$201.09****Reach us at your convenience****In person**

43 W. 23rd St., New York, NY 10010
 Monday - Friday 8am - 7pm
 Saturday 8am - 5pm
 Sunday 11am - 6pm

1360 3rd Ave., New York, NY 10075
 Monday - Friday 8am - 7pm
 Saturday 8am - 5pm
 Sunday 11am - 6pm

On twc.com

Visit twc.com/account to pay your bill online, view FAQs/self-help options and chat with a live agent. Just have your customer code above on hand.

Through your mobile device

With our free My TWC[®] app.

Over the phone

Call us anytime at **1-212-358-0900** and simply say "pay my bill" to pay your bill for free. Or you can speak to someone live with any questions about your bill.

Basic TV tier (Starter TV) is \$22.75

TV equipment charges (before discount and per device): Set-Top Box \$11.75; CableCARD \$2.50; Digital Adapter \$3.25

Pay online

Go green with online bill payment.
 Sign up at twc.com/account
 Have your account number and customer code ready, found on the top of this page.

Pay by phone

Make a credit card payment free of charge using our automated payment option at **1-866-899-7737**; simply say "pay my bill". Use your Visa, MasterCard, Discover or American Express card.

Customer information

Experiencing technical issues with closed captioning?
 Call 1-800-892-2253, email closedcaption@twcable.com, or fax 1-877-430-1386.
 Address written complaints to W. Wesselman, Legal, 13820 Sunrise Valley Dr., Herndon, VA 20171, email ccissues@twcable.com, or fax 1-704-697-4935.
 To follow up on a written submission only, call 1-877-276-7432.

If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

To view the call detail for your Home Phone calls, go to twc.com/account

For NYC DoITT - Cable TV Complaint
 2 Metro Tech Center, 4th Floor, Brooklyn, NY 11201
 Phone: 311 or email: nyc.gov/complaint

For information on any upcoming programming changes please consult the Legal Notices published in the New York Daily News on the 1st and 3rd Wednesday each month and on twc.com

Visit twc.com/careers for career opportunities at Time Warner Cable.

TWC imposes surcharges to recover costs of complying with its governmental obligations.

Unresolved inquiries:
 NYS Public Service Commission
 Phone: 1-800-342-3377

Your FCC Community Code Is NY 0234

