



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

Account number
 [REDACTED]

Due date	Service period	Amount due
Dec 23, 2014	12/12 - 01/11	\$152.31

Service address
 Jeffery Edwards
 Account Phone [REDACTED]
 301 E 66th St Apt 10b
 New York NY 10065-6298

Previous balance & payments

Balance last statement	151.50
Payments received as of Dec 2, 2014	-151.50

Current month

Monthly services	138.41
Taxes, fees & surcharges	13.90

Total due by autopay **\$152.31**

Enjoy the \$54.28 you saved over retail rates this month.

ENJOY TWC BETTER

Enjoy Movies On Demand 14 days before Netflix and Redbox. Catch How To Train Your Dragon 2, rated PG, available November 25th.

Access free TWC WiFi® Hotspots nationwide and save on your cellular data charges. Sign in once, stay connected on-the-go.

Watch some of your favorite channels live on any device at home or on-the-go with our free TWC TV® app.

Win free tickets to sports, concerts, premiers and more. Visit twc.com/exclusives to see what's waiting for you.



Please enclose this coupon with your payment.



41-61 KISSENA BLVD FLUSHING NY 11355-3189
 8150 1000 NO RP 02 12032014 NNNNNNNN 01 999195

JEFFERY EDWARDS
 301 E 66TH ST APT 10B
 NEW YORK, NY 10065-6298

Payment due date
Dec 23, 2014

Total amount due
\$152.31

Account number
 [REDACTED]

Amount enclosed
AUTOPAY

You are an AUTOPAY customer. Thank you!
 Auto Bank Payment Will Be Made 12/23/14

815010007218156200152314

Jeffery Edwards

Total due by autopay: \$152.31

Statement date: Dec 02, 2014



Previous balance	
Balance last statement	151.50
Total previous balance	151.50

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

Total due by autopay	\$152.31
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Payments	
11/24 Credit Card Payment	-151.50
Total payments	-151.50

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

2554 Broadway, New York, NY 10025

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.

Monthly services	
12/12 - 01/11 Extreme Internet	33.00
DVR Service	12.95
Service Discount	-6.45
Home Phone National	33.00
Internet Modem Lease	5.99
Bulk Ptv + Showtime	59.92
Starter TV \$11.94, Bulk Service \$0.01, Standard TV \$26.88, Variety Pass \$6.82, Remote \$0.00, Showtime \$8.37, DVR Set-Top Box \$5.90	
Enjoy the \$54.28 you saved over retail rates this month.	
Total monthly services	138.41

Taxes, fees & surcharges

Franchise Fee	4.23
Federal Universal Service Fund	1.45
State And Local Sales Tax	2.91
State Telecom Excise Tax	0.93
Local Telecom Excise Tax	0.63
Regulatory Recovery Fee	1.35
E-911 Fee	1.00
Mctd 186e	0.22
Public Access Fee	1.15
State Universal Service Fund	0.03
Total taxes, fees & surcharges	13.90

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 1-212-718-358-0900, email closedcaption@twcable.com, or fax 1-704-697-4935. Address written complaints to A. Long, Legal, 13820 Sunrise Valley Dr., Herndon, VA 20171, email twc.closedcaptioningissues@twcable.com, or fax 1-704-697-4935. To follow up on a written submission, 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 acknowledgement 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

