



**Customer service**  
Call us anytime 1-212-358-0900  
Visit us at [twc.com](http://twc.com)

**Account number**



Due date	Service period	Amount due
Jan 14, 2015	01/04 - 02/03	<b>\$173.10</b>

**Service address**

Jeffrey Edwards  
Account Phone [REDACTED]  
301 E 66th St Apt 10n  
New York NY 10065-0120

**Previous balance & payments**

Balance last statement	173.87
Payments received as of Dec 24, 2014	-172.87
Unpaid balance	1.00

**Current month**

Monthly services	157.23
Credits and one-time charges	-1.00
Taxes, fees & surcharges	15.87

**Total due by autopay** **\$173.10**

**Enjoy the \$48.90 you saved over retail rates this month.**

## ENJOY TWC BETTER

Enjoy more On Demand entertainment than ever with access to over 19,000 titles - including 3,000 Movies. Plus, for FREE, you get 12,000 top-rated TV shows, including 1,400 Kids shows, plus 400 more Movies. So, what will you watch tonight?

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.

Start the new year right! Order NBA LEAGUE PASS for only 4 payments of \$42.25 each. Watch up to 40 out-of-market games each week on multiple devices! Questions? Go to [twc.com/sports](http://twc.com/sports) or call 1-800 TWCABLE.



Please enclose this coupon with your payment.



41-61 KISSENA BLVD FLUSHING NY 11355-3189  
8150 1000 NO RP 24 12252014 NNNNNNNN 01 999169

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

Payment due date  
Jan 14, 2015

Total amount due  
**\$173.10**

Account number



Amount enclosed  
**AUTOPAY**

You are an AUTOPAY customer. Thank you!  
Auto Bank Payment Will Be Made 01/14/15

815010004058480600173104

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**Jeffrey Edwards**  
**Total due by autopay: \$173.10**

**Statement date: Dec 24, 2014**



<b>Previous balance</b>	
Balance last statement	173.87
<b>Total previous balance</b>	<b>173.87</b>
<b>Payments</b>	
12/16 Credit Card Payment	-172.87
<b>Total unpaid balance</b>	<b>1.00</b>
<b>Monthly services</b>	
01/04 - 02/03 The Internet Speed In Your Area Is Now 3x Faster. Visit <a href="http://Twc.com/bettertwc">Twc.com/bettertwc</a> .	0.00
Preferred TV Triple	139.99
EarthLink Standard \$45.44, Starter TV \$15.72, Phone Activate \$0.00, Standard TV \$35.42, Variety Pass \$8.99, Package Allocation \$0.01, Voicemail \$3.10, Home Phone National \$31.31	
<b>Enjoy the \$48.90 you saved over retail rates this month.</b>	
Set-Top Box	11.25
Remote \$0.00, Set-Top Box \$11.24, Package Allocation \$0.01	
Internet Modem Lease	5.99
<b>Total monthly services</b>	<b>157.23</b>
<i>Basic tier (Starter TV) may be purchased by itself for \$22.75 per month.</i>	
<b>Credits and one-time charges</b>	
11/29 Paperless Credit	-1.00
<b>Total credits and one-time charges</b>	<b>-1.00</b>
<b>Taxes, fees &amp; surcharges</b>	
Franchise Fee	4.61
Federal Universal Service Fund	1.38
State And Local Sales Tax	3.02
State Telecom Excise Tax	0.95
Local Telecom Excise Tax	0.66

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Regulatory Recovery Fee	0.60
E-911 Fee	1.00
Mctd 186e	0.22
Public Access Fee	1.15
State Universal Service Fund	0.03
Broadcast TV Surcharge	2.25
<b>Total taxes, fees &amp; surcharges</b>	<b>15.87</b>

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

**Total due by autopay \$173.10**



**Reach us at your convenience**

**In person**

43 W. 23<sup>rd</sup> St., New York, NY 10010      2554 Broadway, New York, NY 10025  
 Monday - Friday 8am - 7pm      Monday - Friday 8am - 7pm  
 Saturday 8am - 5pm      Saturday 8am - 5pm  
 Sunday 11am - 6pm      Sunday 11am - 6pm

**On twc.com**

Visit [twc.com/account](http://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<sup>®</sup> 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.

**Pay online**

Go green with online bill payment. Sign up at [twc.com/account](http://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](mailto: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](mailto: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](http://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](http://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](http://twc.com)

Visit [twc.com/careers](http://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

Jeffrey Edwards

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Statement date: Dec 24, 2014



## IMPORTANT INFORMATION ABOUT PRICING ON YOUR ACCOUNT



Thank you for being a Time Warner Cable customer. We appreciate your business and hope you've been enjoying your services at home and on the go.

We are committed to providing you the best experience possible as a Time Warner Cable customer. Over the past year we have significantly invested in improvements to our network and infrastructure that help to deliver the products and services you value with greater reliability. Through these investments we have been able to bring many enhancements to your experience with Time Warner Cable.

- **Increased Internet speeds**, up to 300 Mbps in many areas, to deliver you an even better Internet connection.
- **Expanded to over 300,000 nationwide WiFi Hotspot locations**, where you can connect online away from home or work.
- Provided our largest **On Demand library**, with over 19,000 TV shows and movies available anytime.
- Enhanced our top-rated **TWC TV**,<sup>®</sup> the free app that lets you watch up to 300 channels of live TV on virtually any device.
- Made it easier to learn about our products and services, get technical help, and manage your account online, and improved the services and facilities at many of your local cable stores.
- **Introduced one-hour service windows** for appointments, to be there when you need us.

At the same time we work hard on your behalf to control the costs of TV programming, but the rates providers charge us for these channels continue to rise significantly. Our goal is to deliver you a great value for your cable services and we continue to negotiate with the programmers to make this possible.

We are also committed to keeping you up to date on any changes to the cost of your services and equipment. That's why we're writing to let you know you'll see a change in the charges for some TWC services and equipment in your next bill (see back for details).

We're confident we offer packages that meet the needs of your household. For a personalized account review, simply call 1-855-224-4211.

Thank you for choosing Time Warner Cable. We look forward to bringing you even more great ways to enjoy the entertainment you love.

**Want to learn more about our newest features? Visit [twc.com](http://twc.com) today.**

Para leer en español, visita [twc.com/febrero2015](http://twc.com/febrero2015)

TWC TV<sup>®</sup> requires Starter TV or higher. TWC authorized modem required for in-home viewing and WiFi connection required for out-of-home viewing. Requires iOS 6, Android 2.3 or Kindle Fire HD/HDX. Some functions require compatible Set-Top Box or DVR. Programming is subject to availability in your area and the video package to which you subscribe. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Some restrictions apply. All trademarks remain the property of their respective owners. TWC WiFi<sup>®</sup> is available to customers with Time Warner Cable Standard Internet or higher. Coverage is not available in all areas. Subject to change without notice. Some restrictions apply. © 2014 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license.

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Jeffredy Edwards

Total due by autopay: \$172.10

Statement date: Dec 24, 2014



**NEW MONTHLY PRICES EFFECTIVE ON YOUR NEXT BILLING STATEMENT**  
 Nuevos precios mensuales entran en efectivo en su próximo estado de cuenta



This is a summary of the price changes for some Time Warner Cable services and equipment. New service and equipment rates will go into effect on your next bill.

If you are currently receiving an initial promotional discount for these services, the service price will remain in effect for the duration of the promotional period and these changes will not be applied until that time. Please note your bill may now include a Sports Programming Surcharge, which defrays the increased costs imposed by sports programmers.

<b>Equipment and Service Fees</b>	<b>FROM</b>	<b>TO</b>
Digital Adapter	\$ 1.50	\$ 2.75
Internet Modem Lease	\$ 5.99	\$ 8.00
Broadcast TV Surcharge	\$ 2.25	\$ 2.75
Sports Programming Surcharge	--	\$ 2.75
<b>Additional Services</b>		
HBO	\$ 15.95	\$ 16.99
Movie Pass	\$ 9.95	\$ 8.99

For customers receiving service through commercial accounts or bulk arrangements, some or all of the service and equipment price changes contained herein may not apply to your account. Please refer to the terms and conditions of the separate agreement under which you receive your commercial or bulk service. Where terms or pricing contained in this notice are inconsistent with your Service Rates, the terms and conditions of the separate agreement will apply.

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