



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

Account number
 [Redacted]
Customer code [Redacted]

Due date	Service period	Amount due
Nov 18, 2014	11/06 - 12/05	\$166.66

Service address
 Jeffrey Edwards
 Account Phone 212-535-6833
 301 E 66th St Apt 11b
 New York NY 10065-6217

Previous balance & payments

Balance last statement	166.63
Payments received as of Oct 28, 2014	-166.63

Current month

Monthly services	153.11
Taxes, fees & surcharges	13.55

Total due by autopay **\$166.66**

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

ENJOY TWC BETTER

Enjoy Movies On Demand on the same day the DVD releases. Catch Maleficent, rated PG, available November 4th. Angelina Jolie stars in the untold story of Disney's iconic villain.

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 [Redacted] 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 28 10292014 NNNNNNNN 01 999173

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

Payment due date
Nov 18, 2014

Account number
 [Redacted]

Total amount due
\$166.66

Amount enclosed
AUTOPAY

You are an AUTOPAY customer. Thank you!
 Auto Bank Payment Will Be Made 11/18/14

815010007174094700166660

Jeffrey Edwards

Total due by autopay: **\$166.66**

Account number: [REDACTED]

Customer code: [REDACTED]

Statement date: Oct 28, 2014

**Previous balance**

Balance last statement 166.63

Total previous balance 166.63**Payments**

10/20 Credit Card Payment -166.63

Total payments -166.63**Monthly services**

11/06 - 12/05 Extreme Internet 33.00

Home WiFi 5.95

Home Phone National 33.00

Internet Modem Lease 5.99

Home WiFi 0.00

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,

Set-Top Box \$5.90

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

Additional Ptv Set-Top 15.25

Dsg Outlet \$0.00, Add'l Outlet Service \$4.00, Remote

\$0.00, HD Set-Top Box \$11.25

Total monthly services 153.11**Taxes, fees & surcharges**

Franchise Fee 4.69

Federal Universal Service Fund 1.45

State And Local Sales Tax 2.85

State Telecom Excise Tax 0.91

Local Telecom Excise Tax 0.61

Regulatory Recovery Fee 0.65

E-911 Fee 1.00

Mctd 186e 0.21

Public Access Fee 1.15

State Universal Service Fund 0.03

Total taxes, fees & surcharges 13.55

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

Total due by autopay \$166.66**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.comVisit 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 phoneCall 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

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

Total due by autopay: \$166.66

Account number: [REDACTED]

Customer code: [REDACTED]

Statement date: Oct 28, 2014



Time Warner Cable® Notification of Policies and Services & Consumer Guide to Cable and Home Entertainment Equipment

BILLING & PAYMENT

Monthly Statements

To provide you with the best service, Time Warner Cable has invested in a quality customer billing and information system. This technology enables us to respond quickly and accurately when you call with questions by providing comprehensive, up-to-date data on payments and collections.

The billing and information system also provides us with important data on service calls, scheduling and potential outage situations - enabling us to provide you, our valued customer, with efficient service. Your monthly cable bill not only gives you a listing of your charges, payments and credits, it may also contain special messages. Please read these to ensure that you are up-to-date on any changes, offers and news from Time Warner Cable.

Time Warner Cable bills in advance, therefore any changes to your service made during the month, will be reflected on the next month's statement. This may occur if you add or remove service or equipment in the middle of a billing period. Payments received on or before the Date Due on your statement will ensure uninterrupted service. Payments that are not received by the due date are subject to Late Fees.

Your First and Future Bills

About one week after installation you should expect your first bill. Please check it carefully to be sure that your name and address are correct, and the equipment and service you requested are accurate. Future bills will be sent on the same approximate date each month. If you have any questions about your bill please contact an Account Management Representative (available 24/7).

Partial Month Billing

Billing occurs in thirty-day cycles. If a service is added or deleted, the next bill will reflect an amount for a partial month of service. The 'partial month' charge/credit reflects the amount from the effective date of the change to the start of the next billing cycle. For example, if a customer subscribes to a new service on the 20th day of the 30-day billing cycle, the charge for the last ten days of that cycle will appear as a partial month' charge on the next bill.

Payment Options

Pay Online with PayXpress

PayXpress allows you to see an online image of your individual billing statement and to stop the paper delivery of your bill. This enables you to monitor your account and save copies of your billing statements on your PC.

Automatic Bill Payment

Your payment is deducted electronically each month using your credit card or bank account. Once implemented, this option continues monthly until the customer cancels the feature. Please allow up to one billing cycle for the first automated billing draft to begin.

Pay by Phone

Use your credit card or debit card to make payments through our automated phone system. Simply call our toll-free number and listen for instructions and prompts. Have your printed bill and credit card or debit card handy because you'll need to enter your account number and card information by touch-tone phone. Please note: This is a free service, however, if a customer service representative processes your payment over the phone, a \$5.00 charge will apply.

Pay by Mail

For prompt processing of your payment, mail it to the address listed on your bill. Include either your current billing statement or your account number on your check or money order. When paying by mail, use a check or money order payable to Time Warner Cable. For your security, please do not send cash through the mail. Also note that we DO NOT accept temporary checks.

Pay in Person

Time Warner Cable provides convenient access to bill payment locations (these can be found at www.twc.com). Please note that fees may apply when payments are made at pay agent locations and payments may not post to your Time Warner Cable account for up to two or three business days.

A fee of up to \$30 applies for returned payments.

Payment by check or credit card which is later returned or refused is not considered paid on a timely basis and may result in delinquency.

Late Charges

Billed amounts not paid by the due date are delinquent and subject to a late fee. Please be advised that failure to receive a bill does not relieve the obligation to pay on a timely basis.

Non-Payment

Time Warner Cable reserves the right with notice to you to interrupt or disconnect your services if your account is delinquent. If your service is interrupted for nonpayment, any past due amount plus one month advance payment must be received by Time Warner Cable before service will be reactivated. If any of your Time Warner Cable services are disconnected at the service address, an additional reconnect charge plus other charges and/or a deposit may also apply. If your service is disconnected for any reason, all amounts due to Time Warner Cable, including the value of unrecovered equipment, must be paid upon receipt of the final billing. You will continue to be charged until the disconnection is completed by the company or you return the equipment. If you do not pay the amount owed as shown on the final bill, you agree that Time Warner Cable may also recover its costs and expenses, including reasonable attorney's fees, incurred in collection of the amount owed. A fee of up to \$30 (including fees and taxes) will be assessed for delinquent amounts collected at the residence or service address. Additionally a collection fee of up to \$25 or 18% of the balance may be assessed for all payments received after an account has been assigned to a collections agency.

DISCONNECTION

You may request that your cable service be disconnected at any time. Your billing for the service will stop on the day you request the service to be disconnected. If you are a Price Lock Guarantee customer and you are canceling before the end of your term, you may owe an Early Termination Fee. To avoid further liability, all cable equipment must be returned to Time Warner Cable at the time of disconnection. If a refund is necessary, the check will be issued no later than the next billing statement following the refund request or within 45 days, whichever comes first. Refund checks are contingent upon the return of any and all Time Warner Cable Equipment. In addition, Time Warner Cable reserves the right with notice to interrupt or disconnect your service if your account is delinquent.

Equipment Responsibility

All property and equipment installed or provided by Time Warner Cable, including Digital Receivers, remote controls, modems, grounding devices, external cables, and other equipment remains the sole property of Time Warner Cable. It is unlawful to tamper with or modify any of the aforementioned equipment. In addition, none of the aforementioned equipment can be removed from the home without the express written permission of Time Warner Cable. Customers agree to exercise reasonable care to prevent damage to or loss of the equipment. Fees will be assessed in the event equipment is not returned, lost or damaged.

MOVING

If you are moving within our service area, we will be glad to schedule an appointment to install Time Warner Cable services at your new location. Please notify us at least 10 days prior to your move and we'll arrange to transfer your services. Some fees and restrictions may apply. When you transfer your services, your account must be in current standing and any credits and charges from your previous

service address will be transferred to your new account address. These credits and charges may take up to two months to appear on your Time Warner Cable bill.

PRICING & SERVICE CHANGES

Unless otherwise provided by applicable law, Time Warner Cable will notify you 30 days in advance of any price, programming, service, or channel assignment change. Notice of these changes may be provided on your monthly bill, as a bill insert, as a separate mailing, in the Legal Notice section of the newspaper, on the cable system channel(s) or through other written means.

PRODUCTS, SERVICES & PRICING

Time Warner Cable provides customers with a wide selection of programming choices. All customers must subscribe to Basic service to access other programming choices, including tiers of service and services offered on a per program or per channel basis. A complete list of programming choices, together with prices, terms and conditions for subscription are available in the Connections Kit provided to residential customers upon subscription to our service, upon request, or online at www.twc.com.

INSTRUCTIONS ON HOW TO USE YOUR CABLE SERVICE

Instructions on how to use your cable service are outlined in our Connections Kit, provided to you upon subscription to our service, upon request, or online at www.twc.com.

A Note About Programming

We receive programming from various non-cable and cable networks. We are not responsible for the content of programs provided by these networks. Programming complaints or questions should be directed to the cable or broadcast networks. If you experience unwanted partial audio or video signals from analog premium or pay-per-view channels, please call our office. We can provide special equipment to solve the problem.

HOW CABLE TELEVISION WORKS

Time Warner Cable television brings you more channels and generally better reception than off-air reception of broadcast television because TV signals travel to your home by cable - rather than through the air. Television stations from your local area, across the country and around the world are brought into your home through miles of high-technology cable. Your cable television reception is uninterrupted by trees, buildings and other surface obstacles.

In addition to certain local TV stations, communication satellites let you receive many additional channels through cable TV. Here's how it works:

1. Individual television programs are produced in many locations around the world.
2. These programs are transmitted to the communication satellites that orbit the earth. These satellites stay in a fixed position 22,300 miles above the earth, allowing them to transmit to your community.
3. Local satellite dishes receive these signals.
4. Time Warner Cable's control center, known as the "headend," processes these satellite signals - along with the signals from local TV stations and other sources - so they can be transmitted over our cable system to your home.
5. Quality television programs are brought to your home via hundreds of miles of cable, either strung on the same poles that carry your telephone or electric service or buried underground.

GENERAL DO'S & DON'TS

We install cable in your home in a manner that is consistent with Federal Communications Commission (FCC) rules. Here are a few tips to keep it operating safely and reliably:

1. During severe electrical storms you should unplug your TV set and cable converter to avoid damage. Time Warner Cable and the TV set manufacturer are not responsible for damage that occurs due to acts of nature.
2. Remember, your cable converter operates on 110 volts, so take all the precautions you would for any small appliance, such as checking to see that the cord is not worn or damaged.
3. For your own safety, do not attempt to open or otherwise tamper with your cable converter.
4. If you have someone other than us install the inside wiring in your home, or if you do it yourself, make sure that it complies with applicable governmental regulations (such as FCC signal leakage rules) and does not interfere with the normal operations of the cable system and other communications systems (such as radios used by the police and fire departments) and devices.
5. Keep your TV on a "live" electric outlet, not one that is connected to a wall switch.
6. Keep your converter turned on at all times to ensure you receive updated information and upgrades.

Emergencies

Emergencies such as fallen power poles, violent storms or sub-freezing weather may interfere with reception of cable service. We will have our crews correct an emergency situation as quickly as possible.

COMPLAINT PROCEDURES

If you have a complaint about your service, billing, or terms and conditions of service, you may call us directly using the Time Warner Cable number provided on your monthly bill. If, after talking with a Customer Service Representative, you are still not satisfied, you should then send a copy of your bill, along with a letter explaining why you believe it is incorrect, to our main office. The address for our main office can be located on your bill. You will be contacted to discuss the billing problem, and we will make every effort to promptly resolve the issue. In addition, where applicable, we have identified on your monthly bill the local municipality that you may contact should we fail to resolve your complaint.

MAINTENANCE

Time Warner Cable uses the best electronic equipment and workmanship available to provide our customers with reliable service and high quality picture and sound. However, to consistently provide this high quality service, our technicians must periodically test and occasionally repair our cable equipment throughout the cable system. We make every effort to schedule all planned cable interruptions during non-peak hours. Cable repair will cause a temporary loss of cable service to an entire neighborhood known as a "maintenance outage". If your cable is not working properly, contact Customer Service. If we are having a maintenance outage in your area, you will be informed when you call. If the problem is not being caused by maintenance, we should know immediately if there is a problem in your area. In either case, we will work as quickly as possible to restore service.

SERVICE & INSTALLATION

A Customer Care Professional is available 24 hours a day, 7 days a week to provide service for our customers. Telephone calls, including requests for installation and service calls, will be answered promptly and are periodically monitored and/or taped for quality assurance training. Installation and service call appointments are scheduled in advance. Customers will receive a standard installation appointment within 7 business days. Two and four hour windows are available for installation and service call appointments. If we cannot meet a scheduled commitment, we will attempt to notify you and reschedule the appointment for a convenient time. Time Warner Cable will not cancel an appointment after the close of business the day before the scheduled appointment. All installations will be completed in a prompt, courteous and competent manner.

It is Time Warner Cable's policy that all field employees make visible their valid employee ID card.

Jeffrey Edwards

Total due by autopay: \$166.66

Account number: [REDACTED]

Customer code: [REDACTED]

Statement date: Oct 28, 2014



Time Warner Cable may enter upon or cross the premises at all reasonable times to install, relocate, maintain, repair, monitor, audit, or remove any or all cable television wires, conduits, components or services. For those customers who live in a rental property, written permission may be required from the owner before work is performed.

All work meets the National Electrical Code, is performed by fully trained installers and is guaranteed to meet with your satisfaction. If, for any reason, it does not meet your approval, please contact us. We will respond to all cable-related service calls within 24 hours of receiving your call. Our repair phone lines are open 24 hours per day, seven days per week to schedule cable related service calls. We will respond to all established areas problems immediately. Our Repair Service Representatives will work to resolve any problems with customer-owned equipment over the phone. Non-cable-related problems that result in a field service call may be subject to a service charge. Someone over 18 years of age must be home during the installation of your cable television service. This will ensure a thorough and complete installation and will allow you to become more familiar with your cable service and equipment. Customers may be required to pay an installation fee, a deposit and one month's service fee at the time of installation. Upon installation (in California), once per year and upon request, Time Warner Cable will notify customers of the information contained in this brochure. Time Warner Cable is proud to report that it substantially complies with the customer service standards outlined herein.

SERVICE INTERRUPTIONS

Time Warner Cable maintains a high standard of technical operations within our cable systems and responds promptly to most service interruptions. On occasion, service interruptions may arise due to unforeseen problems such as power outages, electrical storms, severe weather conditions, equipment failures, auto accidents involving utility poles, and in some cases, loss of signal at the origination point of the program. In addition, twice a year our satellite reception is disrupted by activity from the sun. This disturbance, which affects most cable and satellite companies within the United States, occurs in Spring and Fall, due to direct alignment of the sun with our satellite and our earth stations. Unless otherwise provided by applicable law, if you experience a verifiable service outage for any duration and notify us in a timely manner, we'll credit your account for such loss of service.

SIGNAL QUALITY

If you are having a problem with the signal quality of your cable service, you may call us directly using the Time Warner Cable number provided on your monthly bill. In many cases, the problem can be corrected while you are on the phone. However, it may be necessary to send a maintenance technician to your home. If, after talking with a Customer Service Representative and/or having a technician visit your home, you are not satisfied that the problem has been resolved, you may put your complaint in writing and send it to our main office. The address for our main office can be located on your bill. You will be contacted to discuss the problem, and we will make every effort to promptly resolve the issue.

SPORTS BLACKOUTS

Professional sporting events, both local and national, may be subject to blackouts per the league's broadcast rules. Due to these blackouts, not all programming and services will be available in all areas and programming may be subject to change.

CABLE SERVICE THEFT

Unauthorized cable hookups are a serious and expensive problem - both for us and for our legitimate paying customers. Tampering with or altering a cable system or converter to receive unauthorized services is a Federal crime punishable by fines and/or imprisonment. We have the technology necessary to detect unauthorized hookups, and we conduct periodic system checks to ensure compliance with the Cable Communications Policy Act of 1984.

TIME WARNER CABLE'S GUIDE TO USING CUSTOMER-OWNED EQUIPMENT WITH CABLE SERVICES

Extra steps may be required for all cable TV features to work with the cable-compatible equipment present in your home or business. This guide provides information about when cable TV is compatible with your equipment and how to use your cable service. If you do not find your particular situation described in this guide, please call the number on your billing statement or visit our website. We will work with you to determine the cable setup appropriate for your needs.

100% Digital Cable Services

Time Warner Cable now provides cable services exclusively in digital formats (standard definition ("SD") and high definition ("HD")) in your area. In addition, all of our cable services are now encrypted to assure that services are delivered only to authorized subscribers. As a result, in order to view a given programming offering, you must (1) subscribe to the appropriate package, and (2) utilize the necessary equipment - a set-top box, a Digital Adapter ("DA"), or a CableCARD™ - provided by Time Warner Cable.

One-Way vs. Two-Way Equipment

In your area Time Warner Cable offers both (1) traditional one-way, linear channels, and (2) two-way services that enable customers to interact with our products and services. Examples of our interactive offerings include the electronic program guide, Pay-Per-View, Video on Demand, and StartOver™. The type of equipment that you select for a specific television - either a two-way set-top box, which can access all of the services we offer, or a one-way DA or Unidirectional Digital Cable Product ("UDCP") equipped with a CableCARD, which can access only our one-way services - will depend on a number of considerations, including whether the package(s) to which you subscribe include interactive services, whether you intend to access interactive services on that specific television, and cost considerations.

Any DA or UDCP equipped with a Time Warner Cable provided CableCARD will allow you to access our one-way cable TV offerings, but due to device limitations, DAs and UDCPs (as well as other one-way CableCARD-compatible devices) cannot access our interactive cable services. DAs, UDCPs, and other one-way CableCARD-compatible devices also cannot access switched digital video ("SDV") services. However, certain UDCPs and other one-way CableCARD-compatible devices are able to access SDV services through the use of a Tuning Adapter provided by Time Warner Cable. The Tuning Adapter is designed to work in conjunction with compatible devices to allow you to receive programming delivered using SDV technology (but not our other interactive features, such as the Electronic Program Guide and Video On Demand). For more information, please visit <http://www.timewarcable.com/tuningadapter>. (If you are a business customer, please contact your account consultant directly for additional information).

PLEASE NOTE: We are the only authorized provider of any DA, CableCARD, set-top box or other type of equipment capable of decrypting the digital cable content that we provide (i.e. TWC-provided digital equipment). The use of any other equipment on our cable system obtained from a third party that is not authorized by us is illegal and is subject to criminal prosecution pursuant to 47 U.S.C. § 553.

Special Equipment/Compatibility

When you use TWC-provided equipment, you may not be able to use some features on your TV or VCR. For example, you may not be able to use display features (such as picture-in-picture and channel review), use a VCR to record one program while viewing another, or use a VCR to record consecutive programs on different channels. We may be able to provide you with special equipment, available for lease upon request, to enable you to use these features. If such equipment is purchased or leased from us, a custom installation fee and/or a monthly fee may apply. Please call us for details.

As new technologies and services become available, additional compatibility challenges requiring other special equipment may arise. We are committed to helping you get the most out of your cable television service. Please feel free to contact us to discuss the cable setup appropriate for your needs.

Parental Lockout Devices

If you find any of the channels you receive to be objectionable, you can arrange for the installation of a device or program a device you may already have, to restrict the viewability of such channels. Additionally, if you can see images or hear sound from encrypted channels that you do not subscribe to, you may request that those channels be blocked. Please contact us for details.

Compatible Remote Controls

Some universal remote controls may be used in place of the ones we provide. The following is a representative list of compatible universal remotes currently available from retail stores.

Brand	Model
Logitech Harmony	915-000099, 915-000143, 915-000148, 915-000199, 915-000162
One For All	URC-9960
Philips	SRT9320
RCA	RCRPO5BR, RCU900
Sony	RM-VL2620
Universal Remote Control	MX-500, R50

Although currently compatible with our equipment, these remote controls may not be functional should we change the technology we offer. Most universal remotes manufactured since 2001 for sale in the U.S. should be compatible with the digital set-top boxes we deploy, but if you have questions about the compatibility of a specific remote with our service, please call us.

Maintenance Outages

Our technicians must periodically test and occasionally repair our cable equipment throughout the cable system. Cable repair may cause a temporary loss of cable service to an entire neighborhood or service area known as a "maintenance outage." If your cable is not working properly, contact Customer Service. If a maintenance outage is affecting your area, you will be informed when you call. If the problem is not being caused by maintenance, we will determine the source of the problem and will restore your service as quickly as possible.

Guide to Inside Wiring (Residential Only)

If you are a residential cable-television subscriber, you have some options regarding the wiring located within your premises used to provide your cable service. (Business customers with wiring-related questions should contact us directly for additional information.) "Inside wiring" (also referred to as "home wiring") consists of the cable that runs from your TV set(s) to a demarcation point, which for residential customers is located approximately twelve inches outside of your dwelling unit. It includes extra outlets, splitters, connections and fittings or wall plates attached to the wire, but does not include devices such as digital set-top boxes, CableCARDs, A/B switches, parental lockout devices, and security devices.

Pursuant to FCC regulations, residential customers have the option to acquire the inside wiring within their dwelling unit upon termination of cable service. Prior to termination of cable service, we allow our residential customers to remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of their dwelling unit so long as such actions do not interfere with our ability to meet FCC technical standards or to provide services to you or your neighbors. For example, you may not attach any device or equipment to your inside wiring in a way that impairs the integrity of the local cable system (such as by creating signal leakage) or that may cause a violation of government regulations. Furthermore, you may not attach devices or equipment to the wiring that results in degradation of signal quality to you or your neighbors.

If you are a residential customer and would like us to remove, replace, rearrange or maintain the wiring inside your premises, you can choose to pay our regular hourly service charge on a per-visit basis. Residential customers also may be able to purchase our optional line protection plan for a small monthly fee. This optional program covers most but not all inside-wiring problems. It does not cover, for example, damage to inside wiring caused by you or any third party should you attempt to undertake your own removal, replacement, rearrangement, repair, extension or maintenance of that wiring. Furthermore, we are not responsible for problems relating to the operation of customer-owned electronics equipment, which may be connected to inside wiring. We are, however, responsible for problems relating to any equipment leased from us unless caused by tampering, neglect or abuse.

PLEASE NOTE: Installation and service call appointments are scheduled in advance. If we cannot meet a scheduled commitment, we will attempt to notify you and reschedule the appointment for a convenient time.

You also have the option of removing, repairing, rearranging or maintaining the inside wiring yourself or of hiring an outside contractor to do the work. It is important that only high quality wiring materials be used and that these materials be properly installed in order to avoid signal leakage and to maintain signal quality in compliance with FCC technical regulations. If you choose to install, replace or repair your own wiring or to hire a third party contractor to do it for you, we will be happy to furnish the necessary wiring and connectors at cost that will meet required technical standards or to provide you with a list of technical specifications for the equipment should you choose to purchase it elsewhere.

PLEASE NOTE: In the event that improper installation by anyone other than Time Warner Cable or the use of improper materials causes signal degradation and/or leakage, you may be responsible for the cost of rectifying the problem. Additionally, we may be required under federal law to terminate your cable service until the problem can be remedied.



Jeffrey Edwards
Total due by autopay: \$166.66
Account number: [REDACTED]
Customer code: [REDACTED]
Statement date: Oct 28, 2014



YOU PLAY. WE'LL PAY.



Standard Internet and above customers, connect to FREE TWC WiFi® Hotspots for your chance to win Time Warner Cable service.

From now through Nov. 25th, every day you connect to TWC WiFi® Hotspots, you can enter for a chance to win Time Warner Cable service for 5 months, a value of up to \$1,000! 5 lucky winners will be selected, so connect more often to help increase your chances. Visit twc.com/wifisweepstakes to learn more.

IT'S EASY:

- 1 Register at twc.com/wifisweepstakes.
- 2 Connect to FREE TWC WiFi® Hotspots by selecting the TWCWiFi, TWCWiFi-Passpoint or CableWiFi networks when you're on-the-go.

That's it! Every day you connect you have another chance to win.

LOOKING FOR MORE CHANCES TO WIN?

Remember, you can enter once per day per device. So every device you connect gives you another chance to win.

Make connecting even easier by downloading the FREE TWC WiFi Finder app to all your devices to find nearby hotspots when you're out and about, or check out our Coverage Map at twc.com/wifi.

No Purchase Necessary. Void where prohibited. Time Warner Cable WiFi Sweepstakes is open to legal U.S. residents who as of October 14, 2014, are residential Time Warner Cable Standard, Turbo, Extreme, or Ultimate Internet subscribers in good standing, residing in a serviceable area and those living in the same household in the following states/areas: AL, AZ, CA, CO (only in Gunnison), GA, HI, ID, IL, IN, KS, KY, ME, MA, MI, MO, NE, NH, NJ, NM, NY, NC, OH, PA, SC, TN, TX, VA, WA, WV, or WI and 18 years of age or older. Starts 12:00:00 a.m. ET October 15, 2014 & ends 11:59:00 p.m. ET November 25, 2014. For the official rules and complete details, visit twc.com/wifisweepstakes. Sponsored by Time Warner Cable Enterprises LLC. ©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. SAGEFOE9

