



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

**Account number**

Customer code

Due date	Service period	Amount due
Oct 16, 2014	10/04 - 11/03	<b>-\$164.58</b>

**Service address**

Payable Accounts  
Account Phone 646-862-4813  
301 E 66th St Apt 8a  
New York NY 10065-6215

**Previous balance & payments**

Balance last statement	432.43
Unpaid balance	432.43

**Current month**

Monthly services	16.25
Partial month charges	-174.32
Credits and one-time charges	-430.44
Taxes, fees & surcharges	-8.50

<b>Total due by autopay</b>	<b>-\$164.58</b>
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## ENJOY TWC BETTER

Watch Live TV on any device at home or on-the-go with our free TWC TV® app.

Sign up for free paperless billing at [twc.com/account](http://twc.com/account) - just use your customer code on this bill.

Win free tickets to sports, concerts, premieres and more. Visit [twc.com/exclusives](http://twc.com/exclusives) to see what's waiting for you.

*No payment is due at this time, your account has a credit balance. Thank you*

Please enclose this coupon with your payment.



41-61 KISSENA BLVD FLUSHING NY 11355-3189  
8150 1000 NO RP 25 09262014 NNNNNNNN 01 999630

PAYABLE ACCOUNTS  
9 E 71ST ST  
NEW YORK, NY 10021-4102

Payment due date  
Oct 16, 2014

Total amount due  
**-\$164.58**

Account number

Amount enclosed  
**AUTOPAY**

You are an AUTOPAY customer. Thank you!  
Auto Bank Payment Will Be Made 10/16/14

815010005036480000164582

EFTA00307779

**Payable Accounts****Total due by autopay: -\$164.58****Account number:** [REDACTED]**Customer code:** [REDACTED]**Statement date: Sep 25, 2014**

<b>Previous balance</b>	
Balance last statement	432.43
<b>Total previous balance</b>	<b>432.43</b>

<b>Monthly services</b>	
10/04 - 11/03 Home Phone Seasonal	5.00
Starter TV Seasonal	11.25
<b>Total monthly services</b>	<b>16.25</b>

*Basic tier (Starter TV) may be purchased by itself for \$22.75 per month.*

<b>Partial month charges</b>	
09/03 - 10/03 Partial Month(s)	-174.32
<b>Total partial month charges</b>	<b>-174.32</b>

<b>Credits and one-time charges</b>	
09/01 Service Adjustment	-431.43
08/29 Paperless Credit	-1.00
09/03 VIP Timeoff Activation	1.99
<b>Total credits and one-time charges</b>	<b>-430.44</b>

<b>Taxes, fees &amp; surcharges</b>	
Franchise Fee	-3.45
Federal Universal Service Fund	-1.39
Federal Excise Tax	0.31
State And Local Sales Tax	-2.16
State Telecom Excise Tax	-0.71
Local Telecom Excise Tax	-0.42
Regulatory Recovery Fee	-0.33
E-911 Fee	1.00
Mctd 186e	-0.17
Public Access Fee	1.15
State Universal Service Fund	-0.01
Broadcast TV Fee Partial Month(s) 09/03-10/03	-2.32

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**Total taxes, fees & surcharges -8.50**

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

**Total due by autopay -\$164.58**

**Reach us at your convenience****In person**43 W. 23<sup>rd</sup> 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](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® 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](mailto: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

**Payable Accounts**

**Total due by autopay: -\$164.58**

**Account number:** [REDACTED]

**Customer code:** [REDACTED]

**Statement date: Sep 25, 2014**



## 2014 Retail Price Notification

All prices exclude applicable franchise fees, regulatory fees and taxes.

Please note this is not a rate increase. Annually, TWC provides customers a summary of TWC's service retail rates. If you are currently receiving a promotional discount for any of the services listed, the promotional rate will remain in effect for the duration of your promotional period.

**TV SERVICES AND PACKAGES**

Starter TV <sup>1</sup>	\$ 22.75
in Northern Manhattan Only	\$ 21.75
Essential TV <sup>2</sup>	\$ 52.49
(Includes Starter TV and selection of 40+ cable networks)	
Standard TV	\$ 73.99
(Includes Starter TV)	
Preferred TV <sup>3</sup>	\$ 76.74
(Includes Starter TV, Standard TV, Variety Pass)	
Variety Pass	\$ 13.00
HD Pass	\$ 8.95
TWC Sports Pass	\$ 8.99
TWC Movie Pass	\$ 9.95
Variety Lite Español	\$ 13.00
Variety Plus Español <sup>4</sup>	\$ 5.00
EI Paquetazo	\$ 34.49
(Includes Starter TV and Variety Lite Español)	
Preferred TV en Español	\$ 76.74
(Includes Starter TV, Standard TV and Variety Lite Español)	
Family Choice <sup>5</sup>	\$ 12.99
The Guide	\$ 3.00
Broadcast TV Fee	\$ 2.25

<sup>1</sup> Subscription to Starter TV is required for all TV Packages. Starter TV-only customers requiring equipment to view certain channels may obtain it for that purpose at no charge.

<sup>2</sup> Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

<sup>3</sup> Viewing on certain television sets may require additional equipment that can be provided by Time Warner Cable or that may be available for purchase from retail stores in certain locations.

<sup>4</sup> Requires subscription to Variety Lite Español.

<sup>5</sup> Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

**PREMIUM SERVICES**

HBO <sup>6</sup>	\$ 15.95
Showtime <sup>6</sup>	\$ 15.95
The Movie Channel <sup>6</sup>	\$ 15.95
STARZ <sup>6</sup>	\$ 15.95
Cinemax <sup>6</sup>	\$ 15.95
EPIX <sup>6</sup>	\$ 9.99

**ADULT PREMIUM SERVICES**

Playboy TV	\$ 12.95
Penthouse	\$ 12.95
Hustler	\$ 12.95
VIVID	\$ 12.99
TEN	\$ 12.95
REAL	\$ 12.95
Manhandle	\$ 12.95
Manhandle & HIS On Demand Package <sup>6</sup>	\$ 19.95
Adult 3-Pack	\$ 29.95

<sup>6</sup> Not available as part of the Adult 3-Pack.

**INTERNATIONAL PREMIUMS**

Arabic (ART)	\$ 9.95
Bengali (The Bangladesh Channel)	\$ 9.95
Brazilian - Portuguese (PFC)	\$ 19.95
(PFC & RTP)	\$ 21.95
(PFC, RTP & TV Globo)	\$ 31.95
(RTP)	\$ 3.95
(TV Globo)	\$ 19.95
(TV Globo & RTP)	\$ 21.95

(Brazilian Passport - PFC & TV Globo)	\$ 29.95
<b>Cantonese</b> (TVB Jade World - TVB1, TVB2, TVB6, TVB8 & CCTV4)	\$ 39.99
<b>Filipino</b> (GMA Pinoy)	\$ 12.95
(TFC)	\$ 11.95
(Filipino GMA Passport - GMA Life, GMA Pinoy, GMA DWLS Radio & GMA DZBB Radio)	\$ 14.95
(Filipino Pass Plus - Filipino On Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio & TFC)	\$ 24.99
<b>French</b> (TV5 Monde)	\$ 9.95
<b>German</b> (DW Amerika)	\$ 9.95
<b>Greek</b> (Antenna)	\$ 14.95
(NGTV)	\$ 9.95
(Greek Passport - Antenna & NGTV)	\$ 15.95
<b>Hebrew</b> (The Israeli Network)	\$ 19.99
<b>Hindi</b> (Hindi Star Pass - Star Plus, Star Gold, Life OK & APB News)	\$ 19.99
(Hindi Pass - Star Plus, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & ITV Gold)	\$ 39.99
(Hindi Passport - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, Star Gold, Filmy, UTV Movies, ITV Gold & Bollywood On Demand)	\$ 69.99
<b>Italian</b> (Mediaset Italia)	\$ 9.95
(Rai Italia)	\$ 9.95
(Italian Passport - Mediaset Italia & Rai Italia)	\$ 14.99
<b>Japanese</b> (TV Japan)	\$ 24.95
<b>Mandarin</b> (CCTV-4 & CTI Zhong Tian)	\$ 11.99
(Chinese Cinema)	\$ 9.95
(Chinese Prime)	\$ 9.95
(ETTV China)	\$ 9.95
(ETTV Drama)	\$ 9.95
(ETTV Financial News)	\$ 9.95
(ETTV News)	\$ 9.95
(ETTV NY)	\$ 9.95
(Phoenix InfoNews)	\$ 9.95
(Phoenix North America)	\$ 9.95
(Yoyo TV)	\$ 9.95
(Mandarin Passport - CCTV-4, CTI Zhong Tian, Phoenix InfoNews & Phoenix North America)	\$ 19.99
(Mandarin ETTV Passport ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY & Yoyo TV)	\$ 19.99
(Mandarin Pass Plus - CCTV-4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America & Yoyo TV)	\$ 29.99
<b>Polish</b> (TV Polonia & Polskie Radio)	\$ 17.95
<b>Punjabi</b> (Jus Punjabi)	\$ 9.95
(TVB4)	\$ 11.95
<b>Russian</b> (Channel One Russia)	\$ 14.95
(CTC)	\$ 9.95
(NTV America)	\$ 9.95
(RTN)	\$ 14.95
(RTN Plus)	\$ 14.95
(RTV)	\$ 9.95



**Payable Accounts**

**Total due by autopay: -\$164.58**

**Account number:** [REDACTED]

**Customer code:** [REDACTED]

**Statement date: Sep 25, 2014**



(TV1000 Russian Kino)	\$ 9.95
(Russian Passport - CIR, RTN, RTVi & TV 1000 Russian Kino)	\$ 25.99
(Russian Pass Plus - CIR, CTC, NTV America, RTN, RTN+, RTVi & TV 1000 Russian Kino)	\$ 29.99
(Russian Pass Max - CIR, CTC, Dom Kino, Muzika Pervogo, NTV America, Rossiya 24, RTN, RTN+, RTR Planeta, RTVi, TV 1000 Russian Kino & Vremya)	\$ 44.99
Vietnamese	
(Vietnamese Pass - SBTN & TVBV)	\$ 19.99

**SEASONAL SPORTS SERVICES**

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice **Varies**

**ON DEMAND & PAY-PER-VIEW**

On Demand	Varies
(New Releases & Classic Movies, Adult & Special Events)	
Pay-Per-View (Special Events, Adult Blocks)	Varies
Disney On Demand	\$ 5.99
Disney Family Movies On Demand	\$ 4.99
The Jewish Channel On Demand	\$ 6.95
Here TV On Demand	\$ 7.99
HIS On Demand	\$ 12.95
Too Much For TV On Demand	\$ 14.99

**INTERNET**

Standard Internet	\$ 57.99
Basic Internet	\$ 47.99
Everyday Low Price Internet	\$ 14.99
Turbo Upgrade <sup>7</sup>	\$ 10.00
Extreme Upgrade <sup>7</sup>	\$ 20.00
Ultimate Upgrade <sup>7</sup>	\$ 50.00
Home WiFi	\$ 5.95
Music To-Go	\$ 14.95
Music Pack	\$ 9.95
Variety Pack	\$ 7.95
Funways	\$ 4.95

<sup>7</sup> Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

**HOME PHONE**

Home Phone National	\$ 39.95
Home Phone Tri-State	\$ 29.95
Second Line Option <sup>8</sup>	\$ 29.95
International OnePrice <sup>9</sup> Plan <sup>9</sup> (additional)	\$ 20.95
Global Penny Phone Plan (additional)	\$ 2.95
VoiceMail Service (per phone number)	\$ 3.95
Private Listing (per phone number)	\$ 3.50

<sup>8</sup> Requires primary Home Phone line.

<sup>9</sup> Subscription to Home Phone with TV and/or Internet is required.

**EQUIPMENT & EXTRAS**

Digital, HD, DVR or HD-DVR Set-Top Box Package	\$ 11.25
(Includes Set-Top Box and Remote)	
Digital, HD, DVR or HD-DVR Set-Top A/O Package	\$ 15.25
(Includes Set-Top Box, Remote and Additional Outlet Service Fee)	
DVR Service Fee (per DVR)	\$ 12.95
Whole House DVR Service Fee (per WH-DVR)	\$ 19.99
CableCARD <sup>™</sup> (each)	\$ 2.50
Digital Adapter	\$ 1.50
Additional Outlet (A/O) Service Fee	\$ 4.00
(For 2nd and each additional Set-Top Box or CableCARD <sup>™</sup> )	
Internet Modem Lease	\$ 5.99

**INSTALLATION**

Video Installation, Primary Outlet (Unwired or prewired)	\$ 47.99
Internet Installation	\$ 47.99
Home Phone Installation	\$ 47.99
Additional Outlet at Time of Installation	\$ 20.95
WH-DVR Installation	\$ 49.99
Home WiFi Installation	\$ 50.00
Easy Connect Rescue Fee	\$ 29.99
Easy Connect Shipping Charge	\$ 9.99
Trip Charge <sup>10</sup>	\$ 40.95
Custom Work Hourly Service Charge	\$ 37.62

<sup>10</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

**OTHER SERVICE CHARGES**

Addressable Change of Service Fee	\$ 1.99
Agent Assisted Payment	\$ 5.00
Agent Assisted PPV Order	\$ 1.99
Collections Trip Fee	\$ 25.00
Late Payment Fee	\$ 8.50
Non-pay Field Collector's Fee	\$ 25.00
Returned Payment Fee	\$ 15.00
Service Restore Fee	\$ 5.99
Statement Copy	\$ 10.00
Telephone Number Transfer Charge <sup>11</sup>	\$ 25.00
Telephone Number Change Fee	\$ 100.00
Telephone Service Activation Charge	\$ 25.00

<sup>11</sup> Home Phone customers transferring existing phone numbers are subject to a one-time \$25 telephone number transfer charge and subject to current provider's ability to release the telephone number.

**UNRETURNED/LOST/DAMAGED EQUIPMENT**

CableCARD <sup>™</sup>	\$ 50.00
Digital Set-Top Box	\$ 175.00
HD Set-Top Box	\$ 175.00
HD-DVR	\$ 250.00
Modem	\$ 75.00
MR DVR	\$ 300.00
MTA	\$ 75.00
Tuning Adapter	\$ 50-75.00
Wireless Modem	\$ 100.00
Wireless MTA	\$ 125.00

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at [http://help.twcable.com/html/twc\\_sub\\_agreement.html](http://help.twcable.com/html/twc_sub_agreement.html). Time Warner Cable leases CableCARDs<sup>™</sup> for \$2.50 per month, per CableCARD<sup>™</sup>, for use in customer-owned retail CableCARD<sup>™</sup>-compatible devices. Our leased digital converters also include either a CableCARD<sup>™</sup> or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD<sup>™</sup> includes a \$2.50 imputed charge for the CableCARD<sup>™</sup>. If you lease a CableCARD<sup>™</sup> in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs<sup>™</sup>. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©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. All other trademarks are property of their respective owners.

FOR TWC STORE LOCATIONS, PLEASE VISIT [TWC.COM/STORES](http://TWC.COM/STORES)