



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

**Account number**  
 [REDACTED]

Due date	Service period	Amount due
Feb 15, 2015	02/04 - 03/03	<b>\$130.47</b>

**Service address**  
 Payable Accounts  
 Account Phone [REDACTED]  
 301 E 66th St Apt 8a  
 New York NY 10065-6215

**Previous balance & payments**

Balance last statement	130.43
Payments received as of Jan 25, 2015	-129.43
Unpaid balance	1.00

**Current month**

Monthly services	117.23
Credits and one-time charges	-1.00
Taxes, fees & surcharges	13.24

**Total due by autopay** **\$130.47**

**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?

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 [REDACTED] - just use your customer code on this bill.

Sit courtside in your living room! Order NBA LEAGUE PASS for only 4 payments of \$24.75 each. Watch up to 40 out-of-market games each week on multiple devices! Questions? Go to [REDACTED] or call 1-800 TWCABLE.



Please enclose this coupon with your payment.



41-61 KISSENA BLVD FLUSHING NY 11355-3189  
 8150 1000 NO RP 25 01262015 NNNNNNNN 01 998873

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

Payment due date  
 Feb 15, 2015

Total amount due  
**\$130.47**

Account number  
 [REDACTED]

Amount enclosed  
**AUTOPAY**

You are an AUTOPAY customer. Thank you!  
 Auto Bank Payment Will Be Made 02/15/15

815010005036480000130476

**Payable Accounts**

**Total due by autopay: \$130.47**

**Statement date: Jan 25, 2015**



<b>Previous balance</b>	
Balance last statement	130.43
<b>Total previous balance</b>	<b>130.43</b>
<b>Payments</b>	
01/16 Credit Card Payment	-129.43
<b>Total unpaid balance</b>	<b>1.00</b>
<b>Monthly services</b>	
02/04 - 03/03 The Internet Speed In Your Area Is Now 3x Faster. Visit [REDACTED]	0.00
Standard Triple	99.99
Starter TV \$11.23, Package Allocation \$.01, Standard TV \$25.30, Voicemail \$2.22, Phone Activate \$0.00, Home Phone National \$22.37, Variety Pass \$6.42, Standard Internet \$32.44	
<b>Enjoy the \$48.90 you saved over retail rates this month.</b>	
Set-Top Box	11.25
Package Allocation \$.01, Remote \$0.00, HD Set-Top Box \$11.24	
Internet Modem Lease	5.99
<b>Total monthly services</b>	<b>117.23</b>
<i>Basic tier (Starter TV) may be purchased by itself for \$22.75 per month.</i>	
<b>Credits and one-time charges</b>	
12/30 Paperless Credit	-1.00
<b>Total credits and one-time charges</b>	<b>-1.00</b>
<b>Taxes, fees &amp; surcharges</b>	
Franchise Fee	3.71
Federal Universal Service Fund	1.03
State And Local Sales Tax	2.31
State Telecom Excise Tax	0.68
Local Telecom Excise Tax	0.47

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Regulatory Recovery Fee	0.46
E-911 Fee	1.00
Mctd 186e	0.16
Public Access Fee	1.15
State Universal Service Fund	0.02
Broadcast TV Surcharge	2.25
<b>Total taxes, fees &amp; surcharges</b>	<b>13.24</b>

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

**Total due by autopay \$130.47**



**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® 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

Payable Accounts  
Total due by autopay: \$130.47

Statement date: Jan 25, 2015



MONITORED SECURITY AND HOME MANAGEMENT

# INTELLIGENTHOME



Upgrade to IntelligentHome today and get a  
**\$200 Visa® Reward Card\***  
to use toward your equipment purchase.



\*Subscription to IntelligentHome and Time Warner Cable Internet are required to receive a \$200 Visa Reward Card. Customers must be in good standing and maintain all services for 90 days. Other restrictions apply.

See next page for details.

Upgrade today.  
**1-888-875-4821**  
[www.twc.com/intelligenthome](http://www.twc.com/intelligenthome)



SABEFOBE

**Payable Accounts**  
**Total due by autopay: \$130.47**  
**Account number:** [REDACTED]  
**Customer code: 7725**  
**Statement date: Jan 25, 2015**



# UPGRADE TO THE BEST IN HOME SECURITY AND MANAGEMENT AND GET A \$200 VISA® REWARD CARD.

**24/7 monitored protection** from our award-winning 5-Diamond rated Emergency Response Center.

**Live indoor/outdoor cameras\*** let you check in from anywhere.

**Conserve energy** while you are away and save on energy costs.

**Window or door motion sensors\*** send mobile alerts when triggered.

**Adjust your lights\* and thermostat\*** from anywhere using the mobile app.

\*Equipment purchase required.

**IntelligentHome**

only **\$39.99<sup>\*\*</sup>**/mo.

**Plus, FREE Installation – a \$99 value**

\*\*18 month term and TWC internet service required.

Get a **\$200 Visa® Reward Card\*** to use toward your equipment purchase.



\*Subscription to IntelligentHome and Time Warner Cable internet are required to receive a \$200 Visa Reward Card. Customers must be in good standing and maintain all services for 90 days. Rebate may take an additional 4-6 weeks. Other restrictions apply.

Upgrade today.  
**1-888-875-4821**  
[www.twc.com/intelligenthome](http://www.twc.com/intelligenthome)



Offers expire 3/18/15. Free installation offer includes standard installation of IntelligentHome only. Early termination fee may apply. Taxes, fees, surcharges and equipment purchase charges apply. IntelligentHome and all features may not be available in all areas. Residential use only. Some restrictions apply. ©2015 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye logo are trademarks of Time Warner Inc., used under license. Licensed by New York State Department of State – NYS Unique ID #12000302365, TWC Security Inc. d/b/a Time Warner Cable, NC: ASLB #583CSA; CA: ACO#7062; TX: BT7430 Time Warner Cable 6400 Fly Road, East Syracuse, NY 13057, ACR176224, LMPD LIC 818, NJ 348F00045600

Customers must remain in good standing and maintain all services for a minimum of 90 days after installation. Reward Card will be mailed approximately 4-6 weeks after the 90-day period. Full terms & conditions at [www.twc.com/betterreward](http://www.twc.com/betterreward). Reward Cards may be subject to issuer's separate terms & conditions. Please refer to Cardholder Agreement for more information. Limit one Reward Card per eligible residential service and this offer may not be combined with any other offers. To receive Reward Card, register within 30 days of installation, or by 11:59 p.m. EST on 4/30/15 (whichever comes sooner), at [www.twc.com/betterreward](http://www.twc.com/betterreward). You must provide the Redemption Code, which you will receive via email and/or postcard.

The Visa Reward Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank is not affiliated in any way with Time Warner Cable and does not endorse or sponsor this offer. The Visa Reward Card is distributed and serviced by Interactive Communications International, Inc. as an authorized agent of either ITC Financial Licenses, Inc. or IH Financial Licenses, Inc. dependent upon the state where this Card is purchased. Terms and conditions apply. The Visa Reward Card may be used in the U.S. and District of Columbia everywhere Visa debit cards are accepted. The Card may not be used outside of the U.S. or the District of Columbia including internet and mail or telephone order merchants outside of the U.S. or the District of Columbia. (AP015IH)

SABEFOBF

**Payable Accounts**  
**Total due by autopay: \$130.47**  
**Account number:** [REDACTED]  
**Customer code: 7725**  
**Statement date: Jan 25, 2015**



# Introducing the Phone 2 Go App



With our new Phone 2 Go app you can choose to access your Home Phone service on your mobile devices virtually anywhere.

Get all of the benefits of your Home Phone service outside of the home.

- Make voice and video calls, and send texts from your tablet or smartphone.
- Use your Home Phone service and calling plan wherever you go—even overseas!
- Avoid cellular overage charges so you can save money.
- Access and manage your home voicemail on-the-go.
- Customize your privacy, call settings and even access visual voicemail.



Download the Phone 2 Go app today.

It's easy—just look for the Phone 2 Go app in the App Store, Google Play™ store or at [twc.com/apps](http://twc.com/apps).

To learn more, visit [twc.com/phone2go](http://twc.com/phone2go).

Emergency 911 calling is not available through Phone 2 Go application. Connect to WiFi to avoid data roaming charges. Phone 2 Go requires TWC Home Phone, a TWC ID, a compatible device running iOS 6.0, Android 4.1 or higher and a cellular or WiFi data connection. Phone 2 Go may not be available in all areas. Subject to change without notice. Some restrictions apply. ©2015 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 remain the property of their respective owners. SABEFOBR

