



IMPORTANT INFORMATION ABOUT YOUR SERVICE

On behalf of the 55,000 Time Warner Cable employees, thank you for being a Time Warner Cable customer. At Time Warner Cable, we have been making significant investments to deliver the products and service you deserve, with more respect for your time, more value for your money and the kind of experience you expect from a leading entertainment and technology provider. Here are just some of the steps we have taken:

Better TV

We're bringing an all-digital signal to every channel for more customers and are providing our **largest On Demand library ever**. We now offer DVRs that can record up to 6 shows at the same time and store up to 150 hours of programming. Plus, we're creating an even better on-screen Guide, with easier ways for you to find, select and record your favorite programming.

Better Internet

We're **investing in Internet speeds**, up to 50 Mbps in many areas, and the most advanced equipment to give you our fastest, most reliable wireless network in and around your home. We've also expanded to over **400,000 WiFi Hotspots** for Standard Internet or higher customers, offering nationwide Internet access when you are away from home.

Better Phone

We're bringing you unlimited calling beyond the US and Canada, to Mexico, China, Hong Kong, India and 29 European countries. We've rolled out **Phone2Go**, a virtual extension of your Home Phone service that lets you make unlimited calls and texts, and even answer your landline, from anywhere you have a WiFi connection. And we've given you the ability to block telemarketing calls automatically.

Better Service

We're **answering calls faster**, giving you options to schedule a call-back **at a time that works for you**, and creating online tools that let you control your account, chat with agents 24/7 and schedule appointments. We've implemented **one-hour arrival windows**, including nights and weekends, and added a "Whole-Home Check" to every visit to ensure all your devices are working together.

Better Apps

We're enhancing our top-rated **TWC TV®**, **the free app that lets you watch up to 300 channels of live and On Demand TV on virtually any device**, including your computer, iPad®, iPhone®, Android™, Roku®, Xbox 360® and more. We're adding even more shows for viewing outside the home. We're also refreshing the TWC WiFi Finder app so you can seamlessly connect to WiFi Hotspots nationwide. And you have easy, seamless access to all of these great apps with your TWC ID, available at twc.com/register.

We have also worked hard on your behalf to control the costs of TV programming, but the rates that TV networks and programming providers are charging continue to increase. Changes in your bill are mainly driven by the increase we must pay to deliver your favorite channels. As a result, you'll see a change in charges for some TWC services and equipment on your next bill (see back for details). Included in these changes is the removal of the Additional Video Outlet Service Fee.

To make sure you are getting the most out of your subscription, please call us at 1-855-224-4211. We're confident we can find a package that meets your needs and your budget.

Thank you for choosing TWC. We look forward to bringing you even more service and product enhancements and innovations in the future.

Want to learn more about our newest features? Visit twc.com anytime.

Para leer en español, visita twc.com/espanol/2016

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, including the removal of the Additional Video Outlet Service Fee, will go into effect on your next bill.

If you are currently receiving a 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.

TV SERVICES - Monthly Rates	FROM	TO
Starter TV	\$ 17.99	\$ 20.00
Standard TV	\$ 76.99	\$ 78.99
Variety Pass	\$ 10.00	\$ 10.00
TWC Sports Pass	\$ 8.99	\$ 10.00
TWC Movie Pass	\$ 8.99	\$ 10.00
Cinemax	\$ 14.95	\$ 15.99
STARZ	\$ 12.95	\$ 14.99

INTERNET SERVICES - Monthly Rates	NEW PRICE
Lite Internet (not available to new customers)	\$ 39.99
Basic Internet	\$ 49.99
Standard Internet	\$ 59.99
EarthLink Lite	\$ 39.99
EarthLink Standard	\$ 59.99

EQUIPMENT AND SERVICE FEES - Monthly Rates	FROM	TO
Digital HD, DVR or HD DVR Set-Top Box and Remote	\$ 6.98	\$ 8.50
The Guide	\$ 3.27	\$ 3.25
A/O Service Fee	\$ 1.50	\$ 0.00
Digital Adapter and Remote	\$ 2.75	\$ 3.25
Broadcast TV Surcharge	\$ 2.75	\$ 3.75
Sports Programming Surcharge	\$ 2.75	\$ 5.00
Internet Modem Lease/EarthLink Modem Lease	\$ 8.00	\$ 10.00
DVR Service Fee	\$ 12.95	\$ 12.99

To receive all services, lease of a set-top box is required. TWC TV* requires Starter TV or higher, current model of Roku 2, Roku 3, iPad or iPhone with iOS 8.0, Kindle Fire HD/HDX, Xbox One®, Xbox 360®, Samsung Smart TV (2012-2015 models) and/or Android 2.3 smartphone or Android 4.0 tablet and WiFi connection. TWC-authorized modem required for in-home viewing and minimum 15 Mbps connection recommended for out-of-home viewing. 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. Additional charges apply for equipment, installation, surcharges, taxes, broadcast, activation and other fees. Directory Assistance, Operator Services and International calls outside of the calling area. Phone 2 Go requires TWC Home Phone service, a TWC ID, a compatible device running iOS 6.0, Android 4.1 or higher and a cellular or Wi-Fi data connection. Phone 2 Go may not be available in all areas. TWC WiFi™ is available to customers with Time Warner Cable Standard Internet or higher. Coverage is not available in all areas. Actual speeds may vary. All services may not be available in all areas. Subject to change without notice. Some restrictions apply. 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. iPad® and iPhone® are trademarks of Apple Inc. Android™ is a trademark of Google Inc. Time Warner Cable and the Time Warner Cable logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners. ©2015 Time Warner Cable Enterprises LLC. All Rights Reserved.