

Our commitment to our customers is to provide superior customer service. Your total satisfaction is our number one priority.

www.YourTWC.com



DIGITAL PHONE



HIGH-SPEED ONLINE




CABLE






Your monthly statement has a new look.



How To Read Your Bill



Bundle & Save!

-  Cable
-  Road Runner
-  Digital Phone

HOME OF FREEHD

With Digital Cable, you get many of your local cable and sports channels in HD at no extra cost!

E-pay is E-asy!

PAY @XPRESS

Check your balance... View your statement...
Pay your bill. **ONLINE!** Register today
Visit www.YourTWC.com/PayXpress

CONTACT US Customer Service 1-866-892-7201
Visit us online at: www.YourTWC.com

Service Period	Due Date	Amount Due
01/07-02/06	02/22/09	\$134.14

Service Address: 123 MAIN STREET
ANYTOWN, USA
12345-6789

Account Number: 000-000-00000000
Customer Code: 1234

PREVIOUS BALANCE	134.93
PAYMENTS	-134.93
MONTHLY CHARGES	124.00
TAXES AND FEES	10.14
Total Due On 02/22/09	\$134.14

Thank you for choosing Time Warner Cable and for allowing us to provide you with the best entertainment and communication services.

- 1 How to reach us.
- 2 Account number.
- 3 Summary: your charges, payments and credits for this bill.
- 4 Important messages, reminders and offers. You'll find special events, savings opportunities, news and promotions.
- 5 Payment coupon for your convenience. Simply tear it off and mail.
- 6 Be sure our address shows in the return envelope window.
- 7 Details of transactions during this billing period.
- 8 Complete this portion to change your billing address.

Page 2 of 2

JOHN Q. CUSTOMER
Amount Due on 02/22/09: \$134.14
Account no: 000-000-00000000
Customer Code: 1234

Charge Detail for Billing Period 01/07-02/06

PREVIOUS BALANCE	PREVIOUS BALANCE	
10/07	134.93	
		\$134.93

PAYMENT-THANK YOU

10/28	-134.93	
		-\$134.93

MONTHLY CHARGES

01/07-02/06	Digital Cable and Road Runner	94.90
01/07-02/06	Digital Cable (1 additional TV(s))	9.95
01/07-02/06	DVR Service	6.95
01/07-02/06	High Definition Plus Tier	6.95
01/07-02/06	Sports Tier	5.25
		\$124.00

TAXES AND GOVERNMENT AUTHORIZED FEES

	FCC Regulatory Fee-Cable	0.06
	Franchise Fee	4.25
	Sales Tax	5.83
		\$10.14

TOTAL DUE ON 02/22/09 **\$134.14**

Disputed Billing: Should there be any portion of your bill in dispute please contact Customer Care. You must pay all undisputed amounts by the payment due date to keep your account current.

Equipment, if returned is not returned at the time of disconnect or is evidenced to have been tampered with, a charge for each piece of equipment will be applied.

Time Warner Cable accounts are due as indicated on your bill. A late fee may be assessed if payment is not received by statement due date. A collection fee may be charged if payment is made to a field representative to avoid disconnection of service. Past due amount, reconnect fee and one month of service will be required to reconnect services.

A Customer Code is a unique identifier that we use to ensure the protection of your personal information. You will have to enter your customer code during the Digital Phone statement registration process, which you will have to complete before you can view your Time Warner Cable Digital Phone call details on line.

TIME WARNER CUSTOMER SERVICE/PAYMENT CENTERS

West Columbia
1171 Sunset Blvd
West Columbia, SC 29170
M, T, Tu, Thur - 9pm/W, Fri 8pm-6pm

Payment Due Date	Total Amount Due
02/22/09	\$134.14

Account Number	Amount Enclosed
000-000-00000000	

TIME WARNER CABLE
P.O. BOX 70992
CHARLOTTE, NC 28272-0992

BILL PAYMENT OPTIONS





SaveTime and Paper

PAY @XPRESS

Go green with PayXpress Online Bill Payment
www.YourTWC.com/PayXpress

Pay By Phone

Make a credit card payment free of charge using our automated payment option:

    **1-866-892-7201**

CHANGE OF ADDRESS FORM

Please print only new billing address below. Thank You.

New Address _____

City _____ State _____ Zip _____

Work Phone (____) _____ Home Phone (____) _____

The above bill example is for "How to Read Your Bill" illustration purposes only. Please refer to your personal billing statement for accurate Time Warner Cable contact information.