

Welcome to Home Phone

Unlimited local and long distance calling for one low monthly price. Choose from two calling plans, Nationwide, or In-state. Make a lot of international calls? Add International OnePrice® Calling to your Nationwide Calling plan and save.

Congratulations!

You've made the switch to Home Phone and are now connected to the reliability and clarity of Time Warner Cable's technology for your home phone service. You will appreciate the value and simplicity offered with Home Phone service.

Your benefits include:

- Unlimited calling from your home to anywhere in the U.S., Canada and Puerto Rico
- All the calling features you want: Caller ID, Call Waiting, Call Waiting ID, Call Forwarding, Speed Dial, Anonymous Call Reject and more
- Special discounts for Time Warner Cable Video and/or Internet customers
- Caller ID on TV for customers with Digital Cable
- One bill from one company you can call locally for assistance
- International OnePrice®: Call more than 100 countries, including Mexico, Philippines and United Kingdom for one low price

- Enhanced 9-1-1 service delivers your address and phone number to emergency responders
- Voice Mail service can be added for a minimal monthly charge

Home Phone Support

Home Phone Support is available 24 hours a day, 7 days a week. Call toll-free **1-888-TW-CABLE** or dial 611 from your home phone for information about Time Warner Cable services or for support. Phone specialists will respond to your questions and concerns promptly when you e-mail us at phonesupport@twcla.com. For further information, store and payment center locations see our website (www.timewarnercable.com/socal).

Calling Features

Caller ID

Caller ID allows you to see who's calling before you answer the phone. If your telephone has a display screen, the name and telephone number associated with an incoming call will appear on the screen.

How to use:

1. When you receive a call, wait until your telephone completes the first ringing signal.
2. The telephone number calling you and the name associated with that number in the telephone company records will automatically appear on your Caller ID display screen.

Notes:

- Caller ID requires a display telephone or an add-on display unit.
- If a letter "P" or "Private" appears on your display after the first ring, the caller may have blocked the display of their name and number before placing the call.
- If "unknown name," "unknown number," "out of area" or "O" appears, the caller is in an area that does not support Caller ID services.

Caller ID on TV

If you have Home Phone and Digital Cable you can use Caller ID on TV. This feature allows you to see the name and telephone number associated with an incoming call on the upper left corner of your television screen.

To turn Caller ID on TV On/Off:

1. Press SETTINGS on your remote control.
2. Highlight Caller ID and press SELECT to turn Caller ID On/Off.

To view the last 10 calls you've received:

1. Press SELECT on your remote control.
2. Scroll down to Received Calls.
3. Press SELECT to view your last 10 calls received.

To delete a call or all calls from the RECEIVED CALLS screen:

1. Press the SETTINGS button on your remote control.
2. Scroll down to Received Calls and press SELECT.
3. To delete a call press SELECT. Or to delete all calls, press "A" on your digital remote. Confirm prompt screen by pressing "A" again.

Call Waiting

Call Waiting alerts you when another caller is trying to reach you while you're already on the phone.

How it works:

A special tone alerts you to a waiting call; the person calling you hears normal ring tone.

To answer a waiting call:

1. While you're on the phone, a special tone tells you a second call is waiting.
2. Press and quickly release the "Receiver" or "Flash" button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

To alternate between callers:

1. Press and quickly release the "Receiver" or "Flash" button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

Calling Features | CONTINUED

To end either call:

1. While on the phone with the caller you want to disconnect, hang up the phone.
2. Your phone will ring.
3. When you answer, you'll be connected with the caller you placed on hold.

Call Waiting ID

Call Waiting ID combines Caller ID and Call Waiting and lets you use your telephone without missing other calls. A special tone alerts you to a waiting call and you also receive a visual display of the name and number of the person calling on your Caller ID display unit. This puts you in control of which calls you'll accept.

Call Forwarding *72

Call Forwarding allows you to forward your calls to an alternate number.

How it works:

- Dial (*) 72; listen for three short beeps and then a dial tone; enter the 7 or 10 digit number (dialing 1 first whenever it applies) where you want calls to be forwarded and wait for the confirmation tone.

- After the confirmation tone, the system will automatically place a courtesy call to the forward-to number. If the forward to party answers the courtesy call, the feature is activated.

- If the forward-to line is busy or there is no answer to the courtesy call, the feature is non-activated. You can still activate Call Forwarding by repeating the activation procedure within two minutes of the first attempt.

- You will hear an error message if the forward-to number is invalid. Calls will continue to forward to the chosen number until deactivated.

- If you have Voice Mail, your calls and calls that would normally transfer into Voice Mail will continue to go to the forward-to number thereby bypassing Voice Mail.

Cancel Call Forwarding *73

You must remember to deactivate Call Forwarding by dialing (*) 73 and wait for the deactivation confirmation tone.

Caller ID Blocking *67

Caller ID Blocking allows you to temporarily change the permanent public/private status indicator of your phone number. Dial (*) 67 before dialing a phone number to block the availability of your Caller ID information.

NOTE: Voice Mail subscribers who activate this feature along with Anonymous Call Reject must use their Voice Mail access number, instead of their home phone number, to access the Voice Mail system from home.

Cancel Call Waiting *70

Cancel Call Waiting allows you to disable the Call Waiting feature for the duration of a telephone call. Dial (*) 70 before dialing a phone number to disable the Call Waiting feature.

Speed Dial *74

Speed Dial allows you to call frequently dialed phone numbers using just one digit. Dial (*) 74; listen for a stutter tone and choose a digit from 2 to 9; enter the 7 or 10 digit number (dialing 1 first whenever it applies) that you wish to be able to speed dial and wait for confirmation tone. Press the chosen digit (from 2-9) followed by the (#) key and the system will speed dial the telephone number that correlates to the chosen digit. You can store up to eight numbers at one time. To change any of the

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stored numbers simply repeat the process with the new desired telephone number.

3-Way Calling

3-Way Calling allows you to add a third party to an existing conversation. To make a three-way call simply place your first call. Once connected, hit the "FLASH" button to put your first call on hold. When you hear the new dial tone, place your second call. Once connected to your second call, hit the "FLASH" button again to connect all three parties (you, and your first and second calls).

NOTE: If you don't have a FLASH button, press "TALK" or the "Switch Hook" push button on your phone.

Anonymous Call Reject – ACR *77

ACR allows you to block unwanted calls from callers who restrict sending their caller ID information such as "Anonymous" callers. Dial (*) 77 to activate and wait for the confirmation tone; all unidentified calls will then be rejected. You must Dial (*) 87 to deactivate this feature.

NOTE: Voice Mail subscribers who activate this feature along with Caller ID Block (*) 67 must use their Voice Mail access number, instead of their home phone number, to access the Voice Mail system from home.

Additional Charges Blocking (ACB)

Additional Charges blocking (ACB) gives you the ability to block ALL outbound calls that could result in additional Home Phone service charges (such as "0" calls to the operator, calls to 900/976 numbers, calls to 411 and international calls). There is no cost to activate or deactivate this service. If you are interested in activating ACB, please contact customer service.

NOTE: When ACB is activated you will not be able to contact the operator by dialing "0" but must instead dial 9-1-1 to request help in an emergency.

Caller ID Restore *82

For those who have their outgoing Caller ID blocked, Line Blocking Deactivation allows you to override your Caller ID privacy status. Dial (*) 82 before dialing a phone number to allow the party you are calling to view your Caller ID information.

Rapid Voice Mail Access *98

If you are a Voice Mail subscriber you can use *98 for quick access.

Enhanced 9-1-1

In an emergency, it's hard to remember more than "9-1-1." Enhanced 9-1-1 automatically transmits your address and phone number to emergency service providers.

- The voice-enabled cable modem used to provide Home Phone service is electrically powered and, in the event of a power outage or a Time Warner Cable network failure, Home Phone service, including the ability to access Enhanced 9-1-1 services, will not be available.

- The Home Phone Terms of Service prohibit you from moving your voice-enabled cable modem to a new address. If your modem is moved to another address, Enhanced 9-1-1 services will not operate properly because 9-1-1 operators will not be able to accurately identify the caller's location in an emergency. If you would like to establish service at a new location, you must call Time Warner Cable.

Voice Mail

Instructions

The following instructions are for Time Warner Cable Home Phone customers who subscribe to the Voice Mail feature. You can add Voice Mail for an additional monthly fee.

Setting Up Your Voice Mail Account

You will need to set up your Voice Mail before it will be ready to receive messages. Voicemail prompts are available in English or Spanish.

Personalizing Your Voice Mail

1. Enter your Home Phone telephone number.
2. The Voice Mail system will ask for your temporary Personal Identification Number (PIN) — which is the last 4 digits of your Home Phone telephone number.
3. The Voice Mail system will then prompt you to select a 4 digit Personal Identification Number (PIN) and to press the (#) key. Select a PIN that is easy to remember, but difficult for someone else to guess. Please note that your PIN cannot contain # or *. The Voice Mail system will ask you to verify your PIN by entering it a second time and pressing the (#) key.

Note: Home Phone allows you the option to access your Voice Mail without using your PIN. This option (PIN SKIP) is automatically enabled when accessing your Voice Mail system from home. If you would like to disable PIN SKIP simply access the Voice Mail system and dial 4-3-2-2. Should you like to re-enable PIN SKIP you can also dial 4-3-2-2; the system will always tell you the status of PIN SKIP and you can decide when to enable or disable this feature.

4. The Voice Mail system will prompt you to state your name and press the (#) key. If multiple people use Home Phone, you should record a name that represents all individuals in the home. For example, "Sam and Rebecca" or "The Smith Family."

When completed you may:

- Press the '1' key to use the recording of your name.
 - Press the '2' key to listen to the recording of your name.
 - Press the '3' key to record your name again.
5. The Voice Mail system will ask you to record a greeting followed by the (#) key. This is the greeting callers will hear when you are unable to answer the phone.
 - Press the '1' key to use the recording of your standard greeting.
 - Press the '2' key to listen to the recording of your standard greeting.
 - Press the '3' key to record your standard greeting again.
 6. Once your Voice Mail account set-up is complete, you will have the opportunity to listen to the main menu, or, if you are finished, simply hang-up to exit. You may also exit by pressing (*) 9.

Voice Mail | CONTINUED

Retrieving Voice Mail Messages *98

The following instructions will guide you through the process of retrieving your Voice Mail messages. There are three possible ways to access your Voice Mail: by dialing (*)98, your own Home Phone telephone number or the Voice Mail access number 1-888-657-4572. You can retrieve messages from your Home Phone at home or, while you are away from home, using any touch-tone phone.

At Home Using Your Home Phone

1. Lift the handset of your phone.
2. A stutter tone means you have a Voice Mail.
3. Dial (*)98 or your 7- or 10-digit home phone number and wait for your Voice Mail to answer.
4. The Voice Mail system will tell you how many new messages you have.
5. Press the '1' key to listen to your messages.

Note: Customers are no longer required to enter their four-digit PINs to retrieve messages at home. While this is a great time-saving feature, PIN SKIP significantly decreases the privacy protection and security of your Voice Mail. If you would like to disable PIN SKIP, simply access the Voice Mail system and dial "4322" following the prompts.

Away from Home Using Any Other Phone

(Dialing your Home Phone Number)

1. Dial your 7 or 10 digit Home Phone number.
2. Wait for your call to go into the Voice Mail system; you will hear your Voice Mail greeting.
3. Press the (*) key.
4. Enter your PIN followed by the (#) key.
5. The Voice Mail system will tell you how many new Voice Mail messages you have.
6. Press the '1' key to listen to your messages.

Away from Home Using Any Other Phone

(Dialing your Voice Mail Access Number)

1. Dial the Voice Mail access number 1-888-657-4572.
2. Enter your 10-digit Home Phone number and press the (#) key.
3. Enter your PIN followed by the (#) key.
4. The Voice Mail system will tell you how many new Voice Mail messages you have.
5. Press the '1' key to listen to your messages.

Managing Your Voice Mail Messages

When you have finished listening to your Voice Mail messages, there are several options available to manage them. The following directions describe these options.

Saving a Voice Mail Message

Once you have listened to a message, you have the option of saving it.

1. If you want to save the message, press the (#) key immediately at the conclusion of the message.
2. The Voice Mail system will save the message and begin playing the next message.

Replaying a Voice Mail Message

Once you have listened to a message, you have the option of replaying it.

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1. To replay a message, press the '1' key at any time during the message.
2. The Voice Mail system will replay the message.

Marking a Voice Mail Message as New

Once you have listened to a message, you have the option of marking the message as new. You may also mark messages that you have previously saved as new.

1. To mark a message as new, press the '6' key immediately after listening to the message.
2. The next time you access Voice Mail, the message will be presented as though it were a new message. You may also mark previously saved messages as new.

Rewinding a Voice Mail Message

While you are listening to a message, you can rewind the message several seconds.

1. To rewind the message several seconds, press the '7' key at any time during message playback.
2. The message will rewind several seconds and begin playing again. Press the '7' key continually or simply press the '1' key to completely rewind the message.

Advancing a Voice Mail Message

While you are listening to a message, you can advance the message several seconds.

1. Advance the message several seconds by pressing the '9' key at any time during playback.
2. The message will advance several seconds and begin playing again.
3. Press the (#) key to advance to the end and save the message.
4. Press the '3' key to advance to end and delete the message.
5. Press the '6' key to advance to the end and save the message as new.

Deleting a Voice Mail Message

Once you have listened to a message, you have the option to delete it.

1. If you wish to delete a message, press the '3' key at any time during the message.
2. The message will be erased.

Retrieving Deleted Voice Mail Messages

1. If you have accidentally deleted a Voice Mail message, press star (*) 7 immediately to return to the deleted message.
2. If you have chosen to delete a message, that message will be temporarily stored in saved messages until you end the session and hang up the phone.
 - a. If at a later time during the session you wish to recover a message you've chosen to delete, you can review deleted messages by pressing the '1' key from the main menu. When you hear the message you wish to recover, you can either save the message by pressing the (#) key or mark it as new by pressing the '6' key. For more information, including the latest updates to our service, or to order Voice Mail please visit www.timewarnercable.com/socal.

FAQs

Q: Can I have all the phones in my home connected to Home Phone Service?

A: Yes, all of the phones in your home can be connected to Home Phone Service.

Q: Can I get discounts with Home Phone Service?

A: Yes. Call 1-888-TW-CABLE for significant savings when you bundle services.

Q: Can I disconnect my current phone service once Home Phone Service has been installed?

A: Yes. If you keep your current telephone number you do not need to contact your current phone service provider. You will continue to have service from your current phone provider until we complete your Home Phone Service installation. Once your Home Phone Service installation is complete and your phone number is successfully transferred, we will contact your current phone service provider to ensure your previous phone service is disconnected.

If you receive a new telephone number from Time Warner Cable, and no longer require phone service from your current phone service provider, then you will need to contact your current phone service provider to disconnect your current phone service. We recommend that you disconnect your current phone service after the Home Phone Service installation is complete so that you are not without phone service.

Q: Why am I still receiving bills from my former phone company?

A: You may have switched phone service during the middle of your billing cycle with your former phone company. Based on this, the carrier will send you a

bill for the last days that you had service in order to close your account.

If you received a new telephone number from Time Warner Cable, you need to call your former telephone company to cancel your former phone service. If you did NOT call your former phone company to cancel your phone service, you may be receiving bills from your former phone company because they still consider you an active customer. Please call your former phone company to cancel your service.

Q: Will my monitored security system work with Home Phone Service?

A: Home Phone Service will work with most monitored home security systems. In the event that Time Warner Cable installs and configures Home Phone Service with your home security system, we recommend that you test the proper operation and communication aspects of the alarm system before and after your Home Phone installation.

Home Phone Service does not include backup power and, as in the case with an electric-powered home cordless phone, should there be an outage, Home Phone, including the ability to access 9-1-1 services, will not be available. Additional charges apply for taxes, fees, Directory Assistance, Operator Services and calls to International locations. Offer valid for residential customers in Home Phone serviceable areas.

Q: Can I add a second phone line to my Home Phone/Home Phone Unlimited California service?

A: Yes. With Home Phone second-line service you can easily add a separate phone line and telephone number. If you have standard Home Phone service on your primary line, you can get the same service

on your second line for just an additional \$29.95 per month. If you have Home Phone/Home Phone Unlimited California on your primary line, you can get Home Phone Unlimited California service on your second line for just an additional \$24.95 per month.

NOTE: Standard Home Phone service is not available as a second-line option if you have Home Phone Unlimited California on your primary Line.

Q: Do I have to keep the Home Phone modem in a specific location?

A: If you are a current High-Speed Internet customer, then the installation will involve switching out your existing High-Speed cable modem for a new Home Phone modem. The modem should remain with your computer so that you can use it for High-Speed Internet access as well. A phone outlet needs to be nearby to complete a typical installation.

Q: Can I use Home Phone/Home Phone Unlimited California service for my business?

A: No. Home Phone/Home Phone Unlimited California are residential telephone services.

Q: How do I make a long-distance call with Home Phone/Home Phone Unlimited California service?

A: You don't need to do anything different when you place calls with Home Phone/Home Phone Unlimited California. Just dial as you normally would.

FAQs | CONTINUED

Q: Will my dial-up Internet Service Provider work with Home Phone Service?

A: At this time, Home Phone service does not include support of dial-up Internet calls. However, Time Warner Cable does provide a variety of data connection options to suit your needs. Please call Customer Service at 611 from your home phone to find out more. Time Warner Cable does install, support, and service our High-Speed Internet partners — Road Runner High Speed Online and EarthLink.

Q: What will happen to my DSL service when I switch to Home Phone Service?

A: If you are a DSL subscriber and you wish to have Home Phone Service on all of the telephone jacks in your home, then you will have to contact your DSL provider to disconnect your DSL service prior to your installation appointment for Home Phone Service. If you wish to keep your DSL service, then we cannot provide you with Home Phone service with whole-home wiring unless you maintain a separate analog phone line specifically for your DSL service.

Time Warner Cable recommends that you replace your DSL service with High-Speed Internet service from one of our High-Speed Internet partners (Road Runner or EarthLink).

Q: Can I use my High-Speed modem to access the Internet and talk on the phone at the same time?

A: Yes. Your High-Speed modem will allow you to access the Internet and talk on the phone at the same time because each feature of your modem is independent.

Q: Will Home Phone Service work with Home Networking?

A: Yes, Home Phone should have no impact on Home Networking.

Q: Will my fax machine work with Home Phone Service?

A: Yes, fax machines work with Home Phone service. If you have any problems sending or receiving faxes using Home Phone, please contact your local Time Warner Cable customer service.

Q: Will my answering machine work with Home Phone Service?

A: Yes. Answering machines will work with your service but we recommend Home Phone Voice Mail for callers to leave a Voice Mail when you are on the phone or choose not to answer. Voice Mail is available at a minimal additional monthly charge.

Q: Can I call 9-1-1 using Home Phone Service?

A: Yes, absolutely. Safety is an important consideration and Home Phone Service provides Enhanced 9-1-1 service automatically with your subscription. E9-1-1 transmits your address and phone number to emergency services, should you need to dial 9-1-1 from your home phone. Please note that Home Phone does not include back-up power and, as is the case with a cordless phone, should there be a power outage, Home Phone, including the ability to access 9-1-1 services, will not be available until the power is restored.

Q: Will I be provided with a detailed breakdown of my call activity with Home Phone Service?

A: Yes. You can access a detailed breakdown of your Home Phone call activity (excluding local calls) at www.timewarnercable.com/socal by clicking 'My Account'.

Q: Can I choose my own Long Distance Carrier?

A: By subscribing to Home Phone Service you are choosing Time Warner Cable to be your Long Distance Carrier and you'll receive unlimited long distance calling to anywhere in the United States, Canada and Puerto Rico plus unlimited local and in-state calling, for one low price.

Q: How do I make a long distance call with Home Phone Service?

A: There are no changes to how you make a long distance call with Home Phone Service. Just dial like you normally would. Of course, your long distance calling is unlimited so you can call anywhere in the United States, Canada and Puerto Rico any time of day or night without worrying about additional call charges.

Q: Are calls to U.S. Territories included in Home Phone's Unlimited long distance calling?

A: Calls to the following U.S. Territories are included in Home Phone's unlimited long distance calling: Guam, Puerto Rico, the Northern Mariana Islands and the U.S. Virgin Islands.

FAQs | CONTINUED

Calls to the following U.S. Territories are NOT included in Home Phone's unlimited long distance calling: American Samoa, Guantanamo Bay and the Marshall Islands. Rates for calls to these areas are competitive with other major long-distance providers. International calls to mobile devices incur additional charges.

Q: Can I make international calls with Home Phone Service?

A: Yes. You can make international calls with Home Phone Service and get our lowest rates without paying extra fees. Calls to international locations are billed at rates competitive with other major providers. And there are no changes to how you make international calls with Home Phone. Just dial like you normally would (example: 011 + country code + city code + plus the number of the person or company you are trying to call). International calls to mobile devices incur additional charges.

Check out our low international rates at www.timewarnercable.com. After the first minute, our low international rates are billed in six second increments, rather than billing a full minute when you only use a few seconds like most telephone companies charge (with exception to Mexico which is rounded up to the next minute). And there's no monthly fee just to have access to international calling, you only pay when you make an international call.

If you make frequent international calls, **International OnePrice® Calling** is now available. Visit www.timewarnercable.com/socal for details and to order International OnePrice®.

Q: Will I hear a difference in my long distance calls with Home Phone Service?

A: No. Although some customers have told us they receive a clearer connection with Home Phone Service, you should expect the same quality for your local, in-state and long-distance calls.

Q: Can I use my calling card for long distance calls with Home Phone Service?

A: Yes, but you may not have to use calling cards anymore. The Home Phone calling plan includes unlimited long distance calling in the United States, Canada and Puerto Rico for one low monthly price, so now your calling card may only be needed for calls away from home.

Q: Will I receive a separate bill for Home Phone Service?

A: No. Home Phone Service will appear as a line item on your Time Warner Cable monthly statement.

Additional charges for any calls made to international locations, Directory Assistance and Operator Services will appear on additional lines on the same bill.

Q: Can I receive collect calls with Home Phone Service?

A: Yes, you can receive collect calls as you normally would with the exception of calls from correctional facilities. Collect call charges will appear in a lump sum on your monthly bill in a line called Directory Assistance and Operator Services. Call detail is available to you at www.timewarnercable.com/socal by clicking "My Account."

Q: Does Time Warner Cable provide technical support for Home Phone Service?

A: Yes. A big benefit of Time Warner Cable is that you get complete support for all of our services just by contacting us. Contact us by calling 1-888-TW-CABLE or dialing 611 from your Home Phone service. You can also contact us by sending an e-mail to phonesupport@twcla.com.

Q: What if I have a problem?

A: For a problem with your bill or service, call Time Warner Cable at 1-888-TW-CABLE. If your concern is not resolved, ask to speak with a supervisor. If you are still not satisfied, contact the consumer hotline at the California PUC (Public Utilities Commission) or the FCC (Federal Communications Commission). The hotline staff will review rules with you, advise you of your rights, and, if needed, work with you and the company to try and resolve your problem. To contact the California PUC call 800-649-7570 or go to www.cpu.ca.gov. To contact the FCC, call 1-888-225-5322 or go to www.fcc.gov.

Q: What if my service is changed without my permission?

A: This is called "slamming," and it's illegal. If your local, in-state, or long distance service is switched without your permission, contact Time Warner Cable at 1-888-TW-CABLE the California PUC at 800-649-7570 or 213-576-7000, or call the FCC at 1-888-225-5322 or go to www.fcc.gov.

FAQs | CONTINUED

Q: Is there a phone number or website that I can call or visit to learn more about Home Phone Service?

A: You can call 1-888-TW-CABLE for answers to your questions or visit the Time Warner Cable website at www.timewarnercable.com/socal.

Q: How do I refer someone to Home Phone Service?

A: Refer customers to the Time Warner Cable website at www.timewarnercable.com/socal. Customers also have the option of signing-up online for the Home Phone service.

For more information, as well as the latest updates to our service, please visit our website at www.timewarnercable.com/socal.

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