ENJOY HOME BETTER
Welcome to IntelligentHome. Your new home essential.

Congratulations on your purchase of IntelligentHome, the complete security and home management system you control from anywhere, anytime. You’ll find everything you need to get started right here in this guide. If you have any questions during the setup process, please feel free to contact us at 1-855-892-4444 or visit twc.com/intelligenthome and we’ll be happy to help. Thank you for choosing Time Warner Cable IntelligentHome.
Three simple ways to manage your system.

When you’re at home, it’s touchscreen-simple. When you’re away, it’s always accessible.

With IntelligentHome, you get an advanced home management system designed to keep you and your family safe and comfortable. You can control everything from thermostat and lighting, to door chimes and security cameras—all from your touchscreen, mobile device or secure website. So you have access wherever you are, whenever you want.

Security is just the start.

Your IntelligentHome system has all kinds of convenient features you can personalize to your preference and update or change as often as you like. Here are just a few.

- **Customize your touchscreen**
  Wish you could disguise your touchscreen? You can. Using flickr,” your touchscreen can double as a digital photo frame.

- **Turn on the lights**
  Don’t like coming home to a dark house? Use the lighting controls to flip on entry lights—right before you pull in the driveway.

- **Adjust your thermostat**
  Want to change the temperature so your house is cozy and comfortable when you get home? You can set the thermostat remotely so it’s just the way you like it no matter when you get back.

- **Check news and weather**
  Wondering what it’s like outside or what’s going on in the world? Use the apps on your touchscreen to check the weather, news and more before you leave the house.

- **Keep an eye on the house**
  Curious if the dog walker showed up or the kids made it home from school on time? Take a look at your cameras remotely, or personalize your system to snap a picture when the door opens.
Here are a few good-to-know terms.

Security Zones
Security Zones are created with sensors that can detect events in the home, such as the opening and closing of doors and/or windows, motion, smoke, etc.

Entry/Exit Zone
For doorways that are used to regularly enter/exit the home. When armed and tripped, these zones start an Entry Delay countdown.

Perimeter Zone
When armed and tripped, the alarm will sound immediately.

24-Hour Inform Zone
When tripped (even if the system is armed), there is never an alarm, but the event is recorded in the history section of the touchscreen and customer website.

Arming Modes
There are three different modes in which you can arm your security system:

Arm Away
Use when everyone is leaving the house. This activates all of the sensors, including the motion detectors.

Arm Stay
Use when people are still home and active. The motion detectors are not armed, but the door and window sensors are armed as usual.

Arm Night
Use if everyone’s home and going to bed. The motion detectors are not armed. If a door or window in the Entry/Exit Zone is opened, there is no delay period. The alarm will immediately sound.
System:

- Security App: Lets you arm/disarm your system, view status of zones, and view past zone events.
- Settings App: Enables you to configure your system.
- Cameras App: Allows you to view up to six camera feeds via the touchscreen.

Touchscreen access at home:

1. Security Status Header
   - See whether the system is armed or disarmed, and other information.
   - Tap to arm or disarm the system.

2. Home Button
   - Press to go to the Main screen.

3. Menu & Back Button
   - Press to return to the main Touchscreen menu or to return to the previous screen.

4. Panic Button
   - Press to display a menu for immediate Fire, Medical or Police response.

5. Security Status Header
   - Tap to open the app. Swipe the screen to scroll back and forth.

To get started with the in-home touchscreen:

Make sure your touchscreen is plugged in and the apps are visible.

Arm & Disarm

To arm:
1. At the top of the touchscreen, tap the Security Status header when it is in a disarmed state, or tap the IntelligentHome app.
2. Select the arming mode.
3. Enter your security code.
4. The Security Status header changes to display an Exit Delay countdown in the upper left-hand corner.
5. If you select the Arm Away mode, but do not trip an Entry/Exit Zone during the Exit Delay, the security system will automatically set to Arm Stay mode.

To disarm:
1. Tap the Security Status header when it is in an armed state, or tap the IntelligentHome app.
2. Enter your security code. The Security Status header will confirm that the system is disarmed.

You can use the key fob to quickly arm and disarm your system from inside or outside your home (60 foot range).
Emergency Panic Alarms.

Panic Button
In case of an emergency, you can manually trip any of the three emergency panic alarms directly from your in-home touchscreen.

If one of these alarms is tripped, the following panic alarm response protocols will immediately go into effect:

- **Fire/Smoke**
  - Immediately sounds the siren on the touchscreen.
  - Unless otherwise specified by local municipal regulations, the Emergency Response Center (ERC) will call only the primary verify phone number before dispatching authorities.

- **Medical**
  - Immediately sounds an alarm beep from the touchscreen.
  - The ERC will attempt to contact your first and second verify contacts before dispatching emergency personnel.

- **Police**
  - Immediately sounds the siren on the touchscreen.
  - The ERC will attempt to contact your first and second verify contacts before dispatching local authorities.

These panic alarm notification protocols have been put into place to help minimize false alarms and simplify the process for you and the Time Warner Cable Emergency Response Center when an alarm is tripped.

When your alarm goes off
When a fire, police or medical alarm goes off, you have 30 seconds to enter a valid security code before the ERC is notified. If a valid security code is not entered within the 30 seconds, the ERC will be notified and will attempt to contact the persons listed on your Emergency Contact List.

If the ERC agents reach someone, they will ask for the secret word and dispatch emergency personnel if needed.

If the ERC agents are unable to reach someone, emergency personnel will be immediately dispatched.

View video
To display images or live video from cameras on the touchscreen:
1. From the Main screen, touch the Cameras app.
2. Images of all the camera views are displayed (updated every five seconds).
3. Touch an image to view live video from that camera.

Upload your flickr® photos
With Yahoo!® and flickr, you can upload and view photos right on your in-home touchscreen.

Need to set up accounts? Start here
If you already have Yahoo! and flickr accounts, jump to Step 4.
1. Go to flickr.com from any computer and click on Create Your Account, then follow the prompts.
2. Once your account is created, click on Upload Your First Photos.
3. Need help? Go to flickr.com/help
4. Log on to twc.com/ihcustomer. Click on Widgets, and highlight the Photos app that appears on the image of the touchscreen. Then select Edit.
5. Click on the blue type to start the pairing process. You may be prompted to allow your touchscreen access to your flickr account. Accept this prompt and make sure that your chosen screen name is now visible on the image of the touchscreen.
6. Tap the Photos app on your touchscreen. Select photos you want displayed, and enjoy.
To get started with the customer website:

Go to twc.com/ihcustomer and enter your username and password in the login area.

**Arm & Disarm**

To arm:
1. Click the Arm/Disarm button when it is in a disarmed state.
   A dialog box will display.
2. Select the arming mode.
3. Enter your security code.
4. Click Arm Now.

To disarm:
1. Click the Arm/Disarm button when it is in an armed state.
2. Enter your security code.
3. Click Disarm.
Rules
Using the rules option on the customer website, you can customize your IntelligentHome system to set up events or to notify you when certain events occur (or do not occur) in your home. You can change these rules at any time. There are three types of rules:

Schedule
At a specified time, take action. For example, on Wednesday night at 7:00 pm, play sound, “Don’t forget to take out the trash,” as a reminder.

Event
When the front door opens, record a video clip or take a picture (great when your kids come home from school).

Non-event
When something does NOT happen at a specified time, take action. For example, if the front door does not open from 3:00–4:00 pm when the kids should come home, send a text message.

To add a rule:
1. Log on to the customer website and click the Rules tab.
2. From the Rules screen, click Add Rule.
3. Select Schedule, Event, or Non-event.
4. Select the criteria for your rule.
5. Modify the Describe the Rule field as desired.
6. Click Save.

View Video
See live video and recent video clips and pictures from the cameras installed in your home.

To view live video:
1. Log on to the customer website and click on the View Live Video link in the Cameras window on the Main page.
2. You will see live video from your primary camera.
3. To view live video from another camera, click on the thumbnail image of the camera you want to view.
4. To take a snapshot with the currently selected camera, click Take Picture.
5. To take a 20-second video clip with the currently selected camera, click Take Video Clip.

Each time you click Take Picture or Take Video Clip, a thumbnail of the picture/clip is added at the bottom of the screen.

To view recorded pictures or videos:
1. Log on to the customer website and scroll over the Cameras tab on the menu bar.
2. From the Cameras drop down menu, click Saved Pictures and Videos.
3. Click on a thumbnail image to view your saved images or videos.
Mobile access on your iPhone®, iPad® or Android™.

To get started with the mobile app:

The free IntelligentHome mobile app is available for most mobile devices including iPhone®, iPad® and Android™. Once you have downloaded the IntelligentHome app onto your device, log on using your customer website username and password.

Arm & Disarm

To arm:
1. Tap the green Security bar to display the Security screen.
2. Tap Disarmed - Press to Arm. The Choose How to Arm screen is displayed.
3. Select one of the following: Arm Stay, Arm Away or Arm Night.
4. Enter your security code.
5. Once the system is armed, the green bar turns red and reads Armed - Press to Disarm.

To disarm:
1. Tap the red Security bar to display the Security screen.
2. Tap Armed - Press to Disarm. The keypad is displayed.
3. Enter your security code. The system is disarmed.

To disable sound:
1. Mute your mobile device.
   OR
1. Go to your mobile phone home screen and choose Settings.
2. Choose the IntelligentHome app and select Off for Play Sounds.

View product videos and get complete details on lighting and thermostat controls, news and other features at twc.com/intelligenthome.
FAQ:

Q: What happens when my touchscreen loses power?
Your touchscreen contains a back-up battery, so you will still be connected to the Emergency Response Center (via cellular network) for approximately 24 hours after you lose power. To conserve power, your touchscreen will turn off the display until you touch it, and it will disable features non-essential to security (e.g., apps). It will also begin beeping intermittently to notify you of the power loss. To stop the beeping:
1. Touch the touchscreen to illuminate it.
2. Click on the Trouble message on the top right of the home screen.
3. Click OK next to the AC Power Loss message.

Note: If power is not restored within 6 hours of acknowledging the power loss, the beeping will begin again.

Q: How do I change or add my security code?
From the Main screen of the touchscreen:
1. Scroll over Settings.
2. Enter your current security code.
3. Click on Security.
4. Click on Manage Security Codes.
OR
From the customer website:
1. Scroll over the Security tab.
2. Choose Security Codes from the drop down menu.

Q: What do I do if I forget my security code or secret word?
You can reset your security code or secret word on the customer website.

Q: How do I create or edit my Emergency Dispatch List?
From the customer website:
1. Scroll over the Security tab.
2. Choose Emergency Dispatch Setup from the drop down menu.

Q: What are Entry/Exit Zones and Perimeter Zones?
Entry/Exit Zones are the doors most commonly used when you exit or enter your home. When an armed Entry/Exit Zone sensor is tripped, an Entry Delay begins. Perimeter Zones are all other doors and windows. If an armed Perimeter Zone sensor is tripped, there is no entry delay, and the alarm will sound instantly.

Q: How do I change my touchscreen screensaver?
From the Main screen of the touchscreen:
1. Click on Settings.
2. Enter your security code.
3. Click on Touchscreen.
4. Click on Screensaver Configuration.

Q: How do I add apps (widgets) to my touchscreen?
First, log in to the IntelligentHome customer website. Once logged in:
1. Select the Widgets option from the top menu, which will take you to the Widget Management screen.
2. Move your mouse over the desired app (widget) at the top of the screen and choose the option to add it.
### Your system components.

<table>
<thead>
<tr>
<th>Time Warner Cable IntelligentHome equipment:</th>
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<tbody>
<tr>
<td><img src="image" alt="Keypad" /></td>
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<tr>
<td><img src="image" alt="Indoor Camera" /></td>
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<tr>
<td><img src="image" alt="Thermostat" /></td>
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<tr>
<td><img src="image" alt="Key Fob" /></td>
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<tr>
<td><img src="image" alt="Glass Break Detector" /></td>
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Your installation checklist.

Today's the big day. Installation Day. The day you begin your new Time Warner Cable IntelligentHome adventure. We're going to install your new service, hook up all your equipment, and make sure everything is working like it should. Then we'll tidy up, head out and let you start playing around. So sit back and relax. We'll have you connected in no time.

Here's what we'll be doing today:

• Confirm your order.
• Install and test your IntelligentHome system.
• Make sure all equipment works well.
• Demonstrate the key functions of all your products.
• Answer any last questions you might have.
• Clean up, leaving the house as it was before we arrived.

Questions?
1-855-892-4444   |   twc.com/intelligenthome
Keep your family safe. Make a home fire escape plan.

- Draw a map of your home, showing all doors and windows, then go through each room and find two ways out.
- Check to be sure all windows and doors open easily, so you’re able to get outside.
- Install smoke detectors.
- Pick a family meeting place outside in front of your home.
- Learn the emergency phone number for your fire department.
- Make sure your house or building number can be seen from the street.
- Talk about your home fire escape plan with everyone in your home, and practice your drill at least twice a year.

NFPA recommends that you:

- Install smoke/CO detectors in every bedroom, outside each sleeping area, and on every level of the home.
- Interconnect all smoke/CO detectors throughout your home, so when one sounds, they all sound.
- Test smoke/CO detectors at least once a month.
- Replace all smoke/CO detector batteries once a year.
- Talk about your plan with everyone in your home.
- Learn the emergency phone number for your fire department.
- Practice your home fire escape drill at least twice a year.

Note

Children don’t always wake up when the smoke alarm sounds. The adults in the house need to know what each child will do before a fire occurs.

Check out www.sparky.org for fire safety games and activities. Get more information on smoke alarms and escape planning at www.nfpa.org
IntelligentHome cellular use policy.

IntelligentHome is a broadband-based service that supports home management, lifestyle and home security functionality. The customer’s broadband connection, via a high speed cable modem, is the primary communication channel for the service.

A second communication channel is provided with the service to support life safety notifications when a loss of broadband service is experienced. In the event that the broadband connection is disrupted, the service attempts to establish a connection to the IntelligentHome platform via a cellular connection. Cellular connections are available to a majority of customers and are validated during the customer’s initial installation.

Customers are responsible to maintain their service in good working order. If a loss of broadband service or the broadband connection occurs, customers are responsible for notifying and working with Time Warner Cable to resolve the issue in an expedient manner.

Time Warner Cable will attempt to contact every customer, using telephone, email and emergency contact information, if a loss of the customer’s broadband connection is detected. It is critical that customers respond and contact Time Warner Cable so that the broadband connection can be restored and that we can ensure that the life safety functionality of the service is working properly. If a customer does not take steps to resolve the problem and Time Warner Cable’s repeated attempts to reach the customer to remediate the problem are not successful, Time Warner Cable will suspend the secondary cellular communication channel.

Note

Suspension of the secondary cellular communication channel will result in a complete loss of external monitoring of the customer’s lifestyle and life safety services in their home if the broadband connection is unavailable. The secondary cellular communication channel will remain suspended until the customer notifies Time Warner Cable and the primary broadband connection is restored.
Política de uso celular de IntelligentHome.

IntelligentHome es un servicio basado en la banda ancha que contribuye al manejo de la casa, el estilo de vida y la funcionalidad de la seguridad en el hogar. La conexión de banda ancha del cliente, a través de un módem de cable de alta velocidad, es el canal principal de comunicación para prestar el servicio.

También se proporciona con el servicio un canal secundario de comunicación para apoyar las alertas de protección de vida cuando se experimenta una pérdida del servicio de banda ancha. En caso de que se interrumpa la conexión, el servicio intentará establecer una conexión con la plataforma de IntelligentHome a través de una conexión celular. Las conexiones celulares están disponibles para la mayoría de los clientes y son validadas durante la instalación inicial del cliente.

Los clientes son responsables de mantener su servicio en buena condición. Si se produce una pérdida del servicio o conexión de banda ancha, los clientes tienen la responsabilidad de notificar y trabajar con Time Warner Cable para solucionar el problema de manera eficiente.

Time Warner Cable intentará ponerse en contacto con cada cliente, ya sea por teléfono, correo electrónico y usando la información de contacto de emergencia, si se detecta una pérdida de conexión de banda ancha. Es fundamental que los clientes respondan cuanto antes a estos llamados y contacten a Time Warner Cable, así la conexión de banda ancha se puede restaurar y de paso asegurar que la funcionalidad de la protección de vida del servicio esté funcionando. Si un cliente no toma las medidas para resolver el problema y los intentos de Time Warner Cable para contactar al cliente no son exitosos, Time Warner Cable suspenderá el canal secundario de comunicación celular.

Nota

La suspensión del canal secundario de comunicación celular dará como resultado una pérdida completa del control externo de los servicios de estilo de vida y protección de vida en la casa de los clientes, si no está disponible la conexión de banda ancha. El canal secundario de comunicación celular permanecerá suspendido hasta que el cliente notifique a Time Warner Cable y se restaure la conexión principal de banda ancha.
IntelligentHome
Notice of Cancellation.

On [Month/Day], [Year], the following services were purchased and/or installed by Time Warner Cable ("TWC").

__________________________ (hereinafter referred to as the "Transaction"). You may CANCEL this Transaction, without any Penalty or Obligation, within THREE BUSINESS DAYS from the above date.

If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within TEN BUSINESS DAYS following receipt by TWC of your cancellation notice, and any security interest arising out of the Transaction will be cancelled.

If you cancel, you must make available to TWC at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale, or you may, if you wish, comply with the instructions of TWC regarding the return shipment of the goods at the TWC's expense and risk.

If you do make the goods available to TWC and TWC does not pick them up within 20 days of the date of your Notice of Cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to TWC, or if you agree to return the goods to TWC and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this Cancellation Notice or any other written notice, or send a telegram, to Time Warner Cable, at 40 La Riviere Drive, Buffalo, NY 14202, ATTN: IntelligentHome, NOT LATER THAN MIDNIGHT OF [Month/Day], [Year].

I HEREBY CANCEL THIS TRANSACTION

[Buyer's Signature] [Date]
IntelligentHome
aviso de cancelación.

En __________________________(Mes/día)________________________(año), los siguientes servicios fueron comprados o instalados por Time Warner Cable (“TWC”):

(En lo sucesivo, la “Transacción”). Usted puede cancelar esta transacción, sin ninguna penalidad u obligación, dentro de los TRES DIAS HÁBILES a partir de la fecha arriba indicada.

(En lo sucesivo, la “Transacción”). Usted puede cancelar esta transacción, sin ninguna penalidad u obligación, dentro de los TRES DIAS HÁBILES a partir de la fecha arriba indicada.

Si usted cancela, cualquier propiedad de objeto de comercio, cualquier pago hecho por usted bajo el contrato o venta, y cualquier otro instrumento negociable ejecutado por usted será devuelto dentro de DIEZ DIAS HÁBILES siguientes a la recepción por TWC su aviso de cancelación, y cualquier interés de seguridad que surjan de la transacción será cancelado.

Si usted cancela, debe poner a disposición de TWC en su residencia, en forma sustancial tan buenas condiciones como cuando se reciben, cualquier mercancía entregada a usted bajo este contrato o venta, o puede, si lo desea, cumplir con las instrucciones de TWC con respecto a la la fecha de devolución de la mercancía por cuenta del TWC y el riesgo.

Si usted pone los bienes a disposición de los TWC y TWC no los recoge dentro de 20 días de la fecha de su aviso de cancelación, usted puede retener o disponer de la mercancía sin ninguna obligación. Si usted no puede hacer que los bienes a disposición de TWC, o si usted se compromete a devolver los bienes al TWC y no lo hace, entonces usted será responsable del cumplimiento de todas las obligaciones bajo el contrato.

Para cancelar esta transacción, por correo o entregar una copia de este aviso de cancelación o cualquier otro aviso escrito firmada y fechada o enviar un telegrama a Time Warner Cable, en 40 La Riviere Drive, Buffalo, NY 14202, ATTN: IntelligentHome, no más tarde de medianoche de __________________________(Mes/día)________________________(año).

Por el presente cancelo ESTA TRANSACCIÓN

___________________________(Firma del Comprador)___________________________(fecha)___________________________(año).

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PLEASE READ THIS DOCUMENT AND YOUR WORK ORDER AND CONSENT TO SUBSCRIBER AGREEMENT CAREFULLY. TOGETHER THEY FORM AN "ADDENDUM" TO THE RESIDENTIAL SERVICES SUBSCRIBER AGREEMENT THAT GOVERNS YOUR USE OF TIME WARNER CABLE'S SERVICES.

THE SECURITY AND MONITORING SERVICE ADDENDUM INCLUDES THESE AND OTHER IMPORTANT TERMS:

• THE SECURITY AND MONITORING SERVICE PACKAGE YOU SUBSCRIBED TO AND THE ASSOCIATED MONTHLY CHARGES;
• THE EQUIPMENT YOU ARE PURCHASING OR OTHERWISE RECEIVING IN CONNECTION WITH THE SERVICES, INCLUDING THE RELATED CHARGES FOR SUCH EQUIPMENT;
• ANY INSTALLATION AND ACTIVATION CHARGES;
• HOW LONG YOUR CONTRACT RUNS (MINIMUM SERVICE TERM); AND
• FEES, IF ANY, FOR EARLY TERMINATION.

By signing the Security and Monitoring Service Order and Consent to Agreement or by using the Security and Monitoring Service, you accept (in other words, make legally binding) our Customer Agreements, including the Security and Monitoring Service Addendum, and confirm that, by doing so, you are not violating the terms of any agreement you may have with another provider of services.

THE RESIDENTIAL SERVICES SUBSCRIBER AGREEMENT CONTAINS A BINDING "ARBITRATION CLAUSE," WHICH SAYS THAT YOU AND TWC AGREE TO RESOLVE CERTAIN DISPUTES THROUGH ARBITRATION. YOU HAVE THE RIGHT TO OPT OUT OF THIS PART OF THE RESIDENTIAL SERVICES SUBSCRIBER AGREEMENT. SEE SECTION 15 OF THAT AGREEMENT.

Capitalized terms used in this Addendum have special meanings. Unless the capitalized terms are defined in Section 8 of this Addendum, they have the meanings given to them in the Residential Services Subscriber Agreement. You can review the Residential Services Subscriber Agreement, along with all our Customer Agreements, at http://help.twcable.com/html/policies.html or by contacting your local Time Warner Cable office.

You agree with TWC as follows:

1. Time Warner Cable Standard Broadband Service Required
   (a) You must be an existing subscriber to Time Warner Cable's high-speed Internet service, at the standard level or higher, to receive the Security and Monitoring Service.
   (b) If you stop receiving Time Warner Cable high-speed Internet service at the standard level of higher, or fail to maintain your high-speed Internet service account in good standing, we may suspend or terminate Security and Monitoring Service (as the circumstances require).

2. A Minimum Term May Apply
   (a) Your Work Order and Consent to Agreement indicates whether you have agreed to a minimum service term for the Security and Monitoring Service and, if you have, the number of months in the term.
   (b) YOU WILL BE SUBJECT TO AN EARLY TERMINATION FEE IF YOU CANCEL SERVICES BEFORE THE END OF THE MINIMUM SERVICE TERM (OR IF WE TERMINATE YOUR SERVICE EARLY "FOR CAUSE" UNDER OUR CUSTOMER AGREEMENTS). The amount of the Early Termination Fee is set out in your Security and Monitoring Service Order and Consent to Agreement.
   (c) If your Security and Monitoring Service package does not include a minimum service term or, if it does and you reach the end of the minimum service term, your service term will be "month-to-month" and you will not be subject to an Early Termination Fee if you cancel your service.
   (d) Prior to the end of your minimum service term, if any, we will notify you of the monthly
charges and any maintenance or other fees that will apply once your service term becomes "month-to-month." While your service term is month-to-month, TWC can change the monthly charges and any other fees associated with your Security and Monitoring Service by giving you at least one billing cycle's notice of the change.

3 What We Do When an Alarm is Triggered
(a) We monitor the Security and Monitoring Equipment from a centralized monitoring office if a fire alarm system has been installed. If an alarm signal indicating a fire condition is received, we will use all reasonable efforts to dispatch fire responders to the premises. If an intrusion event is indicated (for example, a door or window has been opened while the system is "armed"), we will use all reasonable efforts to dispatch the appropriate emergency responders. The laws of some areas require us to use private security personnel to respond to and investigate a situation before local police will be dispatched. In those areas, we will use local security firms to respond to such alarms, and local police will be dispatched (when the alarm is verified. We may (but are not obligated to) alert another person that you have identified before we dispatch emergency responders.
(b) If a person at your premises (or another authorized contact person) provides us with a pre-approved passcode and requests that we disregard a triggering event, that person is responsible for coordinating all further response efforts with the local authorities.
(c) We may deny access to your premises if we have reasonable cause to believe the equipment has been tampered with or if we reasonably believe the premises may be in danger of being a site of criminal activity.
(d) You are responsible for updating and ensuring the accuracy of your contact information. You will be responsible for the cost of any license or permit described in this paragraph.

4 Special Financial Responsibilities relating to the Security and Monitoring Services
(a) If a third party (in other words, someone other than you, which may include your insurance company) uses TWC on any claim that relates to our providing the Security and Monitoring Service, we will bill you for the cost of labor and materials. If you owe us money for these or any other services, we have the right to offset your payment against any amount you owe us.
(b) We are required to pay any fines, penalties or other costs as a result of a "false" alarm at your premises, you will reimburse us for all costs, including reasonable attorneys' fees, that we suffer.

5 Your Responsibilities Regarding the Security and Monitoring Equipment
(a) The Time Warner Cable Equipment belongs to us and must be returned to us if you cease to receive the Service for any reason.
(b) The Time Warner Cable Equipment is linked to the address on your Security and Monitoring Service Order and Consent to Subscriber Agreement. You may not use the Time Warner Cable Equipment to receive services from another service provider or move it to another address. If you do, the equipment may not operate properly or emergency responders may not be able to find your premises.
(c) You will use the Security and Monitoring Service as installed by us in a manner consistent with the instructions and other materials that we provide to you, and you agree to report any problems with the Security and Monitoring Service to us as promptly as possible. If you relocate the Equipment within your home after installation, or obstruct the Equipment from operating properly (for example, by cutting or otherwise tampering with wiring on your premises), your Equipment will not work correctly or may not work at all.
(d) If the problems persist, we will use all reasonable efforts to dispatch fire responders to your premises.
(e) We will conduct cable system maintenance from time to time that may interrupt the Service and Monitoring Service.

6 If You Have Service Problems, You May Be Entitled to a Credit
(a) We will attempt to correct Security and Monitoring Service problems caused by the Time Warner Cable Equipment or Software so that you do not have to request service, install or replace other equipment (including Customer-Owned Equipment) or software. Depending on the circumstances, we are not responsible for your lost property, including any loss of any kind based on breaches of this Agreement or your relationship with us. Regardless of the basis of any claim including losses or damages caused by or contributed to by our negligence (including in selecting, installing and monitoring the Equipment) or our actions or failure to act under any circumstances (including in respect of scheduling and keeping installation and service calls).

7 Our Services Are Not Guaranteed and Our Liability is Limited
(a) We operate the Security and Monitoring Service, which is electrically powered over our broadband network. If, for any reason, the Equipment or any portion of our cable system is damaged by a carrier-based service or an event described in this paragraph (or of any service problems of its or your Broadband Network equipment and/or problems with equipment, the Security and Monitoring Service may not work correctly or may not work at all.
(b) The Security and Monitoring Service may include a battery and/or a wireless backup designed to enable communication with our central monitoring office during some types of outages. However, these backups may not work correctly or may not work at all. The availability of a wireless backup depends on the availability and quality of wireless service in your area and on your arrangements with any wireless providers that may provide such coverage.
(c) We will conduct cable system maintenance from time to time that may interrupt the Service and Monitoring Service.
(d) If you have problems with our equipment, you may be entitled to a credit or service credit provided by the original manufacturer. For so long as we continue to receive the security and monitoring service, and we will continue to maintain, repair, or replace all customers-manufactured equipment and components, including the Original Manufacturer’s designated representative. Termination of your Security and Monitoring Service does not affect your warranty or service credits. If you have problems with our equipment, you may be entitled to a credit or service credit provided by the original manufacturer. For so long as we continue to receive the security and monitoring service, and we will continue to maintain, repair, or replace all customers-manufactured equipment and components, including the Original Manufacturer’s designated representative. Termination of your Security and Monitoring Service does not affect your warranty or service credits. If you have problems with our equipment, you may be entitled to a credit or service credit provided by the original manufacturer. For so long as we continue to receive the security and monitoring service, and we will continue to maintain, repair, or replace all customers-manufactured equipment and components, including the Original Manufacturer’s designated representative. Termination of your Security and Monitoring Service does not affect your warranty or service credits. If you have problems with our equipment, you may be entitled to a credit or service credit provided by the original manufacturer. For so long as we continue to receive the security and monitoring service, and we will continue to maintain, repair, or replace all customers-manufactured equipment and components, including the Original Manufacturer’s designated representative. Termination of your Security and Monitoring Service does not affect your warranty or service credits. If you have problems with our equipment, you may be entitled to a credit or service credit provided by the original manufacturer. For so long as we continue to receive the security and monitoring service, and we will continue to maintain, repair, or replace all customers-manufactured equipment and components, including the Original Manufacturer; we will conduct cable system maintenance from time to time that may interrupt the Service and Monitoring Service.
(e) We will provide a limited warranty to you on the original manufacturer’s equipment and components, including service and monitoring equipment and components, and software. The equipment and components are warranted for your service term or 90 days after the date of installation, whichever is longer. If the equipment and components are defective or fail to perform as warranted, we will repair or replace the equipment and components at no cost to you. If we are unable to repair or replace the equipment and components, we will refund your rights and responsibilities under this Agreement.
(f) We will provide a limited warranty to you on the original manufacturer’s equipment and components, including service and monitoring equipment and components, and software. The equipment and components are warranted for your service term or 90 days after the date of installation, whichever is longer. If the equipment and components are defective or fail to perform as warranted, we will repair or replace the equipment and components at no cost to you. If we are unable to repair or replace the equipment and components, we will refund your rights and responsibilities under this Agreement. We will provide a limited warranty to you on the original manufacturer’s equipment and components, including service and monitoring equipment and components, and software. The equipment and components are warranted for your service term or 90 days after the date of installation, whichever is longer. If the equipment and components are defective or fail to perform as warranted, we will repair or replace the equipment and components at no cost to you. If we are unable to repair or replace the equipment and components, we will refund your rights and responsibilities under this Agreement. We will provide a limited warranty to you on the original manufacturer’s equipment and components, including service and monitoring equipment and components, and software. The equipment and components are warranted for your service term or 90 days after the date of installation, whichever is longer. If the equipment and components are defective or fail to perform as warranted, we will repair or replace the equipment and components at no cost to you. If we are unable to repair or replace the equipment and components, we will refund your rights and responsibilities under this Agreement. We will provide a limited warranty to you on the original manufacturer’s equipment and components, including service and monitoring equipment and components, and software. The equipment and components are warranted for your service term or 90 days after the date of installation, whichever is longer. If the equipment and components are defective or fail to perform as warranted, we will repair or replace the equipment and components at no cost to you. If we are unable to repair or replace the equipment and components, we will refund your rights and responsibilities under this Agreement. We will provide a limited warranty to you on the original manufacturer’s equipment and components, including service and monitoring equipment and components, and software. The equipment and components are warranted for your service term or 90 days after the date of installation, whichever is longer. If the equipment and components are defective or fail to perform as warranted, we will repair or replace the equipment and components at no cost to you. If we are unable to repair or replace the equipment and components, we will refund your rights and responsibilities under this Agreement. We will provide a limited warranty to you on the original manufacturer’s equipment and components, including service and monitoring equipment and components, and software. The equipment and components are warranted for your service term or 90 days after the date of installation, whichever is longer. If the equipment and components are defective or fail to perform as warranted, we will repair or replace the equipment and components at no cost to you. If we are unable to repair or replace the equipment and components, we will refund your rights and responsibilities under this Agreement.