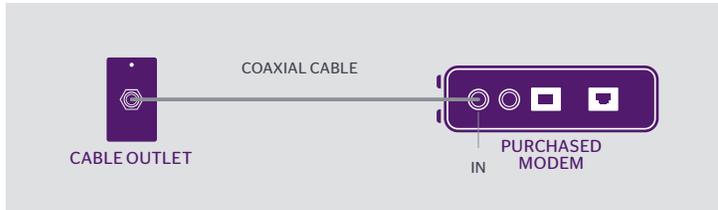


Install and Activate Your Purchased Modem



Installing your new Internet modem to a cable outlet without Home Phone service

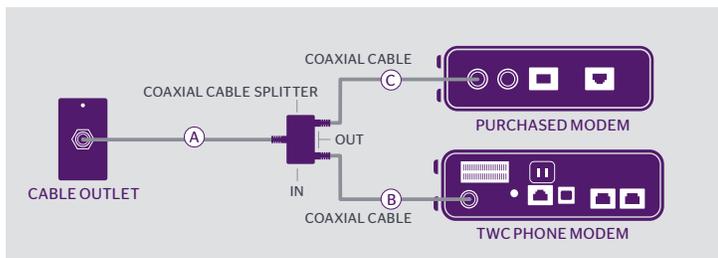
Connect the free end of the coaxial cable to your cable outlet and other end of the coaxial cable to the IN of your modem.



Installing your new Internet modem to a cable outlet with Home Phone modem

If you have TWC Home Phone service, you will need the TWC-leased modem. There will be no monthly fee to keep the TWC modem for your Home Phone service.

- Remove the existing cable connection from the back of the current phone modem and connect it to the input connection on the splitter.
- Connect one end of the coaxial cable to one of the splitter outputs and connect the other end to the phone modem.
- Connect one end of the second coaxial cable to the other splitter output and connect the other end to the modem you purchased (for computer or router).



Activate your new modem

Once the modem you purchased is connected properly, the modem needs to be activated to get the service.

1. Locate the modem ID (MAC Address)

This is typically located on the bottom of the modem (usually follows letters "MAC" or "EA", e.g. MAC 00-12-ab-34-cd-5e).

2. Call 1-800-TWC-HELP (1-800-892-4357)

Use the phone number associated with your account to identify yourself in the automated system and say, "activate". You'll be connected with an agent.

Provide your modem ID (MAC address) to the agent who will add your new modem to your account and activate it for service.

Return your TWC-leased Internet modem

Please return the TWC-leased modem with the power cord using one of the options below:

- Return the modem to a TWC store. Visit twc.com/stores to find a location near you.
- Follow the equipment return instructions on the prepaid mailing label that came with your cables.

Unreturned modems may result in recurring monthly modem lease fees to your account.