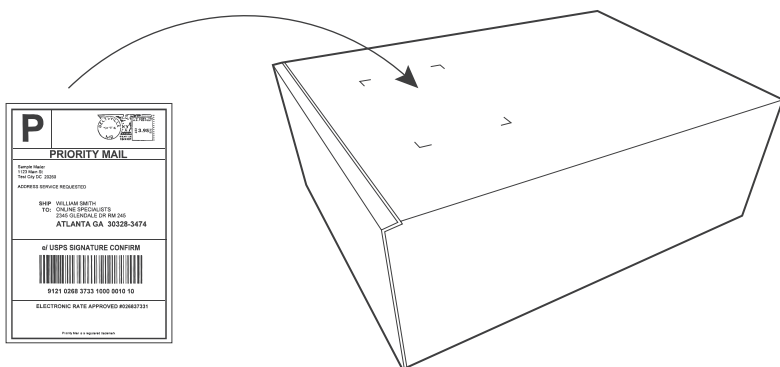


CUSTOMERS RETURNING EQUIPMENT

If you're using this equipment to replace a Modem, make sure to return that old Modem to us, to avoid incurring additional charges. Here's what we'll need from you:

- Secure the equipment with the packaging included in your shipping box.
- Place the pre-paid return label over the original shipping label.
- Drop off the box at your local Spectrum store or the nearest FedEx Office® location.



Care/Tips/Troubleshooting

- For optimal WiFi performance on your devices, place your Modem in a central and open location.
- If you purchased your own wireless router, refer to the manufacturer's instructions to personalize your WiFi network settings.
- Make sure you're connected to your Network Name, launch your Internet browser and accept Terms & Conditions.
- Make sure your outlet is not controlled by an on/off wall switch.
- Check out our step-by-step How-To videos at twc.com/howto.

Customer Service Number

1-877-309-5869

Your Privacy Is Important To Us

For additional information regarding our legal Terms, Conditions, and Policies and other important information, please visit help.twcable.com/policies.html. To request a copy of the legal policies, call 1-800-892-4357.

Spectrum

TIME WARNER CABLE IS NOW SPECTRUM

Easy Connect Instructions for Internet

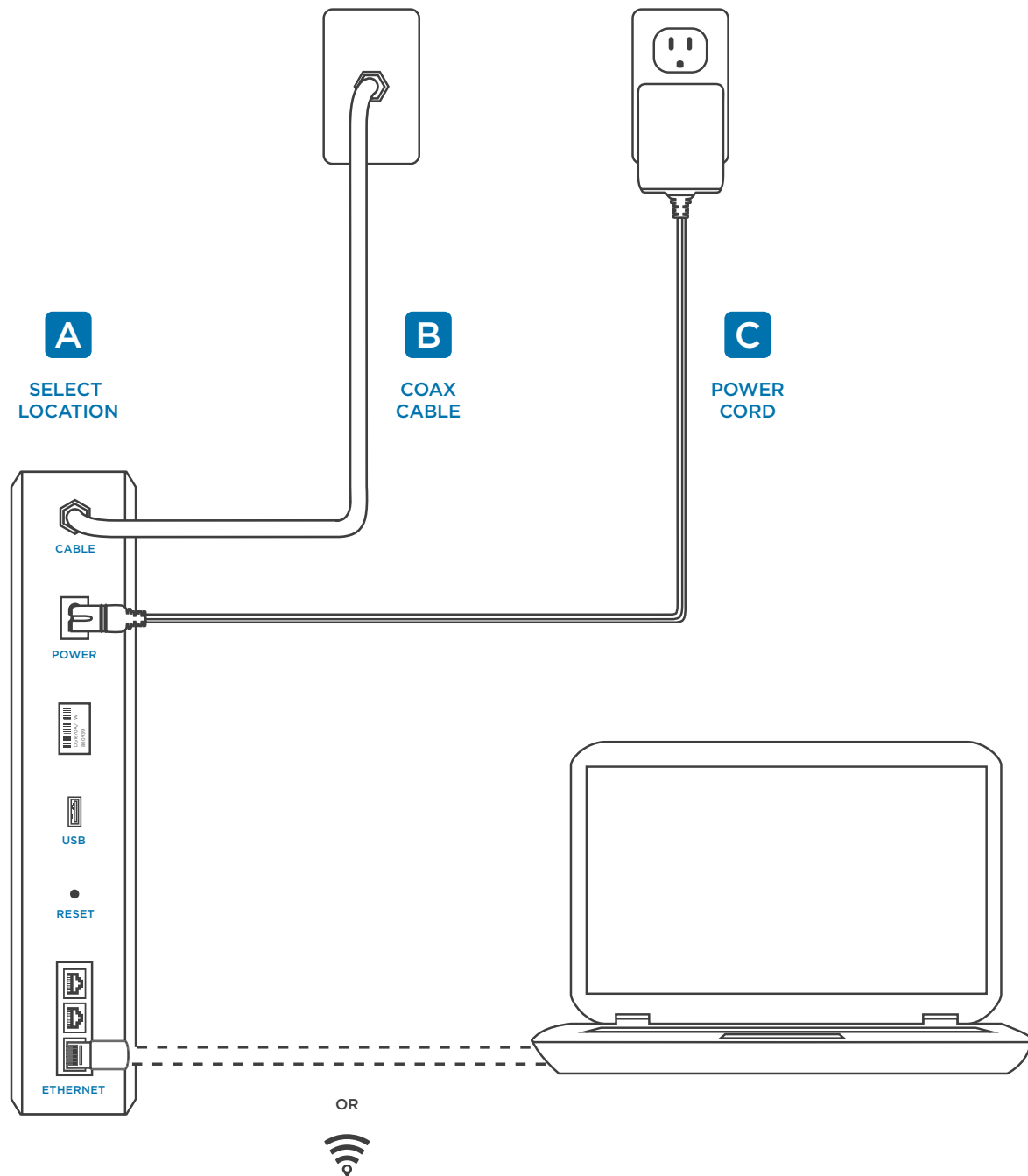
1 Install Modem

2 Activate Modem

3 Connect to Internet

Installation Diagram

Important: Follow steps in order.



Step 1: Install Modem

A Select Location

Refer to the insert included with this kit for optimal Modem placement.

Modem placement can affect your WiFi signal strength.

B Connect your Modem to your cable outlet

Connect Coax cable from the cable outlet to the "Cable In" port on the back of your Modem.

C Connect the power cord

Connect the power cord provided in this kit to the "Power" input on the Modem. Plug the other end into an electrical outlet.

Note: If you're using the same cable for TV and Internet, use the splitter provided.

Step 2: Activate Modem

If the "Online" light on the front of the Modem is solid, skip to Step 3.
If the light is blinking, continue with Step 2.

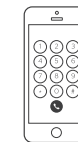


Via our App

Sign in to the My TWC® app.

Tap on "Troubleshooting", select "Activate New Equipment" and follow the instructions.

OR



Via our automated phone system

Call 1-877-309-5869.

If prompted, enter the 10-digit phone number associated with your account.

Say "ACTIVATE". No hold required.

Step 3: Connect to Internet

Choose a wired or wireless connection and launch browser

Wired

Connect the Ethernet cable from your Modem to your Computer.

Wireless/WiFi (If In-home WiFi was ordered with Internet service)

- Locate the default network name (SSID) and password (Preshared Key) on the Modem label. You can use either the 2.4 GHz or 5 GHz network.
- Look for the same default network name on your wireless device.
- Select the default network and enter the password to connect.

Network Name (SSID)
2.4 GHZ: 1234567890
5 GHZ: 1234567890
Preshared Key:
1234567890

Tip: We strongly recommend customizing your network name and password for increased security. Refer to the enclosed insert for more information.

Accept Terms & Conditions

Make sure you're connected to your Network Name and open your browser.

A welcome message will appear with Internet Terms & Conditions. Please review and accept to use your Internet service.

Open a browser to confirm you are online.

Note: The welcome message may take up to 24 hours to appear. You may go online in the meantime.