

May 4, 2017

**Auto Pay Notice**

Account: **8260 13 208 0057838**  
 Phone Number: (469) 951-0111  
 Security Code: **1554**  
 Service At: 1515 MAPLETON DR  
 DALLAS TX 75228-4231

**Contact Us**

Visit us at [twc.com/support](http://twc.com/support)  
 Or, call us at 855-70-SPECTRUM (1-855-707-7328)

**Summary**

Service from 05/14/17 through 06/13/17  
 details on following pages

Previous Balance	147.03
Payments Received -Thank You!	-147.03
Adjustments	-10.11
<b>Remaining Balance</b>	<b>-10.11</b>
Bundled Services	124.99
TV Services	11.75
Internet Services	10.00
Other Charges	8.75
Taxes, Fees and Charges	19.41
Current Charges	174.90
YOUR AUTO PAY WILL BE PROCESSED 05/24/17	
<b>Total Due by Auto Pay</b>	<b>\$164.79</b>

**SPECTRUM NEWS**

**Service Terms & Conditions Updated.** Our standard terms and conditions for Spectrum Residential Services will be updated effective June 15, 2017. To obtain a copy, visit [Spectrum.com/newterms](http://Spectrum.com/newterms) or call 1-855-707-7328 to request a paper copy be mailed to your home.

**Your current promotion is ending,** but your savings will continue. As a valued customer, we have automatically extended you a new preferred rate.

**PLANNING A MOVE? WE CAN MAKE IT EASIER.** There are plenty of things to worry about during your move. Setting up your TV, Internet and Voice services shouldn't be one of them. Get your Spectrum services connected with no hassles. Our flexible 1-hour service windows respect your time and make installation easy. Plus, the Spectrum Mover Resource Center is your go-to destination for all things moving. **Call 1-855-218-1325 or visit [spectrum.com/mover](http://spectrum.com/mover) to get started.**

**Thank you for choosing Spectrum.**

We appreciate your prompt payment and value you as a customer.

**Auto Pay** Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.



3301 W ROYAL LN IRVING TX 75063  
 8260 1300 NO RP 04 05052017 YNNNNNNN 01 012394 0043

JOHN HANDCOCK  
 1515 MAPLETON DR  
 DALLAS TX 75228-4231

May 4, 2017

**John Handcock**

Account: 8260 13 208 0057838  
 Phone Number: (469) 951-0111  
 Service At: 1515 MAPLETON DR  
 DALLAS TX 75228-4231

**Total Due by Auto Pay****\$164.79**

TIME WARNER CABLE  
 PO BOX 60074  
 CITY OF INDUSTRY CA 91716-0074



826013208005783800164798

Account: John Hancock  
 Security Code: 8260 13 208 0057838  
 1554

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**Charge Details**

Previous Balance		147.03
Credit Card Payment	04/25	-147.03

Payments received after 05/04/17 will appear on your next bill.

**Adjustments**

Promo Credit Incl Taxes - Adjustment	04/27	-10.11
<b>Adjustments Total</b>		<b>-\$10.11</b>

**Remaining Balance** **-\$10.11**

Service from 05/14/17 through 06/13/17

**Bundled Services**

Double Play Plus	124.99
Includes: Preferred TV (with Variety Pass), HBO, DVR Service & Extreme Internet	
<b>Bundled Services Total</b>	<b>\$124.99</b>

**TV Services**

HD-DVR St-box & Remote		11.75
		<b>\$11.75</b>
Taxes	State and Local Sales Tax	8.97
Fees & Charges	Franchise Fee	5.86
	Regulatory Cost Recovery Fee	0.08
	PEG Capital Fee	1.24
	TWC State Cost Recovery Fee	0.53
		<b>\$16.68</b>

**TV Services Total** **\$28.43****Internet Services**

Ultimate 200 Upgrade	20.00
Service Discount	-10.00
	<b>\$10.00</b>

Taxes	State and Local Sales Tax	2.44
Fees & Charges	TWC State Cost Recovery Fee	0.29
		<b>\$2.73</b>

**Internet Services Total** **\$12.73****Other Charges**

Broadcast TV and Sports Programming Surcharges	8.75
<b>Other Charges Total</b>	<b>\$8.75</b>

**Current Charges** **\$174.90****Total Due by Auto Pay** **\$164.79****Billing Information**

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](http://spectrum.com/policies).

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](http://spectrum.net/programmingnotices).

**Recovery Fee** - Spectrum imposes surcharges to recover costs of complying with its governmental obligations. Specifically, Spectrum chooses to impose the State Cost Recovery Fee to recover the cost of Spectrums Texas Margins Tax liability.

**Basic TV tier (Starter TV)** - is \$28.00

**TV Equipment Charges (before discount and per device)** - Set-Top Box \$11.75; CableCARD \$2.50; Digital Adapter \$4.00

Continued on the next page....

Local Store: 1565 Chenault St., Dallas TX 75228 Store Hours: Mon thru Fri - 8:00am to 6:00pm; Sat - 8:00am to 5:00pm



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**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-707-7328 or email [PriorityEscalationTeam@chartercom.com](mailto:PriorityEscalationTeam@chartercom.com). For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com). To follow up on a written closed captioning concern only, please call 1-877-276-7432.

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.

**Authorization to Convert your Check to an Electronic Funds**

**Transfer Debit** - If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.





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