

April 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
 Or, call us at 855-70-SPECTRUM (1-855-707-7328)

Summary

Service from 04/14/17 through 05/13/17
 details on following pages

Previous Balance	147.03
Payments Received -Thank You!	-147.03
Remaining Balance	0.00
Bundled Services	109.99
TV Services	11.75
Internet Services	0.00
Other Charges	8.75
Taxes, Fees and Charges	16.54
Current Charges	147.03
YOUR AUTO PAY WILL BE PROCESSED 04/24/17	
Total Due by Auto Pay	\$147.03

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 04052017 YNNNNNNN 01 011984 0042

JOHN HANDCOCK
 1515 MAPLETON DR
 DALLAS TX 75228-4231

**SPECTRUM NEWS**

Reminder. The terms and conditions applicable to your services contain a binding arbitration provision, which includes a waiver of class actions and provisions for opting out of arbitration and affects your rights with respect to all services.

Reminder: Spectrum product & services are now available.

Spectrum offers more choice & value with equipment prices to help you make the most of your services. Spectrum TV has more FREE HD, Internet with the fastest starting speeds plus no modem fees & Voice service with no added taxes or fees. For more info, visit Spectrum.com/TVpackages or call 855-70-SPECTRUM (1-855-707-7328).

GET THE ULTIMATE SEASON TICKET - ADD MLB EXTRA INNINGS TODAY.

Catch up to 80 out-of-market games every week. Plus, watch out-of-market games live or on demand on your favorite supported devices with MLB.TV. Call 1-855-218-1324 or visit Spectrum.com/Innings to add MLB EXTRA INNINGS today.

Your TWCTV App is now the Spectrum TV™ App. Download the all-new Spectrum TV App today to continue enjoying TV on your terms—and on more devices than ever before. Watch live TV anywhere in your home, access thousands of On Demand movies and your favorite shows, plus search for titles and more. Visit the app store to download today or twc.com/tvapp to learn more.

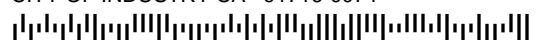
April 4, 2017

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**\$147.03**

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



826013208005783800147033



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

Contact UsVisit us at twc.com/support

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8260 1300 NO RP 04 04052017 YNNNNNNN 01 011984 0042

Charge Details

Previous Balance		147.03
Credit Card Payment	03/25	-147.03
Remaining Balance		\$0.00

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

Service from 04/14/17 through 05/13/17

Bundled Services

Double Play Plus		124.99
Includes: Preferred TV (with Variety Pass), HBO, DVR Service & Extreme Internet		
Service Discount		-15.00
Bundled Services Total		\$109.99

TV Services

HD-DVR St-box & Remote		11.75
		\$11.75
Taxes	State and Local Sales Tax	8.12
Fees & Charges	Franchise Fee	5.35
	Regulatory Cost Recovery Fee	0.08
	PEG Capital Fee	1.14
	TWC State Cost Recovery Fee	0.48
		\$15.17

TV Services Total \$26.92

Internet Services

Ultimate 200 Upgrade		20.00
Service Discount		-20.00
		\$0.00
Taxes	State and Local Sales Tax	1.17
Fees & Charges	TWC State Cost Recovery Fee	0.20
		\$1.37

Internet Services Total \$1.37

Other Charges

Broadcast TV and Sports Programming Surcharges	8.75
Other Charges Total	\$8.75

Current Charges	\$147.03
Total Due by Auto Pay	\$147.03

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.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on 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



For questions or concerns, please call 1-855-707-7328.





Account: [John Hancock](#)
8260 13 208 0057838
Security Code: **1554**

Contact Us

Visit us at twc.com/support

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8260 1300 NO RP 04 04052017 YNNNNNNN 01 011984 0042

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@charter.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. 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.



Account:
Security Code:

John Hancock
8260 13 208 0057838
1554

Contact Us

Visit us at twc.com/support

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8260 1300 NO RP 04 04052017 YNNNNNNN 01 011984 0042



GET THE ULTIMATE SEASON TICKET.

Add MLB EXTRA INNINGS today
and watch live baseball all season long.

- Catch up to 80 out-of-market games every week in crystal-clear HD*
- Watch your favorite teams and players all season long
- Dual feeds of select games let you choose your announcers
- Watch every out-of-market game live or on demand on your favorite supported devices with MLB.TV

Add MLB EXTRA INNINGS today

\$164⁹⁹

or 4 payments of \$41.25

To order now, visit Spectrum.com/Innings
Call 1-855-207-0018



Residential customers only. Offer valid to current Spectrum TV in Digital, TV Select or above customers only. Rate is in addition to monthly charges. Blackout and other restrictions may apply. MLB.TV requires MLB EXTRA INNINGS package subscription. *Services and HD not available in all areas. All games not available in HD. Trademarks belong to their respective owners. Major League Baseball trademarks and copyrights are used with permission of Major League Baseball Properties, Inc. © 2017 Major League Baseball Properties, Inc. All Rights Reserved. ©2017 Charter Communications. All rights reserved.