

---

# GET FASTER INTERNET AND BETTER TV THAT INCLUDES HBO.®

---

Packages starting at

**\$79.99** / mo.  
for the first year  
plus equipment & fees

**Extreme Internet  
& TV with HBO®**



---

Plus, ask how you can get over 40 Premium channels — **FREE** for 3 months.



---

Available with select Triple Play packages.

Upgrade today.

**1-855-256-3927**

[www.twc.com/upgrade](http://www.twc.com/upgrade)

See reverse for details. ►►



ENJOY  
BETTER

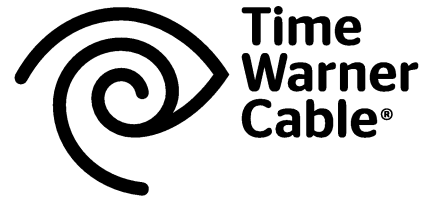
SACDG02J



P.O. BOX 986 TOLEDO, OH 43697-0986  
8448 2000 ZO RP 25 01262014 NNNNNNNN 01 995798

ANNA CROWE  
4443 MOORPARK WAY APT 103  
TOLUCA LAKE, CA 91602-2484

**Anna Crowe**  
**Total due by Feb 11, 2014: \$70.98**  
**Account number: 8448 20 018 5011797**  
**Customer code: 3339**  
**Statement date: Jan 25, 2014**



## SPECIAL OFFER FOR OUR INTERNET CUSTOMERS

**Upgrade today and get all this:**

<p><b>LIMITED-TIME OFFER</b></p> <p><b>Extreme Internet &amp; TV with HBO®</b>        Packages starting at</p> <p><b>\$79.99</b> /mo.        for the first year        plus equipment &amp; fees</p>	<p><b>INCLUDES</b></p> <p><b>HBO®</b></p> <p><b>TV With HBO®</b></p>	<p><b>UP TO</b></p> <p><b>30</b></p> <p><b>Mbps</b></p> <p><b>Extreme Internet</b></p>
--	--	--

- 14 HBO® channels, with HBO GO® and HBO On Demand®
- Enjoy all your favorite broadcast channels and Primetime shows
- Internet speeds up to 30 Mbps with Home WiFi
- Download and stream videos on multiple devices – without interruption
- Access over 200,000 FREE WiFi hotspots across the country

**Plus, ask how you can get over 40 Premium channels – FREE for 3 months.**



Available with select Triple Play packages. See details below.

Upgrade today.  
**1-855-256-3927**  
[www.twc.com/upgrade](http://www.twc.com/upgrade)



Lease of a modem or purchase of an approved modem required for Internet service. Currently approved modems can be found at [www.twc.com/approveddevices](http://www.twc.com/approveddevices). Upgrade to a qualifying Triple Play package and subscription to CINEMAX®, STARZ®, SHOWTIME® and THE MOVIE CHANNEL™ required to receive these channels for FREE for 3 months. After 3 months, regular monthly rates will apply.

Double Play offer expires 3/18/14 and is available to current residential Single Play Turbo or Extreme Internet customers who upgrade to the Double Play (Starter TV and Extreme Internet); offer may not be combined. By enrolling in this promotion, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at [http://helptwcable.com/html/twc\\_sub\\_agreement.html](http://helptwcable.com/html/twc_sub_agreement.html). Additional charges apply for equipment, installation, surcharges, taxes & fees and activation fee. After 12 months, regular monthly rates will apply. To receive all services, remote and lease of a Digital set-top box are required. Some services are not available to CableCARD™ customers. Not all equipment supports all services. All services may not be available in all areas. Access to WiFi hotspots is available to customers with Time Warner Cable Standard Internet or higher. Coverage not available in all areas. Subject to change without notice. Some restrictions apply. Actual speeds may vary. HBO GO® accessible only in the US and certain US territories where a high speed broadband connection is available. Minimum 3G connection is required for viewing on mobile devices. HBO® and Cinemax® are service marks of Home Box Office Inc. STARZ® and related channels and service marks are the property of Starz Entertainment LLC. SHOWTIME® and THE MOVIE CHANNEL™ are registered trademarks of Showtime Networks Inc., a CBS Company. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners. ©2014 Time Warner Cable Enterprises LLC. All rights reserved.



**Customer service**  
Call us anytime 1-888-892-2253  
Visit us at twc.com

**Account number**  
**8448 20 018 5011797**  
Customer code **3339**

<b>Due date</b>	<b>Service period</b>	<b>Amount due</b>
Feb 11, 2014	02/05 - 03/04	<b>\$70.98</b>

**Service address**

Anna Crowe  
Account Phone 310-866-9798  
4443 Moorpark Way  
Apt 103  
Toluca Lake CA 91602-2484

**Previous balance & payments**

Balance last statement	70.98
Payments received as of Jan 25, 2014	-70.98

**Current month**

Monthly services	70.98
------------------	-------

<b>Total due by Feb 11, 2014</b>	<b>\$70.98</b>
----------------------------------	----------------



## ENJOY TWC BETTER

Did you know you can watch new Movies On Demand the same day as DVD? Catch Lee Daniels The Butler, rated PG-13, premiering January 14. Forest Whitaker is a White House butler who served eight presidents while the civil rights movement affects his life, family and society.

Did you know TWC changed the names of many services and packages? Your price, and the channels, speeds or features in your package, did not change. Visit [twc.com/newnames](http://twc.com/newnames) to learn more.

Did you know you can sign up for free Paperless Billing? Just visit [twc.com/account](http://twc.com/account) with your customer code to get started.ices with

Please enclose this coupon with your payment.



P.O. BOX 986 TOLEDO, OH 43697-0986  
8448 2000 ZO RP 25 01262014 NNNNNNNN 01 995798

ANNA CROWE  
4443 MOORPARK WAY APT 103  
TOLUCA LAKE, CA 91602-2484

Payment due date  
**Feb 11, 2014**

Account number  
**8448 20 018 5011797**

Total amount due  
**\$70.98**

Amount enclosed  
**AUTOPAY**

You are an AUTOPAY customer. Thank you!  
Your Automatic Payment Will Be Made 02/11/14

844820018501179700070987

**Anna Crowe****Total due by Feb 11, 2014: \$70.98****Account number: 8448 20 018 5011797****Customer code: 3339****Statement date: Jan 25, 2014**

<b>Previous balance</b>		
	Balance last statement	70.98
	<b>Total previous balance</b>	<b>\$70.98</b>
<b>Payments</b>		
12/31	Credit Card Payment	-70.98
	<b>Total payments</b>	<b>-\$70.98</b>
<b>Monthly services</b>		
01/25	Standard Internet	54.99
	Service Discount	-10.00
	Internet Modem Lease	5.99
	Turbo Upgrade	20.00
	<b>Total monthly services</b>	<b>\$70.98</b>
	<b>Total due by Feb 11, 2014</b>	<b>\$70.98</b>

### Reach us at your convenience

#### In person

14221 Covello St., Van Nuys, CA 91405

Monday - Friday 8:30am - 6:30pm

Saturday 9am - 5pm

#### On twc.com

Visit [twc.com/myservices](http://twc.com/myservices) to pay your bill online, view FAQs/self-help options and chat with a live agent. Just have your customer code above on hand.

#### Through your mobile device

With our free My TWC™ app.

#### Over the phone

Call us anytime at **1-888-892-2253** and simply say "pay my bill" to pay your bill for free. Or you can speak to someone live with any questions about your bill.

### Pay online

Go green with online bill payment.

Sign up at **[twc.com/myservices](http://twc.com/myservices)**

Have your account number and customer code ready, found on the top of this page.

### Pay by phone

Make a credit card payment free of charge using our automated payment option at

**1-888-892-2253**; simply say "pay my bill".

Use your Visa, MasterCard, Discover or American Express card.

### Customer information

Are you experiencing technical issues with closed captioning? Call 1-888-892-2253, email [twc.closedcaptioningissues@twcable.com](mailto:twc.closedcaptioningissues@twcable.com) or fax 1-877-430-1386. Want to write us? Address closed captioning related concerns for which you would like a formal response to H. Dudash, Administrator, 13820 Sunrise Valley Dr., Herndon, VA, 20171; fax 1-704-697-4935; email [twc.closedcaptioningissues@twcable.com](mailto:twc.closedcaptioningissues@twcable.com). To follow up on a written submission, call 1-877-276-7432.

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.

To view the call detail for your Home Phone calls, go to [twc.com/myservices](http://twc.com/myservices)

For information on any upcoming programming changes please consult the Legal Notices published in Los Angeles Times 1st and 3rd Thursday each month and on [twc.com](http://twc.com)

Time Warner Cable is an Equal Opportunity Employer M/F/D/V/Drug free workplace. For career opportunities at Time Warner Cable visit [twc.com/careers](http://twc.com/careers)

Unresolved Concerns: City Of Los Angeles Ita 200 N Main St City Hall East 12th Floor Suite 1255 Los Angeles CA 90012 Phone: 3-1-1 "one Call to City Hall OR [Http://www.lacity.org](http://www.lacity.org) FCC Id# Ca1194

