

Email Account Transfers

TWC policy stipulates that if the names on the accounts don't match then we can't swap the e-mails. There are some exceptions built into the policy.

Here is the policy and the exceptions:

At the time of the initial request the names **MUST** match on both accounts in BPS. If the names do not match the move will not be performed unless the following sub criteria are met:

- **Case of marriage:** Marriage certificate has been obtained by the local office and/or attached to the ticket.
- **Case of death:** Death certificate has been obtained by the local office and/or attached to the ticket.
- **Signed consent form:** (showing the actual signature) from the account holder of the **OLD** account has been obtained and placed on file or attached to the ticket.

The following can be used for the consent form:

I _____ owner of
account _____

give Time Warner Cable Permission to transfer

☐ all e-mails and e-mail addresses
(Or)

☐ the following e-mails and addresses: _____

to account _____ under the account name

_____ .

Date: _____

Name (please print): _____

Signature: _____