



April 16, 2019
 Account Number: **202-355743413-001**
 Security Code: **7464**
 Service At: 2616 ERWIN RD
 APT 1308
 DURHAM, NC 27705-3820

Have questions about your bill?
 Visit us at twc.com/billing
 Or, call us at 855-70-SPECTRUM (1-855-707-7328)

Summary *Services from 04/24/19 through 05/23/19
 details on following pages*

Previous Balance	98.93
Payment Received - Thank You	-98.93
Remaining Balance	\$0.00
Spectrum Internet™	44.99
Current Charges	\$44.99
Total Due by 05/06/19	\$44.99

Thank you for choosing Spectrum.
 We appreciate your prompt payment and value you as a customer.



4145 S. Falkenburg Rd Riverview, FL 33578-8652
 6810 0106 NO RP 16 04162019 NNYNNNNY 01 012658 0053

YU GU
 2616 ERWIN RD APT 1308
 DURHAM NC 27705-3820



SPECTRUM NEWS

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit spectrum.net/autopay.

IMPORTANT BILLING NOTICE:

Effective with your May billing statement, changes will be made to the following:

- Your new Bill Statement Date will be on or after the 25th of each month.
- Your new Due Date will be on or after the 10th of each month.

If you use the AutoPay feature, your payment date will be the same as your Due Date.

- If you pay by credit card, the date your credit card is charged may change in accordance with your new Due Date.
- Please note you may need to make adjustments with your financial institution to account for these date changes.

Be sure to review your next statement for these updates.

Effective on or after June 23, 2019 and consistent with the Terms and Conditions of Service, Spectrum will no longer provide a pro rata credit for services sold on a monthly basis that are cancelled prior to the end of the current billing month.

SAVE up to 40% on your mobile bill with the NEW Spectrum Mobile. Choose the plan that best fits your needs: \$14 a month per gig or unlimited data for only \$45 a month per line. Enjoy **FREE** nationwide talk and text on the nation's largest, most reliable 4G LTE network, plus a nationwide network of WiFi hotspots. All this with no contract and risk-free with our 30-Day Money-Back Guarantee. Call 1-855-444-6936 today and get a great deal on a new smartphone! (Spectrum Internet subscription required.)

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Total Due by 05/06/19	\$44.99
Amount you are enclosing	\$

Please Remit Payment To:

TIME WARNER CABLE
 PO BOX 70872
 CHARLOTTE, NC 28272-0872



05861001202355743413600004499



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Charge Details

Previous Balance	98.93
Payment Received - Thank You 03/19	-98.93
Remaining Balance	\$0.00

Payments received after 04/16/19 will appear on your next bill.

Service from 04/24/19 through 05/23/19

Spectrum Internet™

Spectrum Internet	65.99
Promotional Discount	-21.00
	\$44.99

Spectrum Internet™ Total \$44.99

Current Charges	\$44.99
Total Due by 05/06/19	\$44.99

Messages continued from page 1

SURF, STREAM AND SHARE IN EVERY ROOM. Power your entire connected home for only \$5/mo. more. Get faster wireless speeds and more range, with enough bandwidth for all your wireless devices. Connect all your smart devices with this special offer. **Call 1-855-704-4312 today.**

MOVING SOON? LET US HELP. Call today to transfer your Spectrum services and we'll have you connected before you're even unpacked. Plus, the Spectrum Online Mover Resource Center can make your move easier with handy tips and more. **Call 1-855-266-8968 or visit Spectrum.com/easy2move to get moving.**

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.

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.

Broadcast TV Surcharge - The Broadcast TV Surcharge is a fee reflecting charges assessed to Spectrum by the owners of local broadcast and local "network-affiliated" TV stations.

Franchise Administrator - North Carolina Department of the Secretary of State PO Box 29622 Raleigh NC 27626-0622 Phone: (919) 716-6400

Cable Complaint Resolution - If you have a problem with your cable or video programming service, you should FIRST contact customer service at the following telephone number: **1-855-707-7328**. If we are unable to satisfactorily resolve your complaint, you may contact the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at www.ncdoj.gov/cable.

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.

**Billing Information**

Local Spectrum Store: 1515 North Pointe Dr, Suite 103, Durham NC 27705 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat - 9:00am to 5:00pm

Your WAY can be the GREEN way!**GO GREEN with Spectrum.**

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to twc.com/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at twc.com/account.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Time Warner Cable. Please do not include correspondences of any type with payments.

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

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SPECTRUM NOW OFFERS MOBILE SERVICE

SAVE UP TO 40% ON
YOUR WIRELESS BILL ^^



BEST NETWORK

Enjoy coverage on America's largest, most reliable LTE network

BEST DEVICES

Get the latest devices from top-selling manufacturers

BEST VALUE

Start saving by switching today

Pick the wireless plan that works best for you and start saving with no added taxes and fees.

USE A LOT OF DATA?
GO UNLIMITED.

UNLIMITED DATA PLAN

\$ **45** /LINE
MO*

Includes **FREE** nationwide talk & text. First line and every line.

OR

USE A LITTLE DATA?
PAY A LITTLE.

BY THE GIG PLAN

\$ **14** /GB*

Includes **FREE** nationwide talk & text. Pay only for your data used, 1 GB at a time.

Call to claim your exclusive offer

1-866-914-3054

or visit SpectrumMobile.com

Spectrum
mobile™

Offer good through 05/31/19; subject to change; valid to qualified residential customers who have no outstanding obligation to Charter. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. Spectrum Internet subscription required. Equipment, taxes and fees (including regulatory recovery fees, surcharges and other applicable charges) extra and subject to change. Applicable taxes and regulatory fees are included in the monthly recurring charge. Applicable taxes on equipment sales are billed separately. Per line activation charges apply. Pricing is subject to change. Auto-pay required. Visit Spectrum.com/policies/mobile-terms for full terms and conditions. *Unlimited: After 20 GB per line, you may experience reduced speeds for the rest of the bill cycle. Unlimited plans include up to 5 GB mobile hotspot use per line during a billing cycle, with speeds reduced down to a maximum of 600 Kbps for mobile hotspot use after 5 GB for the rest of the billing cycle for that line. For details, refer to Spectrum.com/mobile-broadband. By the Gig: With the "By the Gig" data option, you will be charged \$14.00 each month in advance for each line of Service. Each line gets one gigabyte (GB) of data that can be shared among all By the Gig lines on the same account. If all of the By the Gig lines on the account collectively exceed the initial 1 GB allocated to each line, an additional GB of shared data is automatically added to the account and you'll pay an additional \$14.00 per GB, whether you use the entire gigabyte or not. For additional details, visit SpectrumMobile.com/support. **Savings based on comparison of single line unlimited data plans amongst major national carriers as of 12/27/18. Spectrum Mobile customers who disconnect all of their other Spectrum services will be charged an additional \$20.00 per-month per-line charge. Such customers will be able to access Spectrum WiFi hotspots outside the home, but Spectrum WiFi speeds will be limited to a maximum of 5 Mbps. You can change your rate plan, but you won't be able to add additional lines. ©2019 Charter Communications. SA2JF28H



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RELIABILITY. EFFICIENCY. PRODUCTIVITY.

We keep your small business running.

Spectrum Business keeps your small business running with a reliable network, superior Internet and advanced business phone—all at the best value.



**FASTEST
INTERNET FOR
THE PRICE**

- ✓ **Keep your business connected at all times** with over 99.9% network reliability[§]
- ✓ **Run at full capacity** with the fastest Internet speeds available for the price
- ✓ **Access to a real person who is ready to help** with 24/7/365 U.S.-based customer service
- ✓ **Never be surprised by your bill** thanks to no added taxes or hidden fees
- ✓ **Stay ahead of the competition** with more Free Internet and Voice features
- ✓ **Easy switch** with one-hour appointment windows and no contracts.

200Mbps INTERNET

FOR ONLY

\$44⁹⁹ /mo. when bundled for one year*

BUSINESS VOICE

FOR ONLY

\$29⁹⁹ /mo. for one year**

Keep your business running at its best with Spectrum Business

Call 1-866-903-3995 for business services
or visit Business.Spectrum.com

**Stuck in
a contract?
We'll buy it
out up to
\$500!†**

Limited-time offer; subject to change. Qualified new business customers only. Must not have subscribed to applicable services w/ in the last 30 days & have no outstanding obligation to Charter. *\$44.99 Internet offer is for 12 mos. when bundled w/ TV or Voice & incl. Spectrum Business Internet starting speeds. Internet speed may not be avail. in all areas. Actual speeds may vary. Spectrum Internet modem is req'd & included in price; Internet taxes are included in price except where req'd by law (TX, WI, NM, OH & WV). **\$29.99 Voice offer is for 12 mos. & incl. one business phone line w/ unlimited local & long distance w/ in the U.S., Puerto Rico, & Canada. Taxes, fees, & surcharges included. Other Phone services may have applicable taxes & fees. \$99.9% reliability based on weekly reliability, Dec 2017 - Mar 2018. †Contract Buyout offer is valid up to \$500. Visit Business.Spectrum.com/contractbuyout for details. Standard pricing applies after promo. period. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo. offers not avail. in all areas. Installation & other equipment taxes & fees may apply. Restrictions apply. Call for details. To stop receiving direct mail offers from Spectrum Business, please visit Business.Spectrum.com/optout. © 2019 Charter Communications, Inc.

