

July 5, 2017

Account: **202-512766812-001**  
 Phone Number: (484) 350-7821  
 Security Code: **3607**  
 Service At: 715 PARKAIRE LN  
 APT 718  
 CHARLOTTE, NC 28217-2491

**Contact Us**

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

**Summary**

Services from 07/15/17 through 08/14/17  
 details on following pages

Previous Balance	58.26
Payments Received	0.00
<b>Past Due Balance - Due Now</b>	<b>58.26</b>
Spectrum TV™	34.98
Spectrum Internet™	34.99
Spectrum Voice™	29.99
Other Charges	6.05
Partial Month Charges	62.01
Taxes, Fees and Charges	2.76
Current Charges Due by 07/27/17	170.78
<b>Total Due</b>	<b>\$229.04</b>

**Your account is past due.**

The past due amount is due five days following the mailing date of this bill. Please pay total past due amount to avoid further collection activity and interruption of service. If service is disconnected, you will need to pay your full past due amount, first month of service and a reconnection fee to resume service.



3140 W ARROWOOD RD CHARLOTTE, NC 28273-0001  
 6810 0106 NO RP 05 07052017 YNNNNNNY 01 008912 0037

BHASKARA NAGIREDDY  
 715 PARKAIRE LN APT 718  
 CHARLOTTE NC 28217-2491

**SPECTRUM NEWS**

**Note.** Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

**Spectrum Customer Privacy Policy update.** Effective August 1, 2017, there will be a new Spectrum Customer Privacy Policy. You can view the new privacy policy at [www.spectrum.com/privacy](http://www.spectrum.com/privacy) or call 1-800-892-4357 to request a paper copy be mailed to your home.

**New Spectrum Store Hours.** Effective June 19, 2017, the Spectrum Store located at 8332 Pineville-Matthews Rd, Suite 201, Charlotte NC 28226 will be open Monday thru Saturday 9:00am – 7:00pm and Sunday 12:00pm - 5:00pm. Customers may also find additional support at [spectrum.net/support](http://spectrum.net/support).

**HAVE QUESTIONS? SPECTRUM HAS YOU COVERED WITH MORE WAYS TO GET SUPPORT.** You can find support, useful tips and answers to commonly asked questions such as ways to pay your bill, accessing your channel lineup and programming your remote. So the next time you have a question, finding the solution can be as simple as watching a video or visiting our website. Visit us at [Spectrum.net/tip](http://Spectrum.net/tip).

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<b>Total Due</b>	<b>\$229.04</b>
<b>Amount you are enclosing</b>	<b>\$</b>



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



01653001202512766812870022904

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**Charge Details**

Previous Balance	58.26
<b>Past Due Balance - Due Now</b>	<b>\$58.26</b>

Payments received after 07/05/17 will appear on your next bill.

Services from 07/15/17 through 08/14/17

**Spectrum TV™**

Spectrum TV Select	64.99
Basic TV & Expanded Basic TV Services	
Promotional Discount	-35.00
Spectrum Receivers	4.99
DVR Service	0.00
	<b>\$34.98</b>

Taxes	State and Local Sales Tax	7.11
Fees & Charges	Regulatory Cost Recovery Fee	0.09
		<b>\$7.20</b>

**Spectrum TV™ Total** **\$42.18**

**Spectrum Internet™**

Spectrum Internet with Wifi	69.99
Bundle Discount	-11.00
Promotional Discount	-24.00
	<b>\$34.99</b>

**Spectrum Internet™ Total** **\$34.99**

**Spectrum Voice™**

<b>Phone number (980) 299-1266</b>	
Unlimited Long Distance	29.99
Pkg Includes: Phone Line, Modem, Up to 18 Calling Features, Calling within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$29.99</b>

**Spectrum Voice™ Continued**

Taxes	State and Local Sales Tax	-2.16
Fees & Charges	Federal Universal Svc Recovery Fee	-1.30
	Telecom Relay Surcharge	-0.10
	E911 Surcharge	-0.60
	Regulatory Cost Recovery Fee	-0.28
		<b>\$-4.44</b>

For additional call details,  
please visit [twc.com/account](http://twc.com/account).

**Spectrum Voice™ Total** **\$25.55**

**Other Charges**

Broadcast TV Surcharge	6.05
<b>Other Charges Total</b>	<b>\$6.05</b>

**Partial Month Charges**

Spectrum TV Select	06/01-07/14	43.99
Basic TV & Expanded Basic TV Services		
Spectrum Receivers	06/01-07/14	7.32
Spectrum Internet with WiFi	06/01-07/14	50.15
Unlimited Long Distance	06/01-07/14	43.98
Pkg Includes: Phone Line, Modem, Up to 18 Calling Features, Calling within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands		
Extreme Internet	06/01-07/14	-87.98
Home Phone National	06/01-07/14	-29.32
HSD Discount	06/15-07/14	25.00
Broadcast TV Surcharge	06/01-07/14	8.87
<b>Partial Month Charges Total</b>		<b>\$62.01</b>

<b>Current Charges Due by 07/27/17</b>	<b>\$170.78</b>
<b>Total Due</b>	<b>\$229.04</b>

**Billing Information**

Continued on next page....

Local Spectrum Store: 8332 Pineville-Matthews Rd, Suite 201, Charlotte NC 28226 Store Hours: Mon thru Sat - 9:00am to 7:00pm; Sun - 12:00pm 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/account](http://twc.com/account)

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](http://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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**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.

**Surcharges** - Spectrum, formerly TWC, imposes surcharges to recover costs of complying with its governmental obligations.

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

**Spectrum Receiver** - Charges include: \$3.99 for Receiver Rental and \$1.00 for Secure Connection.

**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.

**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).

**Time Warner Cable Entity** - The Time Warner Cable entity providing the services is a subsidiary of Charter Communications Operating, LLC and uses the brand name "Spectrum".

**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.com/cable](http://www.ncdoj.com/cable).

**The following taxes, fees and surcharges are included in the price of the applicable service** - Sales Tax \$4.59, Federal USF \$2.19, E911 Fee \$0.60, TRS Surcharge \$0.10.

**Voice Fees and Charges** - These include charges, to recover or defray government fees imposed on Spectrum, and certain other costs related to Spectrum's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Spectrum must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit [twc.com](http://twc.com).

**Complaint Procedures** - If you disagree with your charges, you have 60 days from the billing date to register a complaint. During the dispute period, we will not terminate service provided you pay the undisputed portion of your bill.

**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.



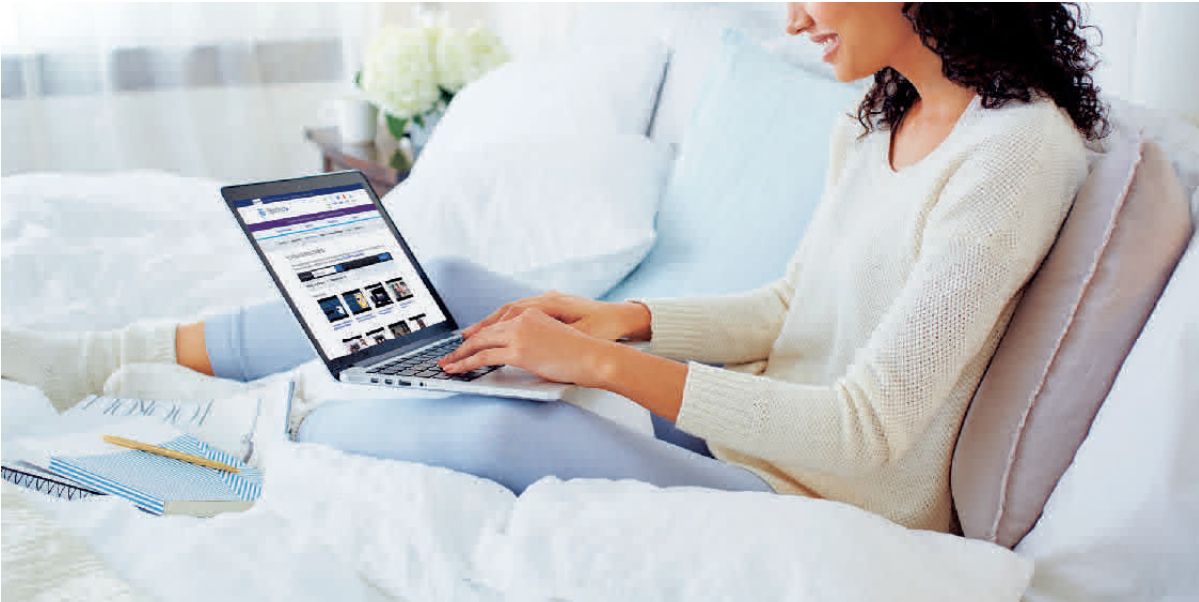


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**WAYS TO PAY YOUR BILL • ACCESSING YOUR CHANNEL LINEUP • PROGRAMMING YOUR REMOTE**

We offer more ways to get help. The next time you have a question, finding the solution can be as simple as watching a video or visiting our website.

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