

UPGRADE TO OUR BEST OFFER AND SAVE OVER \$900.

Get FREE Installation and TV Equipment Included.

INTERNET
30
MBPS



TV with hit movies



TWC TV® app

Rated #1 by **FierceCable**



Unlimited Calling

No annual contracts • No data caps • 1-hour appointment windows

Upgrade today.

1-855-251-8295

www.twc.com/upgrade

See reverse for details.



ENJOY
BETTER

UPX
SSAEFOQ2



PO BOX 429542 CINCINNATI, OH 45242-1812

7627 1000 N0 D0 14 01142015 NNNNNNN 0004950 Non-Q 1 oz.

IAN MONK
1626 CHASE AVE
APT 2
CINCINNATI, OH 45223-2228



NOW YOU CAN GET ALL THIS TOGETHER — UPGRADE TO OUR BEST OFFER.

BUNDLE & SAVE

30 Mbps Internet, TV & Phone

\$ **89**⁹⁹ /mo.
for the first year
plus taxes, equipment,
broadcast & other fees

FREE Installation. TV Equipment Included.

30 Mbps Internet speed to stream movies and shows, upload photos, download music and more

Up to **300 channels of live TV** on your devices with the FREE TWC TV® app — including NFL Network, USA, Disney & more

Up to **5 epix** channels with thousands of movies

Unlimited calling to the U.S., Canada, Puerto Rico, Mexico and now China and Hong Kong — landline and mobile calls included

Save over \$900 in the first year



**Try it. Love it. Or your money back.
Guaranteed.**

We're so sure your experience will be better, we guarantee it with our 30-day money-back guarantee.

Upgrade today.

1-855-251-8295

www.twc.com/upgrade

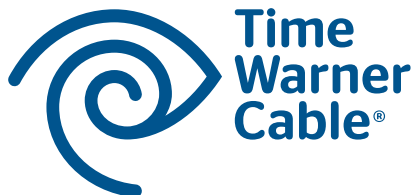


ENJOY
BETTER

Lease of a modem or purchase of an approved modem required for Internet service. Currently approved modems can be found at www.twc.com/approvedmodems. Free Installation offer includes standard installation on up to 3 outlets. Thirty-day money-back guarantee is applicable to standard installation and monthly service charges only. Return of all leased equipment required before refund can be issued.

Offer expires 1/31/15 and is available to current residential Single Play Internet customers who sign up for the Triple Play (Preferred TV/EPiX®, Internet, Home Phone); 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://help.twcable.com/html/twc_sub_agreement.html. Additional charges apply for equipment, installation, surcharges, taxes & fees, broadcast and other fees, Directory Assistance, Operator Services and international calls. Offer includes lease of one Set-Top Box for 1 year. After 1 year, regular monthly rates will apply for all services. \$900 savings claim based on individual product retail rates versus Triple Play package rate in the first year. To receive all services, Standard TV or higher, remote and lease of a Set-Top Box required. Some services are not available to CableCARD™ customers. TWC TV® requires Standard TV or higher, Roku LT, 2 or 3, iPad or iPhone with iOS 6.0, Kindle Fire HD/HDX, Xbox 360®, Samsung Smart TV (2012 and 2013 models) and/or Android 2.3 and WiFi connection. TWC authorized modem required for in home viewing and minimum 15 Mbps connection recommended for out of home viewing. Some functions require compatible Set-Top Box or DVR. Programming is subject to availability in your area and the video package to which you subscribe. Not all equipment supports all services. HDTV and HD Set-Top Box are required to receive HD service. Actual speeds may vary. All services may not be available in all areas. Subject to change without notice. Some restrictions apply. EPiX® is a registered trademark of Studio 3 Partners LLC. 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. ©2015 Time Warner Cable Enterprises LLC. All rights reserved. (11584C)

UPX
SSAEFOQ3



Customer Service
Call us anytime 1-800-TWCABLE
Visit us at twc.com

Account number
10303-**426336001**-8001
Customer code **8421**

| Due date | Service period | Amount due |
|--------------|----------------|----------------|
| Feb 02, 2015 | 01/13-02/12 | \$46.38 |

Service address
Ian Monk
1626 Chase Ave
Apt 2
Cincinnati, OH 45223-2228

Previous balance & payments

| | |
|--------------------------------------|---------|
| Balance last statement | 100.26 |
| Payments received as of Jan 12, 2015 | -100.26 |

Current month

| | |
|--------------------------|-------|
| Monthly services | 45.98 |
| Taxes, fees & surcharges | 0.40 |

| | |
|----------------------------------|----------------|
| Total due on Feb 02, 2015 | \$46.38 |
|----------------------------------|----------------|

ENJOY TWC BETTER

Watch Live TV on any device at home or on-the-go with our free TWC TV® app.

Sign up for free paperless billing at twc.com/account - just use your customer code on this bill.

Now access over 300,000 free TWC WiFi® hotspots nationwide. Use our WiFi Finder app to easily get online.

Our new **FREE Phone 2 Go app** lets you forward all of your incoming TWC Home Phone calls, including video and texts, to your smartphone. Learn more at twc.com/phone2go.

Visit twc.com/exclusives to enter for a chance to win free tickets, prizes, and offers only for TWC customers.

Thank you for being a valued Time Warner Cable customer. To learn more about our advanced products, please call 1-800-892-2253 or visit twc.com



PO BOX 429542 CINCINNATI, OH 45242-1812

IAN MONK
1626 CHASE AVE
APT 2
CINCINNATI, OH 45223-2228

Please detach and enclose this coupon with your payment.



**Please allow 7-10 days for delivery and payment processing. See reverse side for more convenient payment options.

Payment due date
Feb 02, 2015

Account number
10303-**426336001**-8001

Total amount due
\$46.38

Amount enclosed

TIME WARNER CABLE-SWO DIVISION
PO BOX 1060
CAROL STREAM, IL 60132-1060

103030010034263360018300046381060

Ian Monk**Total due on Feb 02, 2015: \$46.38****Account number** 10303-426336001-8001**Customer code** 8421**Statement date** Jan 14, 2015**Previous Balance**

Balance last statement 100.26

Total previous balance**100.26****Payments**

12/19 Payment received -100.26

Total payments**-100.26****Monthly services**

01/13-02/12 Time Warner Cable Promotion 39.99

Promotion Includes: Standard Internet

Internet Modem Lease 5.99

Total monthly services**45.98****Taxes, fees & surcharges**

State and Local Sales Tax 0.40

Total taxes, fees & surcharges**0.40****Total due on Feb 02, 2015****46.38****Reach us at your convenience****In person**

3268 Highland Ave., Cincinnati, OH 45213

Monday-Friday 9am-7pm

Saturday 10am-4pm

On twc.comVisit twc.com/account to pay your bill online, view FAQs/self-help options and chat with 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 1-800-TWCABLE to speak to someone live with any questions about your bill.

Pay online

Go green with online bill payment.

Sign up at twc.com/account

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

Pay by phoneCall us anytime at **1-800-TWCABLE**; simply say "pay my bill" to pay your bill for free. Or you can speak to someone live with any questions about your bill.**Customer information**Experiencing technical issues with closed captioning? Call 1-866-892-4249, email closedcaption@twcable.com, or fax 1-877-430-1386. Address written complaints to A. Long, Legal, 13820 Sunrise Valley Dr., Herndon, VA 20171, email twc.closedcaptioningissues@twcable.com, or fax 1-704-697-4935. 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 acknowledgement and acceptance of this policy and its terms and conditions.

To view the call detail for your Home Phone calls, go to twc.com/accountFor information on any upcoming programming changes, please consult the Legal Notices published in the Cincinnati Enquirer on the 1st and 3rd Wednesday of each month or on our website at twc.com.Visit twc.com/careers for career opportunities at Time Warner Cable.

TWC imposes surcharges to recover costs of complying with its governmental obligations.

Franchising Authority: FCC ID#OH0886
Ohio Department of Commerce,
com.ohio.gov/VideoService.aspx



IMPORTANT INFORMATION ABOUT PRICING ON YOUR ACCOUNT

Thank you for being a Time Warner Cable customer. We appreciate your business and hope you've been enjoying your services at home and on the go.

We are committed to providing you the best experience possible as a Time Warner Cable customer. Over the past year we have significantly invested in improvements to our network and infrastructure that help to deliver the products and services you value with greater reliability. Through these investments we have been able to bring many enhancements to your experience with Time Warner Cable.

- **Increased Internet speeds**, up to 100 Mbps in many areas, to deliver you an even better Internet connection.
- **Expanded to over 300,000 nationwide WiFi Hotspot locations**, where you can connect online away from home or work.
- Provided our largest **On Demand library**, with over 19,000 TV shows and movies available anytime.
- Enhanced our top-rated **TWC TV®**, the free app that lets you watch up to 300 channels of live TV on virtually any device.
- Made it **easier to learn about our products and services, get technical help, and manage your account** online, and improved the services and facilities at many of your local cable stores.
- **Introduced one-hour service windows** for appointments, to be there when you need us.

At the same time we work hard on your behalf to control the costs of TV programming, but the rates providers charge us for these channels continue to rise significantly. Our goal is to deliver you a great value for your cable services and we continue to negotiate with the programmers to make this possible.

We are also committed to keeping you up to date on any changes to the cost of your services and equipment. That's why we're writing to let you know you'll see a change in the charges for some TWC services and equipment in your next bill (see back for details).

We're confident we offer packages that meet the needs of your household. For a personalized account review, simply call 1-855-224-4211.

Thank you for choosing Time Warner Cable. We look forward to bringing you even more great ways to enjoy the entertainment you love.

Want to learn more about our newest features? Visit twc.com today.

Para leer en español, visita twc.com/febrero2015

TWC TV® requires Starter TV or higher. TWC authorized modem required for in-home viewing and WiFi connection required for out-of-home viewing. Requires iOS 6, Android 2.3 or Kindle Fire HD/HDX. Some functions require compatible Set-Top Box or DVR. Programming is subject to availability in your area and the video package to which you subscribe. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Some restrictions apply. All trademarks remain the property of their respective owners. TWC WiFi® is available to customers with Time Warner Cable Standard Internet or higher. Coverage is not available in all areas. Subject to change without notice. Some restrictions apply. © 2014 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license.

NEW MONTHLY PRICES EFFECTIVE ON YOUR NEXT BILLING STATEMENT

Nuevos precios mensuales entran en efectivo en su próximo estado de cuenta

This is a summary of the price changes for some Time Warner Cable services and equipment. New service and equipment rates will go into effect on your next bill.

If you are currently receiving an initial promotional discount for these services, the service price will remain in effect for the duration of the promotional period and these changes will not be applied until that time. Please note your bill may now include a Sports Programming Surcharge, which defrays the increased costs imposed by sports programmers.

| Equipment and Service Fees | FROM | TO |
|-----------------------------------|-------------|-----------|
| Digital Adapter | \$ 1.50 | \$ 2.75 |
| Internet Modem Lease | \$ 5.99 | \$ 8.00 |
| Broadcast TV Surcharge | \$ 2.25 | \$ 2.75 |
| Sports Programming Surcharge | -- | \$ 2.75 |
| | | |
| Additional Services | FROM | TO |
| HBO | \$ 14.99 | \$ 16.99 |
| Movie Pass | \$ 5.75 | \$ 7.99 |

For customers receiving service through commercial accounts or bulk arrangements, some or all of the service and equipment price changes contained herein may not apply to your account. Please refer to the terms and conditions of the separate agreement under which you receive your commercial or bulk service. Where terms or pricing contained in this notice are inconsistent with your Service Rates, the terms and conditions of the separate agreement will apply.

SSBEF01C



MONITORED SECURITY AND HOME MANAGEMENT

INTELLIGENTHOME

Upgrade to IntelligentHome today and get a
\$200 Visa® Reward Card*
to use toward your equipment purchase.



*Subscription to IntelligentHome and Time Warner Cable Internet are required to receive a \$200 Visa Reward Card. Customers must be in good standing and maintain all services for 90 days. Other restrictions apply.

See next page for details.

Upgrade today.

1-888-892-4121


www.twc.com/intellighthome



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SSAEFOQV

UPGRADE TO THE BEST IN HOME SECURITY AND MANAGEMENT AND GET A \$200 VISA® REWARD CARD.



24/7 monitored protection
from our award-winning 5-Diamond
rated Emergency Response Center.

Live indoor/outdoor cameras*
let you check in from anywhere.

Conserve energy
while you are away and
save on energy costs.

Window or door motion sensors*
send mobile alerts when triggered.

Adjust your lights* and thermostat*
from anywhere using the mobile app.

*Equipment purchase required.

IntelligentHome
only **\$39⁹⁹**^{**}/mo.
Plus, FREE Installation – a \$99 value
**18-month term and TWC Internet service required.

Get a **\$200 Visa® Reward Card†**
to use toward your equipment purchase.



†Subscription to IntelligentHome and Time Warner Cable Internet are required to receive a \$200 Visa Reward Card. Customers must be in good standing and maintain all services for 90 days. Rebate may take an additional 4-6 weeks. Other restrictions apply.

Upgrade today.
1-888-892-4121
www.twc.com/intelligenthome



Offers expire 3/18/15. Free Installation offer includes standard installation of IntelligentHome only. Early termination fee may apply. Taxes, fees, surcharges and equipment purchase charges apply. IntelligentHome and all features may not be available in all areas. Residential use only. Some restrictions apply. ©2015 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc., used under license. Licensed by New York State Department of State – NYS Unique ID #12000302365. TWC Security Inc. d/b/a Time Warner Cable, NC: ASLB #583CSA; CA: ACO#7062; TX: B17430 Time Warner Cable 6400 Fly Road, East Syracuse, NY 13057, ACR1762124, LMPD LIC 818, NJ 34BF00045600

Customers must remain in good standing and maintain all services for a minimum of 90 days after installation. Reward Card will be mailed approximately 4-6 weeks after the 90-day period. Full terms & conditions at www.twc.com/betterreward. Reward Cards may be subject to issuer's separate terms & conditions. Please refer to Cardholder Agreement for more information. Limit one Reward Card per eligible residential service and this offer may not be combined with any other offers. To receive Reward Card, register within 30 days of installation, or by 11:59 p.m. EST on 4/30/15 (whichever comes sooner), at www.twc.com/betterreward. You must provide the Redemption Code, which you will receive via email and/or postcard.

The Visa Reward Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. The Bancorp Bank is not affiliated in any way with Time Warner Cable and does not endorse or sponsor this offer. The Visa Reward Card is distributed and serviced by Interactive Communications International, Inc. as an authorized agent of either ITC Financial Licenses, Inc. or IH Financial Licenses, Inc. dependent upon the state where this Card is purchased. Terms and conditions apply. The Visa Reward Card may be used in the U.S. and District of Columbia everywhere Visa debit cards are accepted. The Card may not be used outside of the U.S. or the District of Columbia including Internet and mail or telephone order merchants outside of the U.S. or the District of Columbia. (AP0115IH)

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