



**Customer Service**  
Call us anytime 1-800-TWCABLE  
Visit us at [twc.com](http://twc.com)

**Account number**  
01090-**049366501**-8001  
Customer code **6140**

Due date	Service period	Amount due
Jan 10, 2015	12/21-01/20	<b>\$176.69</b>

**Service address**  
Tom Kirkbride  
Account Phone 1-330-699-9272  
2885 Crows Nest Cir  
Uniontown, OH 44685-7589

**Previous balance & payments**

Balance last statement	70.09
Payments received as of Dec 20, 2014	-70.09

**Current month**

Monthly services	165.46
Taxes, fees & surcharges	11.23

<b>Total due on Jan 10, 2015</b>	<b>\$176.69</b>
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## ENJOY TWC BETTER

Start the new year right! Order NBA LEAGUE PASS for only 4 payments of \$42.25 each. Watch up to 40 out-of-market games each week on multiple devices! Questions? Go to [twc.com/sports](http://twc.com/sports) or call 1-800-TWCABLE.

Win free tickets to sports, concerts, premieres and more. Visit [twc.com/exclusives](http://twc.com/exclusives) to see what's waiting for you.

Access free TWC WiFi® Hotspots nationwide and save on your cellular data charges. Sign in once, stay connected on-the-go.

Sign up for free paperless billing at [twc.com/account](http://twc.com/account) - just use your customer code on this bill.

Watch some of your favorite channels live on any device at home or on-the-go with our free TWC TV® app.

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](http://twc.com)



5520 WHIPPLE AVE NW N CANTON, OH 44720-7719  
7629 1000 N0 RP 22 12222014 NNNNYNN 0013512 S1 T65  
14518 1 AV 0.378

TOM KIRKBRIDE  
2885 CROWS NEST CIR  
UNIONTOWN OH 44685-7589



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  
**Jan 10, 2015**

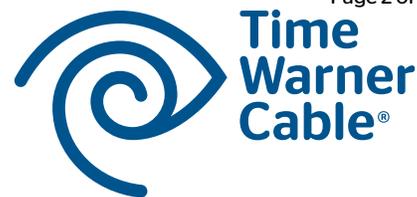
Account number  
01090-**049366501**-8001

Total amount due  
**\$176.69**

Amount enclosed

TIME WARNER CABLE-NORTHEAST  
P.O. BOX 0901  
CAROL STREAM, IL 60132-0901

01090001001049366501830017669

**Tom Kirkbride****Total due on Jan 10, 2015: \$176.69****Account number** 01090-049366501-8001**Customer code** 6140**Statement date** Dec 22, 2014

<b>Previous Balance</b>	
Balance last statement	70.09
<b>Total previous balance</b>	<b>70.09</b>
<b>Payments</b>	
12/01 Payment received	-70.09
<b>Total payments</b>	<b>-70.09</b>

<b>Monthly services</b>	
12/21-01/20 Time Warner Cable Promotion	109.99
Includes: Starter TV, Standard TV, Variety Pass, DVR Service, WH-DVR Service, EPIX, Starz, Whole House HD-DVR, Standard Internet, Ultimate Internet Upgrade, Voicemail, Home Phone National, Includes UNLIMITED local and long distance in the US and Canada	
Time Warner Cable Promotion	14.99
Includes: HBO, Cinemax	
Sports Pass	8.99
Whole House DVR Client	0.00
Whole House HD-DVR	11.25
1 Whole House HD-DVR 11.25	11.25
2 Add'l Outlet Service 1.50	3.00
HOME WiFi	0.00
Internet Modem Lease	5.99
<b>Total monthly services</b>	<b>165.46</b>
<i>Basic tier (Starter TV) may be purchased by itself for \$24.50 per month</i>	

**Taxes, fees & surcharges**

Broadcast TV Fee	2.25
Franchise Fee	4.43
Sales Tax	3.56
Federal Universal Service Fund	0.77
FCC Regulatory Fee	0.08

*continued on next column**continued from previous column*

FCC Regulatory Fee - Voice	0.02
Regulatory Recovery Fee - Federal	0.11
State TRS Fee	0.01

**Total taxes, fees & surcharges** **11.23****Total due on Jan 10, 2015** **176.69****Reach us at your convenience****In person**

1919 Brittain Rd, Akron, OH 44310

Monday-Friday 9am-7pm

Saturday 9am-5pm

**On twc.com**Visit [twc.com/account](http://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](http://twc.com/account) Have your account number and customer code ready, found on the top of this page.

**Pay by phone**

Call 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](mailto: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](mailto: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/account](http://twc.com/account)

For information on any upcoming programming changes, please consult the legal notices published in the Akron Beacon Journal on the 1st and 3rd Wednesday of each month or on [twc.com](http://twc.com)

Visit [twc.com/careers](http://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#OH0952  
Ohio Department of Commerce,  
[com.ohio.gov/VideoService.aspx](http://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<sup>®</sup>**, 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](http://twc.com) today.**

Para leer en español, visita [twc.com/febrero2015](http://twc.com/febrero2015)

TWC TV<sup>®</sup> 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<sup>®</sup> 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.

<b>Equipment and Service Fees</b>	<b>FROM</b>	<b>TO</b>
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
<b>Additional Services</b>		
HBO	\$ 14.99	\$ 16.99
Movie Pass	\$ 5.95	\$ 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.

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