



IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

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

We want you to get the most value possible out of your services, which is why we continually introduce new benefits and features like faster Internet, hundreds of thousands of free WiFi hotspots, crystal-clear HD channels and innovative apps that let you watch live TV on virtually any device.

We also know it is important to keep you informed of any changes to your service, which is why we wanted to make you aware that you will see a change in the cost of your TWC services in your next bill.

This change is being driven by several factors. One is that the rates that TV networks and programming providers are charging us to deliver your favorite channels have risen to new highs in the last year. We work our hardest to control these costs on your behalf, but the price of programming continues to increase dramatically. Another factor is that the cost to maintain and grow our infrastructure has also increased. This investment is critical, as it allows us to continue bringing the innovative features and reliable service you deserve.

We'd like to help you continue to save on the products you use every day. We're confident we can find a package that meets your needs and your wallet. For a personalized account review, simply call 1-855-224-4211.

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

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

Para leer en español, visita twc.com/espanol/Feb2014

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NEW MONTHLY PRICES EFFECTIVE ON YOUR NEXT BILLING STATEMENT

Nuevos precios mensuales entran en efecto 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 a 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 Broadcast TV Fee, which defrays the increased costs imposed by broadcasters.

TV SERVICES - Monthly Rates		
TV PLANS	FROM	TO
Standard TV (Includes Starter TV)	72.00	73.99
Variety Pass	8.00	9.00
TV PACKAGES		INCREASING UP TO
TV plus Internet plus Phone		8.50
TV plus Internet or Phone		7.00
Internet plus Phone		6.00
ADDITIONAL SERVICES (not available to new customers)	FROM	TO
Digital Basic	14.05	15.00
Variety Pack	5.99	7.00
INTERNET SERVICES - Monthly Rates		
		NEW PRICE
Lite Internet		37.99
Basic Internet		47.99
Standard Internet		57.99
EarthLink Lite		37.99
EarthLink Standard		57.99
EarthLink CableMax		10.00
EQUIPMENT, FEES & OTHER CHARGES - Monthly Rates		
(These monthly service prices and other charges will take effect with your April 2014 bill)		
	FROM	TO
Set-Top Box	10.00	11.25
DVR.Set-Top Box	10.00	11.25
HD-DVR Set-Top Box	10.00	11.25
Whole House DVR	10.00	11.25
EarthLink Modem Fee		5.99
Additional Outlets Service Fee	1.00	1.50
		NEW PRICE
Broadcast TV Fee		2.25