



**Customer service**  
Call us anytime 1-866-321-CABLE  
Visit us at [twc.com](http://twc.com)

**Account number**  
011111-01  
Customer code 1234

Due date	Service period	Amount due
July 9, 2012	06/23 - 07/22	<b>\$164.79</b>

**Service address**  
John Q. Customer  
Account phone 000-000-0000  
123 Main Street  
Anytown, USA 12345-6789

**Previous balance & payments**

Balance last statement	115.48
Payments received as of May 30, 2012	- 100.00
Unpaid Balance	15.48

**Current month**

Monthly services	116.98
Movies on demand and events	2.99
Partial month charges	7.50
Credits and one-time charges	12.49
Taxes, fees & surcharges	9.35

**Total due on July 9, 2012** **164.79**

**Enjoy the \$62.49 you saved over retail rates this month.**



## ENJOY TWC BETTER

Did you know you now have access to **over 100,000 free WiFi Hotspots** across the country? Just look for the TWC WiFi™ or Cable WiFi network to connect, or download the FREE WiFi Finder app and you're all set.

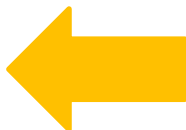
Did you know you can **watch live TV with the TWC TV™ App in and out of your home?** Download the app for FREE. For the first time, now you can also watch over 4,000 TV shows and movies from our free On Demand library.

Did you know TWC now has **How-To videos that can help you** do things like program your DVR? Just visit the TWC How-To On Demand channel or [twc.com/howto](http://twc.com/howto) to learn more and soon you'll know how to do great things like connect your video games to WiFi.



3140 W. ARROWOOD ROAD CHARLOTTE, NC 2827  
7606 0000 N0 RP 35 04152010 NNYYYKNN 0037772 S1 T109

JOHN Q. CUSTOMER  
123 MAIN STREET  
ANYTOWN, USA 12345-6789



Please detach and enclose this coupon with your payment.



\*\* Please allow 7-90 days for delivery and payment processing. See reverse side for more convenient payment options.

Payment due date  
**July 9, 2012**

Account number  
**011111-01**

Total amount due  
**\$164.79**

Amount enclosed

TIME WARNER CABLE  
P.O. BOX 70992  
CHARLOTTE, NC 28272-0992

815010001123456700241531



TWC-NYC

John Q. Customer  
 Amount due on Jul 09, 2012: \$164.79  
 Account number 011111-01  
 Customer code 1234  
 Statement date June 22, 2012



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<b>Previous balance</b>		
05/14	Balance last statement	115.48
	<b>Total previous balance</b>	<b>115.48</b>
	Unpaid balance	0.00
<b>Payments</b>		
05/30	Payments received	-115.48
	<b>Total payments</b>	<b>-115.48</b>
<b>Monthly services</b>		
06/23-07/22	All The Best	108.49
	<b>Enjoy the \$62.49 you saved this month.</b>	
	Equipment	8.49
	Set-top box, Remote	
	<b>Total monthly services</b>	<b>116.98</b>
<b>Movies on demand and events</b>		
06/13	Bourne Ultimatum HD Start 7:40 PM	2.99
	<b>Total movies on demand and events</b>	<b>2.99</b>
<b>Partial month charges</b>		
07/01-07/22	DVR added - partial month	7.50
	<b>Total partial month charges</b>	<b>7.50</b>
<b>Credits and one-time charges</b>		
06/03	Service adjustment	4.99
06/24	Late charge	7.50
	<b>Total credits and one-time charges</b>	<b>12.49</b>
<b>Taxes, fees &amp; surcharges</b>		
	Franchise & PSC Fee	3.47
	State and Local Sales Tax	1.82
	State and Local Telecom Excise Tax	.77
	Federal Universal Service Fund	1.30
	E-911 Surcharge	.35
	Regulatory Recovery Fees	.71
	LNP Recovery Fee	.03

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PEG Support	.90
Local GRT Recovery Fee	.XX
MCTD (186E) Surcharge	.XX
Federal Subscriber Line Charge	.XX
Federal Excise Tax	.XX
<b>Total taxes, fees &amp; surcharges</b>	<b>9.35</b>
<b>Total due on July 9, 2012</b>	<b>\$164.79</b>

#### Reach us at your convenience

##### In person

71 Mt Hope Ave., Rochester, NY 14620  
 Monday through Friday 8am - 6pm  
 Saturday 8am - 4pm

##### On [twc.com](#)

Visit [twc.com/myservices](#) to pay your bill online, view FAQs/self-help options and chat with a 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 1-8XX-XXX-XXX to speak to someone live with any questions about your bill. Or try our Voice shortcuts and simply say "question about my bill" or "pay my bill" after verifying your phone number to pay your bill for free.

#### Pay online

Go green with online bill payment.

Sign up at [twc.com/myservices](#)

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

#### Pay by phone

Make a credit card payment free of charge using our automated payment option at 1-8XX-XXX-XXXX; simply say "pay my bill". Use your Visa, MasterCard, Discover or American Express card.

#### Customer information

Are you experiencing technical issues with closed captioning? Call 1-XXX-XXX-XXXX, email [twc.ccc@twcable.com](mailto:twc.ccc@twcable.com), or fax to 1-XXX-XXX-XXXX. Want to write to us?

Address closed captioning related concerns for which you would like a formal response to H. Dudash, Administrator, 13820 Sunrise Valley Dr., Herndon, VA 20171, email [twc.closedcaptioningissues@twcable.com](mailto:twc.closedcaptioningissues@twcable.com), or fax to 1-704-697-4935. To follow up on a written submission only, 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. Nonpayment of any portion of your TV, Internet and Phone service could result in disconnection of your TWC services.

To view the call detail for your Home Phone calls, go to [twc.com/myservices](#)

For information on any upcoming programming changes please consult the Legal Notices published in XXXX on the XXXX and XXXX each month and on [twc.com](#)

Time Warner Cable is an Equal Opportunity Employer M/F/D/V/Drug free workplace. For career opportunities at Time Warner Cable visit [twc.com/careers](#)

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

Cost of Basic video is \$XX.XX.

State of New York Public Service Commission  
 Three Empire State Plaza, Albany, NY 12223-1350  
 Phone 1-800-342-3377

Your FCC Community Code is Ny0234

TWC-NYC