

Due date

Service period **07/23 - 08/22** 

Amount due

164.79

\$164.79

Sept 9, 2015

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### **Service address**

John Q. Customer Account Phone XXX-XXX-XXXX 123 Main St. Anytown, ST 12345-6789

Total due September 9, 2015

Previous balance & payments	
Balance last statement	115.48
Payments received as of August 22, 2015	-100.00
Unpaid balance	15.48



Current monthMonthly services116.98Movies on demand and events2.99Partial month charges7.50Credits and one-time charges12.49Taxes, fees & surcharges9.35



# IMPORTANT TWC INFO

Your current promotion is ending — but your savings will continue. As a valued customer, we have automatically extended you a new preferred rate.

Your TWC Store is moving. Now visit XXXX Main Street Monday through Saturday from 9am–9pm.

Now upgraded services are installed at your convenience with a 1-hour appointment window.

Choose from over 30,000 titles in our On Demand library where you can find 18,000 free TV shows including full seasons of some of your favorites.

Access over 500,000 free TWC WiFi $^\circ$  hotspots nationwide. Use our WiFi Finder App wherever you are to locate a network.



3140 W. ARROWOOD ROAD CHARLOTTE, NC 28273
7505 0000 NO RP 15 04152010 NNYYYNNN 0037772 S1 T109

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Payment due date Sept 9, 2015

Account number 123-**123456789**-123

Please enclose this coupon with your payment.

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

Total amount due

\$164.79

Amount enclosed

JOHN Q. CUSTOMER 123 MAIN ST. ANYTOWN, ST 12345-6789



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

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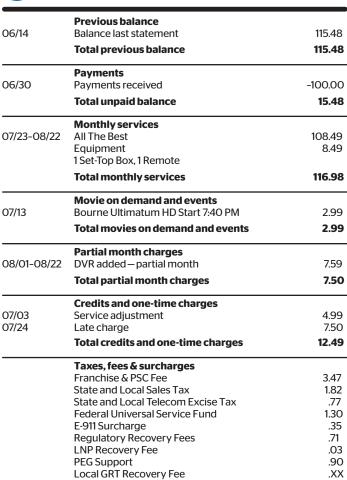
John Q. Customer

Amount due Sept 9, 2015: \$164.79 Account number: 123-123456789-123

Customer code: 1234

Statement date: August 22, 2015







Total taxes, fees & surcharges	9.35
Federal Excise Tax	.XX
Federal Subscriber Line Charge	.XX
continued from previous column	

Total due autopay \$164.79

Taxes, fees and surcharges are subject to change





# Reach us at your convenience

#### In person

100 Main St., Anytown, ST 12345 Monday - Friday 8am - 6pm Saturday 8am - 4pm

#### On twc.com

Visit twc.com/account 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

XX.

XX.

Call us anytime at 1-XXX-XXX-XXXX and 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**

Reach us to ask questions, pay your bill or sign up for paperless at 1-800-892-2253 or twc.com/account.

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Broadcast TV and Sports Programming Fee** 

MCTD (186E) Surcharge

continued on next column

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 TWC Phone calls, go to twc.com/account. Experiencing technical issues with closed captioning? Call 1-800-892-2253, email closedcaption@twcable.com, or fax 1-877-430-1386. Address written complaints to W. Wesselman, Legal, 13820 Sunrise Valley Dr., Herndon, VA 20171, email ccissues@twcable.com, or fax 1-704-697-4935. To follow up on a written submission only, call 1-877-276-7432.

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

Visit twc.com/careers for career opportunities at Time Warner Cable. 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.

[Local/state legal information goes here. Must include franchising CUID and may include name, address, phone for local franchising authority.]