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**Customer service**

Call us anytime 1-8XX-XXX-XXXX  
Visit us at twc.com

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**Account number**

123-123456789-123  
Customer code 1234

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Due date	Service period	Amount due
Sept 9, 2015	07/23 - 08/22	<b>\$164.79</b>

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**Service address**

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

**Previous balance & payments**

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



5

**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 September 9, 2015**

**164.79**

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## 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® hotspots nationwide. Use our WiFi Finder App wherever you are to locate a network.



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3140 W. ARROWOOD ROAD CHARLOTTE, NC 28273  
7606 0000 N0 RP 15 04152010 NNYYYNNN 0037772 S1 T109



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.

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Payment due date  
**Sept 9, 2015**

Total amount due  
**\$164.79**

Account number  
123-123456789-123

Amount enclosed

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



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



815010001234567891234567

**John Q. Customer**  
**Amount due Sept 9, 2015: \$164.79**  
**Account number: 123-123456789-123**  
**Customer code: 1234**  
**Statement date: August 22, 2015**



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<b>Previous balance</b>		
06/14	Balance last statement	115.48
	<b>Total previous balance</b>	<b>115.48</b>
<b>Payments</b>		
06/30	Payments received	-100.00
	<b>Total unpaid balance</b>	<b>15.48</b>
<b>Monthly services</b>		
07/23-08/22	All The Best	108.49
	Equipment	8.49
	1 Set-Top Box, 1 Remote	
	<b>Total monthly services</b>	<b>116.98</b>
<b>Movie on demand and events</b>		
07/13	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>		
08/01-08/22	DVR added – partial month	7.59
	<b>Total partial month charges</b>	<b>7.50</b>
<b>Credits and one-time charges</b>		
07/03	Service adjustment	4.99
07/24	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
	PEG Support	.90
	Local GRT Recovery Fee	.XX
	Broadcast TV and Sports Programming Fee	.XX
	MCTD (186E) Surcharge	.XX
	<i>continued on next column</i>	

<i>continued from previous column</i>	
Federal Subscriber Line Charge	.XX
Federal Excise Tax	.XX
<b>Total taxes, fees &amp; surcharges</b>	<b>9.35</b>
<b>Total due autopay</b>	<b>\$164.79</b>
<i>Taxes, fees and surcharges are subject to change</i>	



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**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](http://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**

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](http://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.

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

Experiencing technical issues with closed captioning? Call 1-800-892-2253, email [closedcaption@twcable.com](mailto: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](mailto: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](http://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](http://twc.com).

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