

Understanding your invoice

Thank you for choosing Time Warner Cable Business Class as your communications provider. One of the advantages of choosing us is that you receive a single invoice for all of your Time Warner Cable communications services, simplifying your payment process. The following information is meant to help you understand your invoice.

Your invoice begins with an **Account Summary**. The Account Summary is broken into four sections.

The **Prior Month** section lists the balance from the last statement and shows any payments you made.

The **Current Monthly Charges** section includes recurring monthly fees for Time Warner Cable services such as Broadband High-Speed Data, Managed Security, Video and Music Services, and Business Class Phone. This section displays discounts by listing the charges for your services, then applying credits for term discounts or bundling.

If you have Business Class Phone, this section will also list your totals for fees that are not included in the monthly rate, such as international calling, directory assistance, operator assistance and Business Voicemail.

The **Non-recurring Charges** section lists fees for one-time services, such as installation fees and repair charges.

The **Taxes and Fees** section lists government mandated taxes and fees. These vary by state and municipality. Questions about these charges may be answered by calling the number listed on the enclosed contact card.

Understanding BCP – Your Invoice

If you have Business Class Phone, a section labeled **Account Detail—Per Line** will follow the Account Summary section on your invoice. This section details additional charges (international calling, directory assistance, operator assistance, Business Voicemail) for each telephone number separately. This section does not show individual calls made; to see complete call details, you must view your account online. See the enclosed Online Account Details sheet for instructions.

If you have further questions, call the number listed on the enclosed contact card.

Sample Invoice

PRIOR MONTH		
11/25	Balance Last Statement	\$x.xx
12/5	Payment - Thank You	x.xx CR
	Total Prior Month History	\$x.xx
CURRENT MONTHLY CHARGES		
Monthly Data Charges		
12/15-1/15	Partial Month	x.xx
1/1 - 1/30	Broadband High-Speed Data	x.xx
	Total Monthly Data Charges	x.xx
Monthly Business Class Phone Charges		
12/15-12/31	Partial Month	x.xx
1/1 - 1/30	Business Class Phone Monthly Charge	x.xx
	Business Class Phone 2 Product Bundle Discount	x.xx CR
	Service Term Discount - 2 Year	x.xx CR
	Directory Assistance	x.xx
	Operator Assistance	x.xx
	International Calling	x.xx
	Business Voicemail	x.xx
	Total Monthly Business Class Phone Charges	x.xx
NON-RECURRING CHARGES		
1/10	Relocate Outlet	x.xx
	Total Non-Recurring Charges	x.xx
TAXES AND FEES		
	Sales Tax	x.xx
	Cable Franchise Fee	x.xx
	Cable PSC Fee	x.xx
	Cable FCC Fee	x.xx
	Business Class Phone State Sales Tax	x.xx
	Business Class Phone Federal Universal Service Fund	x.xx
	Business Class Phone State Excise Tax	x.xx
	Total Taxes and Fees	x.xx
TOTAL AMOUNT DUE		\$x.xx
<i>Credits are indicated on invoice by "CR."</i>		

Business Class Phone does not include back-up power and should there be a power outage, Business Class Phone, including the ability to access 911 services, will not be available. Additional charges apply for taxes, fees, Directory Assistance, Operator Services and calls to International locations. Offer valid for business customers in Business Class Phone serviceable areas.

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