

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

Sample Account Summary

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

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		
1/1 - 1/30	Broadband High-Speed Data	x.xx
Total Monthly Data Charges		x.xx
Monthly Business Class Phone Charges		
1/1 - 1/30	Business Class Phone Monthly Charge	x.xx
	Business Class Phone 2 Product Bundle Discount	x.xx CR
	Service Term Discount - 2Year	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

The **Current Monthly Charges** section includes recurring monthly fees, discounts and usage charges for Time Warner Cable Business Class services, such as Broadband High-Speed Data and Business Class Phone.

For Business Class Phone customers, 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.

To view the usage detail for your account, please visit:
<http://bcphone.twcbc.com>

Instructions on viewing and understanding your phone usage detail can be found in the customer service section of www.twcbc.com/Albany.

The **Taxes and Fees** section lists government mandated taxes and fees. These vary by state and municipality.

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

For further information or questions please call your Time Warner Cable Business Class customer service representative at 1-866-448-9222.

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. Modems with battery backup power available.

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