

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.

PRIOR MONTH HISTORY	
12/13	Balance Last Statement X.XX
	TOTAL PRIOR MONTH HISTORY.....X.XX
CURRENT MONTHLY CHARGES	
Monthly Data Charges	
04/01-04/30	Broadband High Speed Data..... X.XX
	TOTAL MONTHLY DATA CHARGESX.XX
Monthly Voice Charges	
04/01-04/30	Business Class Phone Service..... X.XX
04/01-04/30	Service Term Discount - 2yr..... X.XXCR
04/01-04/30	Business Class Phone Bundle Discount..... X.XXCR
04/01-04/30	Business Voice Mail..... X.XX
04/01-04/30	Directory Assistance X.XX
04/01-04/30	Operator Assistance X.XX
04/01-04/30	International Calling..... X.XX
	TOTAL MONTHLY VOICE CHARGES.....X.XX
Monthly Video Charges	
04/01-04/30	Broadcast Tier..... X.XX
04/01-04/30	Cable Tier..... X.XX
04/01-04/30	Commercial Additional..... X.XX
	TOTAL MONTHLY VIDEO CHARGES.....X.XX
NON-RECURRING CHARGES	
04/15	Relocate Outlet..... X.XX
	TOTAL NON-RECURRING CHARGES.....X.XX
TAXES AND FEES	
	Cable Franchise Fee X.XX
	Cable PEG Fee X.XX
	Cable FCC Fee..... X.XX
	Phone Sales Tax X.XX
	Phone State Telcom Excise Tax..... X.XX
	Phone NYS Gross Receipts Tax..... X.XX
	Phone Local Gross Receipts X.XX
	Phone Universal Service Fund..... 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 twcbc.com/Bufalo.

The **Taxes and Fees** section lists government mandated taxes and fees. These vary by 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 local Time Warner Cable Business Class customer service representative at 1.800.504.3497.

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.