

## 2015 Retail Price Notification

All prices exclude applicable franchise fees, regulatory fees and taxes.

Please note this is not a rate increase. Annually, TWC provides customers a summary of TWC's service retail rates. If you are currently receiving a promotional discount for any of the services listed, the promotional rate will remain in effect for the duration of your promotional period.

### TV SERVICES AND PACKAGES

Starter TV <sup>1</sup>	\$20.95
In Gladstone, MO	\$15.94
Essential TV <sup>2</sup>	\$49.99
(includes Starter TV and selection of 40+ cable networks)	
Standard TV	\$66.99
(includes Starter TV)	
Preferred TV	\$88.99
(includes Starter TV, Standard TV, Variety Pass)	
Variety Pass	\$12.00
(with Subscription to Standard TV)	
Variety Pass	\$22.00
(with Subscription only to Starter TV)	
Variety Pass Plus	\$5.95
HD Pass	\$6.95
TWC Sports Pass	\$5.95
TWC Movie Pass	\$7.99
TV en Español	\$7.95
Preferred TV en Español	\$88.99
(includes Starter TV, Standard TV, TV en Español)	
Family Choice <sup>3</sup>	\$12.99
Broadcast TV Surcharge	\$2.25
Sports Programming Surcharge	\$2.75

<sup>1</sup> Subscription to Starter TV is required for all TV Packages.

<sup>2</sup> Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

<sup>3</sup> Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

### PREMIUM SERVICES

HBO®	\$16.99
Showtime®	\$15.99
The Movie Channel™	\$15.99
STARZ®	\$15.99
Cinemax®	\$15.99
EPIX®	\$9.99
Encore Pass	\$6.99

### ADULT PREMIUM SERVICES

Playboy TV	\$17.95
Penthouse	\$12.99
Hustler	\$12.99
VIVID	\$12.99
TEN	\$12.99
REAL	\$12.99
Manhandle	\$12.99
Adult 3-Pack	\$24.99

### INTERNATIONAL PREMIUMS

Arabic (ART)	\$15.00
Filipino (TFC)	\$15.00
French (TV5MONDE)	\$10.00
Hindi (TV Asia)	\$15.00
(Zee TV)	\$15.00
(South Asian Package- TV Asia & Zee TV)	\$25.00
(Hindi Star Pass - STAR India PLUS, STAR India GOLD, Life OK & APB News)	\$19.99
Italian (Rai Italia)	\$15.00
Russian (RTN)	\$15.00

### SEASONAL SPORTS SERVICES

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
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### ON DEMAND & PAY-PER-VIEW

On Demand	Varies
(New Releases & Classic Movies, Adult & Special Events)	
Pay-Per-View (Special Events, Adult Blocks)	Varies
Disney On Demand	\$3.99
Disney Family Movies On Demand	\$4.99
Here TV On Demand	\$6.95
Too Much For TV On Demand	\$14.99

### INTERNET

Standard Internet	\$57.99
Basic Internet	\$47.99
Everyday Low Price Internet	\$14.99
Turbo Upgrade <sup>4</sup>	\$10.00
Extreme Upgrade <sup>4</sup>	\$20.00
Ultimate Upgrade <sup>4</sup>	\$50.00
Home WiFi	\$7.99

<sup>4</sup> Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

### HOME PHONE

Home Phone National	\$49.95
Home Phone State	\$39.95
Home Phone Local	\$29.95
Second Line National Option <sup>5</sup>	\$29.95
Second Line State Option <sup>6</sup>	\$24.95
Second Line Local Option <sup>7</sup>	\$19.95
International OnePrice® Plan <sup>8</sup> (additional)	\$19.95
Global Penny Phone Plan (additional)	\$2.95
Voicemail Service (per phone number)	\$3.95
Private Listing (per phone number)	\$4.20

<sup>5</sup> Requires primary Home Phone Nationwide line.

<sup>6</sup> Requires primary Home Phone State line.

<sup>7</sup> Requires primary Home Phone line.

<sup>8</sup> Subscription to Home Phone with TV and/or Internet is required.

### EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box and Remote Package	\$10.25
(includes Set-Top Box, Remote and The Guide)	
Digital, HD, DVR or HD-DVR Set-Top A/O and Remote Package	\$11.75
(includes Set-Top Box, Remote, The Guide and Additional Outlet Service Fee)	
DVR Service Fee (per DVR)	\$12.99
Enhanced DVR (per DVR)	\$15.99
Whole House DVR or Enhanced Whole House DVR Service (per WH-DVR)	\$19.99
CableCARD™ (each)	\$2.50
Digital Adapter and Remote	\$2.75
Additional Outlet (A/O) Service Fee	\$1.50
(For 2nd and each additional Set-Top Box or CableCARD™)	
Internet Modem Lease	\$5.99

### INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	\$49.99
Internet Installation	\$49.99
Home Phone Installation	\$49.99
Additional Outlet at Time of Installation	\$19.99
WH-DVR Installation	\$50.00
Easy Connect Shipping Charge	\$9.99
Home WiFi Installation	\$50.00
Trip Charge <sup>9</sup>	\$39.99
Custom Work Hourly Service Charge	\$50.00

<sup>9</sup> Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

**OTHER SERVICE CHARGES**

Addressable Change of Service Fee	\$4.00
Agent Assisted Payment	\$5.00
Agent Assisted PPV Order	\$5.00
Call-Log Copy (beyond 3 months)	\$5.00
Late Payment Fee	\$7.50
Returned Payment Fee	\$30.00
Service Restore Fee	\$5.00
Statement Copy	\$5.00
Telephone Number Transfer Charge <sup>10</sup>	\$14.95
Telephone Number Change Fee	\$25.00
Transfer Fee	\$19.99

<sup>10</sup>Home Phone customers transferring existing phone numbers are subject to a one-time \$14.95 telephone number transfer charge and subject to current provider's ability to release the telephone number.

**UNRETURNED/LOST/DAMAGED EQUIPMENT**

CableCARD™	\$56.00
HD DTA	\$75.00
HD-DVR	\$258.00
HD Set-Top Box	\$175.00
Home Networking Device/Wireless Modem	\$106.00
Home Networking Device/Wireless Router	\$23.00
Home Security Router	\$23.00
Home Security Touchscreen	\$420.00
HSD Modem/Cable Modem	\$65.00
Power Adapter	\$10.00
Remote Control	\$4.00
Tuning Adapter	\$143.00
Voice Modem/Residential eMTA	\$134.00

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at [http://help.twcable.com/html/twc\\_sub\\_agreement.html](http://help.twcable.com/html/twc_sub_agreement.html). Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2015 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

**FOR TWC STORE LOCATIONS, PLEASE VISIT [TWC.COM/STORES](http://TWC.COM/STORES)**