

TIME WARNER CABLE'S GUIDE TO USING CUSTOMER-OWNED EQUIPMENT WITH CABLE SERVICES

Extra steps may be required for all cable TV features to work with the cable-compatible equipment present in your home or business. This guide provides information about when cable TV is compatible with your equipment and how to use your cable service. If you do not find your particular situation described in this guide, please call the number on your billing statement or visit our website. We will work with you to determine the cable setup appropriate for your needs.

Time Warner Cable provides cable services exclusively in digital formats in your area. Some of our cable services are encrypted and require equipment from us to view, while others are made available "in-the-clear" and can be viewed on certain TVs and other devices without the need for additional equipment. To view a given programming offering, you must subscribe to the appropriate package and have the necessary equipment.

"In The Clear" Cable Services

Much of the digital cable programming that we provide is encrypted and can only be viewed using digital cable ready equipment, such as a digital cable set-top box, a digital adapter, or a CableCARD-equipped Unidirectional Digital Cable Product ("UDCP"). However, because digital cable services provided as part of the Basic Service Tier (including local broadcast television stations' standard definition ("SD") and high definition ("HD") signals) are transmitted in the clear, they may be viewed using digital TVs and other devices that include a QAM tuner (also known as "ClearQAM" devices) directly connected to the cable TV system. (In addition, other digital services that we provide to your location may be provided in the clear. Please contact us if you would like additional information on this topic.) Refer to the manual for your digital TV or other television reception device to determine whether it includes a QAM tuner and, if so, how to utilize your device to access these in-the-clear digital services.

PLEASE NOTE: Occasionally it is necessary for us to make adjustments to the way that our programming services are organized on our physical plant. For customers with digital cable set-top boxes, this is a seamless process. However, a customer using a ClearQAM device connected directly to our cable TV service may not be able to continue viewing certain in-the-clear channels until accessing the settings menu on his or her device and performing a new channel scan. If you lose access to certain services on a ClearQAM device or cannot access all of the in-the-clear services available, we recommend consulting the manual that came with your ClearQAM device or contacting the manufacturer directly.

Encrypted Cable Services

We encrypt most of our programming to assure that services are delivered only to authorized subscribers. To access encrypted programming to which you subscribe, you will need a set-top box or CableCARD provided by Time Warner Cable regardless of

whether your TV, VCR or other device is capable of receiving unencrypted channels or is “cable ready.”

Any UDCP equipped with a Time Warner Cable-provided CableCARD will allow you to access our one-way cable TV offerings, but due to device limitations, UDCPs (and other one-way CableCARD-compatible devices) cannot access our “two-way” cable services, such as the electronic program guide, Pay-Per-View, Video on Demand, or StartOver™ (customers will be able to access these two-way services using digital set-top boxes available from Time Warner Cable). UDCPs (and other one-way CableCARD-compatible devices) also cannot access switched digital video (“SDV”) services without a Tuning Adapter provided by Time Warner Cable. The Tuning Adapter is designed to work in conjunction with compatible devices to allow you to receive programming delivered using SDV technology (but not our other interactive features, such as the Electronic Programming Guide and Video On Demand). For more information, please visit <http://www.timewarnercable.com/tuningadapter>. (If you are a business customer, please contact your account consultant directly for additional information).

PLEASE NOTE: We are the only authorized provider of any CableCARD or other type of equipment capable of decrypting the digital cable content that we provide (i.e. TWC-provided digital equipment). The use of any other equipment on our cable system obtained from a third party that is not authorized by us is illegal and is subject to criminal prosecution pursuant to 47 U.S.C. § 553.

Special Equipment/Compatibility

When you use TWC-provided equipment, you may not be able to use some features on your TV or VCR. For example, you may not be able to use display features (such as picture-in-picture and channel review), use a VCR to record one program while viewing another, or use a VCR to record consecutive programs on different channels. We may be able to provide you with special equipment, available for lease upon request, to enable you to use these features. A bypass switch may enable you to simultaneously record and view different programs, consecutively record programming on different channels, and use picture-in-picture. If such equipment is purchased or leased from us, a custom installation fee and/or a monthly fee may apply. This equipment may also be purchased from local retail outlets. Please call us for details.

As new technologies and services become available, additional compatibility challenges requiring other special equipment may arise. We are committed to helping you get the most out of your cable television service. Please feel free to contact us to discuss the cable setup appropriate for your needs.

Parental Lockout Devices

If you find any of the channels you receive to be objectionable, you can arrange for the installation of a device or program a device you may already have, to restrict the viewability of such channels. Additionally, if you can see images or hear sound from

encrypted channels that you do not subscribe to, you may request that those channels be blocked. Please contact us for details.

Compatible Remote Controls

Some universal remote controls may be used in place of the ones we provide. The following is a representative list of compatible universal remotes currently available from retail stores.

Brand	Model
Logitech Harmony	915-000099
	915-000143
	915-000148
	915-000159
	915-000162
One For All	URC-9960
Philips	SRT9320
RCA	RCRP05BR
	RCU900
Sony	RM-VLZ620
Universal Remote Control	MX-500
	R50

Although currently compatible with our equipment, these remote controls may not be functional should we change the technology we offer. Most universal remotes manufactured since 2001 for sale in the U.S. should be compatible with the digital set-top boxes we deploy, but if you have questions about the compatibility of a specific remote with our service, please call us.

Maintenance Outages

Our technicians must periodically test and occasionally repair our cable equipment throughout the cable system. Cable repair may cause a temporary loss of cable service to an entire neighborhood or service area known as a “maintenance outage.” If your cable is not working properly, contact Customer Service. If a maintenance outage is affecting your area, you will be informed when you call. If the problem is not being caused by maintenance, we will determine the source of the problem and will restore your service as quickly as possible.

Guide to Inside Wiring (Residential Only)

If you are a residential cable-television subscriber, you have some options regarding the wiring located within your premises used to provide your cable service. (Business customers with wiring-related questions should contact us directly for additional information.) “Inside wiring” (also referred to as “home wiring”) consists of the cable that runs from your TV set(s) to a demarcation point, which for residential customers is located approximately twelve inches outside of your dwelling unit. It includes extra

outlets, splitters, connections and fittings or wall plates attached to the wire, but does not include devices such as digital set-top boxes, CableCARDS, A/B switches, parental lockout devices, and security devices.

Pursuant to FCC regulations, residential customers have the option to acquire the inside wiring within their dwelling unit upon termination of cable service. Prior to termination of cable service, we allow our residential customers to remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of their dwelling unit so long as such actions do not interfere with our ability to meet FCC technical standards or to provide services to you or your neighbors. For example, you may not attach any device or equipment to your inside wiring in a way that impairs the integrity of the local cable system (such as by creating signal leakage) or that may cause a violation of government regulations. Furthermore, you may not attach devices or equipment to the wiring that results in degradation of signal quality to you or your neighbors.

If you are a residential customer and would like us to remove, replace, rearrange or maintain the wiring inside your premises, you can choose to pay our regular hourly service charge on a per-visit basis. Residential customers also may be able to purchase our optional line protection plan for a small monthly fee. This optional program covers most but not all inside-wiring problems. It does not cover, for example, damage to inside wiring caused by you or any third party should you attempt to undertake your own removal, replacement, rearrangement, repair, extension or maintenance of that wiring. Furthermore, we are not responsible for problems relating to the operation of customer-owned electronics equipment, which may be connected to inside wiring. We are, however, responsible for problems relating to any equipment leased from us unless caused by tampering, neglect or abuse.

PLEASE NOTE: Installation and service call appointments are scheduled in advance. If we cannot meet a scheduled commitment, we will attempt to notify you and reschedule the appointment for a convenient time.

You also have the option of removing, repairing, rearranging or maintaining the inside wiring yourself or of hiring an outside contractor to do the work. It is important that only high quality wiring materials be used and that these materials be properly installed in order to avoid signal leakage and to maintain signal quality in compliance with FCC technical regulations. If you choose to install, replace or repair your own wiring or to hire a third party contractor to do it for you, we will be happy to furnish the necessary wiring and connectors at cost that will meet required technical standards or to provide you with a list of technical specifications for the equipment should you choose to purchase it elsewhere.

PLEASE NOTE: In the event that improper installation by anyone other than Time Warner Cable or the use of improper materials causes signal degradation and/or leakage, you may be responsible for the cost of rectifying the problem. Additionally, we may be required under federal law to terminate your cable service until the problem can be remedied.