



Important information for all Time Warner Cable customers.

Starting on or about November 6, 2014, Time Warner Cable will start encrypting StarterTV on your cable system. If you have a Set-Top Box, Digital Adapter (DA), or a retail CableCARD™ device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving Starter TV on any TV without equipment supplied by Time Warner Cable, you will lose the ability to view any channels on that TV.

If you are affected, you should contact Time Warner Cable to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary depending on your situation.

If you are a Starter TV customer and receive the service on your TV without Time Warner Cable supplied equipment, you are entitled to up to two devices for two years (five years if you also receive Medicaid). If you subscribe to a higher level of service and receive Starter TV on a secondary TV without Time Warner Cable supplied equipment, you are entitled to one device for one year.

As a valued TWC customer you are entitled to receive additional free Digital Adapters to cover any affected TV. Encryption will begin on or about November 6, 2014; please call or visit our website before then to order the DAs you need to fit your home.

You can learn more about this equipment offer and eligibility at twc.com/digitaladapter or by calling 1-844-688-4262. To qualify for any equipment at no additional charge or service fee, you must request the equipment between October 5, 2014 and May 1, 2015 and satisfy all other eligibility requirements.