

# Time Warner Cable Digital Phone E911 Services

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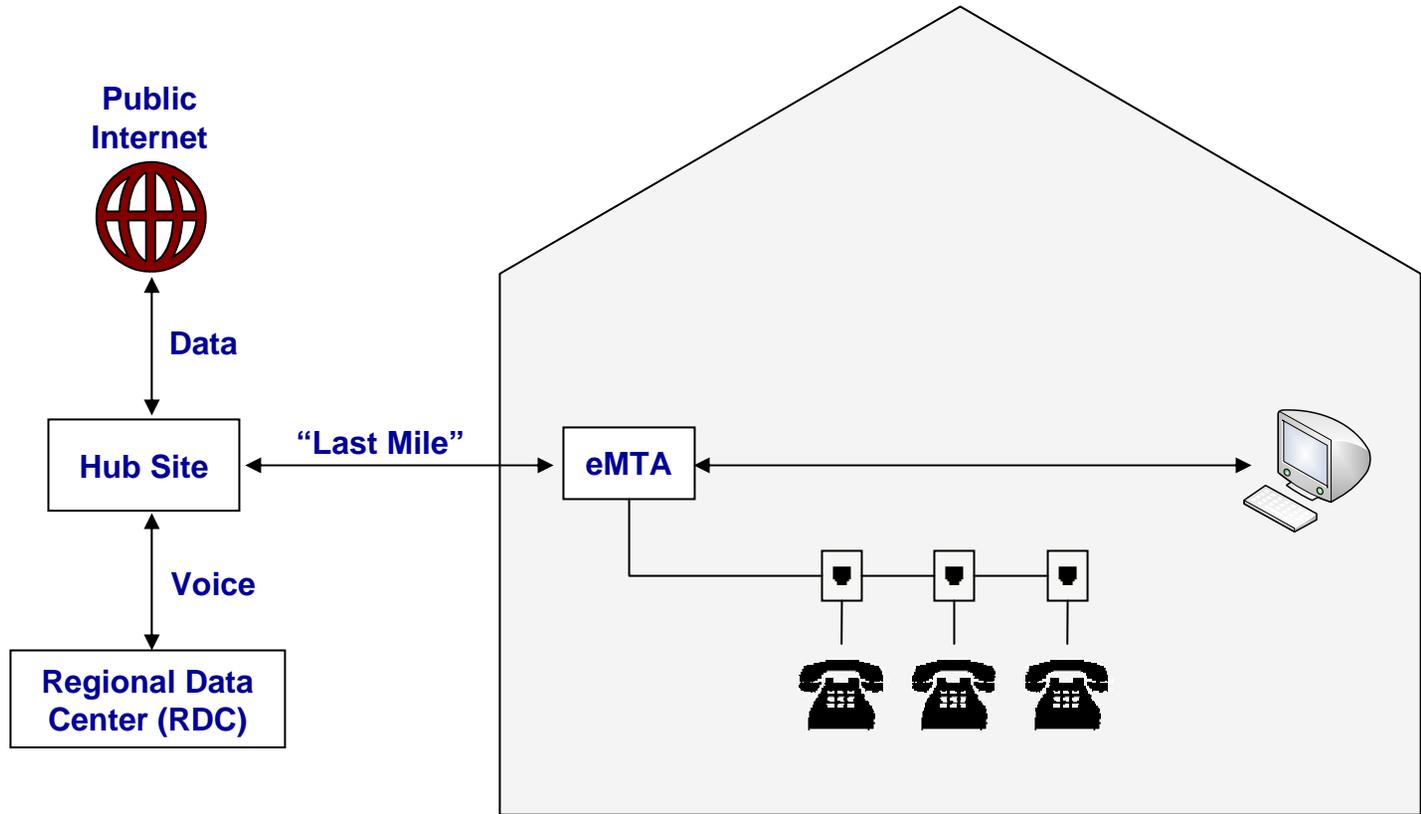
July 11, 2005

# TWC Digital Phone: Product & Launch Summary

- **Includes unlimited calling within U.S., Canada; Caller ID; Call Waiting; Whole Home Wiring; E-911; Starting at \$39.95**
    - International calling, OS/DA offered at competitive rates
  - **PSTN connectivity provided through CLEC relationships**
  - **Static VoIP-based service**
  - **Battery backed up modems provided**
  - **Area codes assigned in accordance with existing rate centers**
  - **Does not travel over the public Internet**
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- **May 2003 Launch in Portland, ME**
  - **Launched in 31 markets at YE 2004**
  - **200,000 + customers at YE 2004**
  - **365,000 + customers at end of Q1 2005**
  - **Currently 500,000+ customers, with 1 million expected by YE 2005**

# TWC Digital Phone

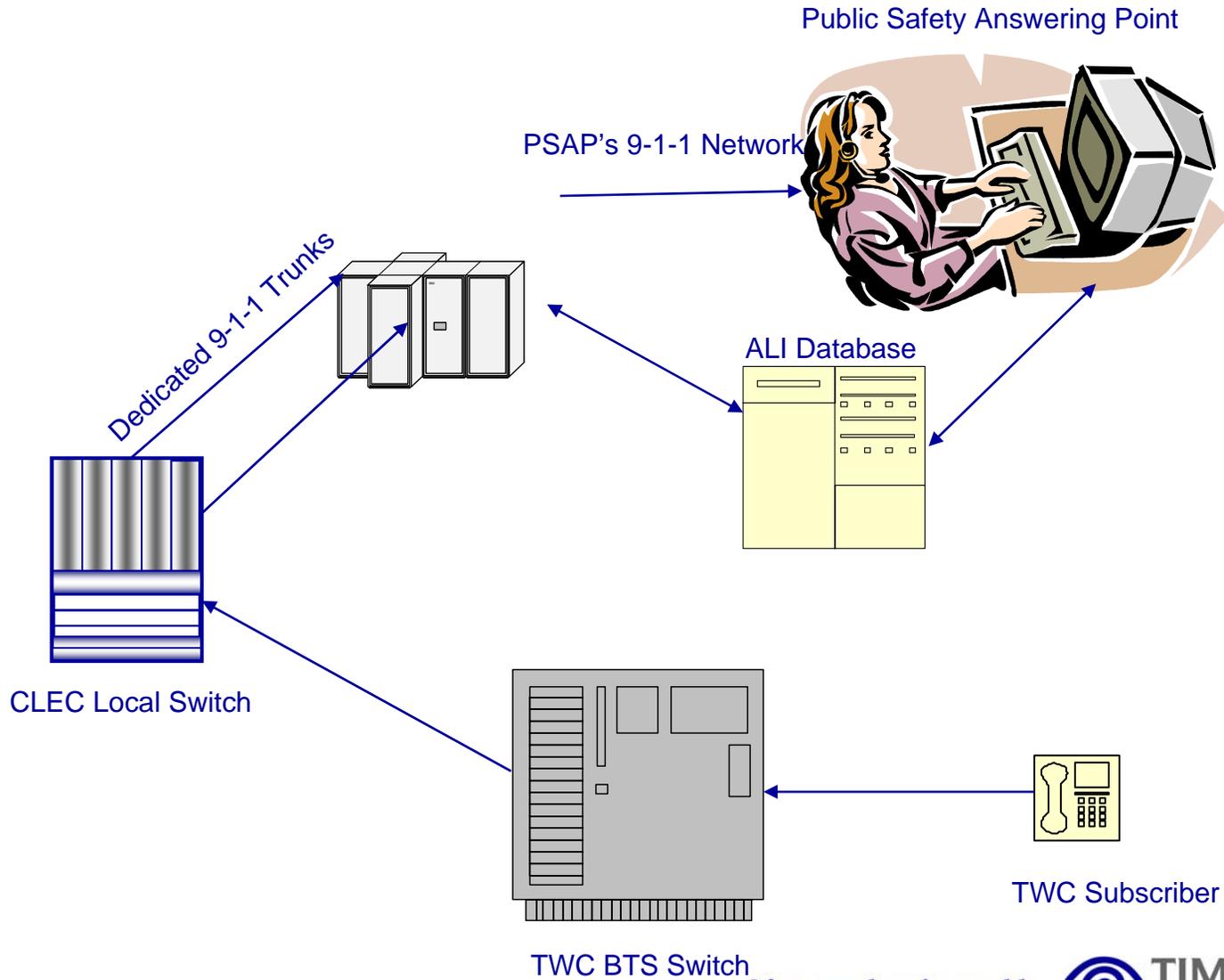
## Service Configuration



# TWC Digital Phone E911 Services Since 2002

- **Interconnection to ILEC 9-1-1 Selective Router with dedicated 9-1-1 trunks, through CLEC relationship**
  - Call routes directly to PSAP's 9-1-1 network
  - Call arrives with ANI and ALI
  - Call delivers with CLEC's NENA ID
- **PSAP Testing/Certification**
- **PSAP Relationships**
- **Fee Remittance**

# E9-1-1 Architecture



DIGITAL PHONE

HIGH-SPEED ONLINE

CABLE

# TWC Digital Phone: Current E911 Disclosures

- **Powering Disclosure**

- Included on all marketing materials; all sales calls (telephone, in-home, online); web materials; Subscription Agreement; Welcome Kit

- **Disclosure Regarding Relocating the Modem**

- Included in Subscription Agreement; Welcome Kit