



P.O. Box 630068
Irving, TX 75063

April 12, 2007

**IMPORTANT INFORMATION ABOUT
YOUR TELEPHONE SERVICE.
PLEASE READ IMMEDIATELY!**

Para traducción en español, favor de llamar
Call 1-877-305-8954

DISCONTINUANCE OF TRADITIONAL TELEPHONE SERVICE

Thank you for being a valued Time Warner Cable customer. This letter is to inform you that Time Warner Cable is embarking upon a change to its telephone service offerings and plans to stop offering in your area the specific local telephone service to which you currently subscribe. This means that your current local Time Warner Cable local telephone service will be discontinued on or immediately after June 19, 2007.

You continue to have a choice for local telephone service, and you are free to choose your new provider of service. As a subscriber to Time Warner Cable's existing telephone service, however, you have the opportunity to be among the first in the Dallas area to experience the simplicity, convenience and value of our new and improved residential home phone service, **Digital Phone**. With Digital Phone service, you won't have to worry about complicated calling plans or calling rates that fluctuate based on the time of day you call. You'll enjoy unlimited calling from home for one low monthly price. And unlimited really means unlimited—you'll have the freedom to call anyone, anytime, anywhere throughout Texas, the U.S., Canada and Puerto Rico, and the monthly price won't change.

Be one of the first to switch and enjoy all these benefits:

- Keep your same phone number
- Caller ID, Call Waiting, Speed Dial, Call Forwarding and more **at no extra charge**
- **Free and easy installation** - works with existing phones and jacks and you don't have to purchase any new equipment
- 30-day **money-back guarantee**
- No long-term contracts
- Compatibility with phone-based security systems, including ADT alarm systems
- **Enhanced 9-1-1**—with E9-1-1, your home address and telephone number are automatically sent to your local dispatcher if you call 9-1-1



SPECIAL OFFER

To thank you for being a loyal customer of our current telephone service, we are offering you Digital Phone service for just \$19.95 per month for the 1st three months*, with free installation. But hurry, this special introductory offer ends on June 19, 2007. The switch for you is simple—you don't have to purchase any equipment or even change your number; just choose one of the following two great Digital Phone plans:

- **Digital Phone Unlimited**—Unlimited calling to anyone, anywhere, anytime in Texas, the U.S., Canada and Puerto Rico for **\$19.95 per month for the first three months*** (regularly as low as **\$39.95** per month). Installation is free.
- **Unlimited Texas Calling (In-State)**—Unlimited calling to anyone, anywhere, anytime in Texas for **\$19.95 per month for the first three months*** (regularly as low as **\$29.95** per month). Installation is free.

We are confident you'll agree that Digital Phone is a simple and easy solution to your local, in-state and long distance calling needs. To prove it, **your installation is absolutely free** for whichever plan you choose. You'll have the added convenience of

receiving one bill for Road Runner High Speed Online, Cable and Digital Phone service. And, of course, it's from Time Warner Cable—a company you can count on. **Make the easy switch to Digital Phone service today** and start enjoying unlimited calling!

You may transfer your current service to the Digital Phone service today by calling Time Warner Cable toll free at **1-877-305-8954**. If you do so, you will receive **Digital Phone** for **\$19.95 for the first three months*** and will have installation provided at no extra charge.

In addition, you have the option of purchasing local telephone service from other service providers in your area. Regardless of your choice, **we urge you to act quickly to transfer your service to Digital Phone or to select a new service provider in order to retain your current telephone number.**

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20054, and include in your comments a reference to the § 63.71 Application of (carrier's name). Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

CONVERTING YOUR LOCAL AND LONG DISTANCE TELEPHONE SERVICE

If you wish to select Time Warner Cable Digital Phone service, you can call our customer service representatives at **1-877-305-8954**. Please follow these simple steps to convert your local telephone service to another provider:

1. Select a local provider from your local telephone book, which should contain a list of local providers in your area. If you make no choice, your service will be disconnected on or about June 19, 2007.
2. Select the long distance provider of your choice.
3. Call your new service provider to:
 - Request local telephone service.
 - Choose a new long distance service provider.
 - Get the installation date when your new service will be active.
4. Call Time Warner Cable at 1-877-305-8954 to complete your service conversion. Our Customer Service professionals will help you:
 - Complete a Disconnect Order
 - Review your final Time Warner Cable local telephone service bill. Any deposits or credits will be returned to you within 30 days of your final disconnection.

TAKE ACTION NOW

Please take immediate action to convert your local telephone service to a provider of your choice. **If you do not transfer your service to Time Warner Cable's Digital Phone or to a new service provider by June 19, 2007, your service will be terminated and you may not be able to retain your current telephone number.** Please take action now to avoid interruption in your service.

If you have questions, please call Time Warner Cable Customer Service at **1-877-305-8954**.

Sincerely,

Time Warner Cable
North Texas Division

*Offer ends June 19, 2007. \$19.95 offer applies to either Digital Home Phone Unlimited plan or Unlimited Texas (In-State) plan for the first three months. Regular pricing applies after three-month promotional period. Offer valid only for current residential Time Warner Phone (Switch Circuit) customers who switch to new Digital Home Phone service. \$39.95 (Unlimited) & \$29.95 (Texas In-State) Digital Home Phone service monthly rates are based on bundled discounting for customers subscribing to Standard Cable or above and Road Runner High Speed Online. 30 day money back guarantee includes monthly recurring phone charges only. Digital Phone does not include back-up power and, as in the case with an electric-powered home cordless phone, should there be a power outage, Digital Phone, including the ability to access 9-1-1 services, will not be available. Digital Phone is available to residential customers in upgraded Time Warner Cable serviceable areas only. Additional charges apply for taxes, fees, Directory Assistance, Operator Services, out of state calls (for Texas In-State plan customers) and calls to International locations (excluding Canada for Unlimited plan customers.) Prices subject to change. All services may not be immediately available in all areas. Some restrictions apply. Subscription to Cable, Road Runner and/or Digital Phone and related add-on products is subject to credit verification and approval. ©2007 Time Warner Cable, Inc. All Rights Reserved.

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