

Dear Customer,

Enclosed you will find a form, which will enable you to assume responsibility for or update the name on the existing Time Warner Cable account. Please fill out the applicable sections on the attached Account Transfer Form.

Please note the following:

- The form and **all necessary documentation must be returned** to the company within 7-10 days to help avoid possible delinquency charges.
- Any outstanding balance **MUST** be paid prior to the "Account Transfer" taking place.
- You will become liable for all cable equipment and services associated with the existing account.
- You will receive a billing statement with your name and/or **new** account number, within 30 days of the "Account Transfer" taking effect (*may not apply to name changes*).
- There will be a one time \$25.00 converter deposit charge placed onto your first statement.
The \$25.00 charge is not applicable if the name change is needed due to marriage, divorce, or death. Please include copies of any marriage, or divorce documentation, if this is the reason for the change of name on the account.
- **Road Runner** customers will receive a new e-mail address once the 'Name Change/Account Transfer' is completed.
- Price Lock Guarantees are not transferable. New account must be established.
- A recent copy of a local telephone or utility bill statement in your name **MUST** be included as proof of residence.
- **If visiting a payment center a valid form of photo identification (e.g. Driver's License, passport) MUST be available for the process to be completed.**
- Please complete all of the applicable sections on the form, and retain a copy for your records.

If you require any further clarification, please feel free to contact our Customer Service Department (available 24 hours) at 718-358-0900.

Sincerely,
Time Warner Cable

NYC Payment Center Locations				
Southern Manhattan	Northern Manhattan	Queens Center Mall	Jamaica, Queens	Brooklyn
46A East 23rd Street New York, NY 10010	5120 Broadway New York, NY 10034	90-15 Queens Boulevard Elmhurst, NY 11373	133-19 Atlantic Avenue Jamaica, NY 11418	769 5th Avenue Brooklyn, NY 11232

ANY OUTSTANDING BALANCE MUST BE PAID BEFORE THE ACCOUNT TRANSFER CAN TAKE PLACE

Make sure to mail all necessary documentation along with this form to the address indicated at the bottom of this form.

Select one: ☐ Name Change or ☒ Account Transfer

If Name change, please fill out sections 1 to 3 **and** include proof of marriage, divorce, or other documentation to verify your name change.

If Account Transfer to a new tenant, please fill out sections 1 to 5 **and** include proof of residence.

Section 1

I, Nikita Bernstein, am requesting that my Cable account (8150100041290809)

[Current Customer]

[Account Number]

be transferred to Anton Bernstein Effective date: immediate

[New Customer/Name Change]

Road Runner customers will receive a new e-mail address once the "Name Change/Account Transfer" is completed.

If enrolled in Recurring PayXpress, please remember to cancel this option.

Section 2: CURRENT CUSTOMER

I, Current Customer, hereby understand and agree that I will remain liable for any outstanding balance on the account up to the effective date of the account transfer. I further understand that the \$25.00 equipment deposit on my account, if applicable, will be transferred to the New Customer. I agree to deliver the cable equipment listed below to the New Customer.

***Please note:** If the account has High-Speed Internet services, the Current Customer must back up their email before the effective date of the transfer or risk losing all email information.

X _____
[Current Customer Signature]

Section 3: Please confirm service address

Address: 348 W47th St.

City, State Manhattan, NY

Home # 609.462.6715

APT # 5A

ZIP Code 10036-3143

Alternate # 609.439.7498

Section 4: Choice of services (check where applicable)

Keep existing services? ☒ YES ☐ NO

Please add the following services:

VIDEO	HIGH-SPEED DATA	DIGITAL PHONE
Converter/Service: <input type="checkbox"/> Digital Video Recorder <input type="checkbox"/> High Definition Converter Premiums: <input type="checkbox"/> HBO <input type="checkbox"/> Cinemax <input type="checkbox"/> Showtime <input type="checkbox"/> TMC <input type="checkbox"/> Starz <input type="checkbox"/> Encore	<input type="checkbox"/> Earthlink <input type="checkbox"/> LocalNet (Hudson Valley Only) <input type="checkbox"/> NY Connect (NYC & Staten Island Only) <input type="checkbox"/> Road Runner	<input type="checkbox"/> Time Warner Cable Digital Phone () - Current Telephone Number if Porting

Section 5: NEW CUSTOMER

A \$25.00 equipment deposit will be billed to the New Customer unless the Current Customer transfers deposit to the account.

For your account security, please establish a 4 digit pin. This will be required to obtain account information and make changes to the account. 2 2 5 4

My signature on this form indicates that I have received and agreed to the terms of the Time Warner Cable Residential Services Subscriber Agreement, separately provided to me by Time Warner Cable, or otherwise available at [HTTP://HELP.TWCABLE.COM/HTML/TWC_SUB_AGREEMENT.HTML](http://HELP.TWCABLE.COM/HTML/TWC_SUB_AGREEMENT.HTML), including Section 14 of the Time Warner Cable Residential Services Subscriber Agreement, which provides that the parties desire to resolve disputes relating to those agreements through arbitration. I acknowledge that by agreeing to arbitration, I am giving up various rights, including the right to a trial by jury. The terms of the Time Warner Cable Residential Services Subscriber Agreement, including the sections specified herein, are incorporated into this form by reference as if set out in full herein. **NY CUSTOMERS:** Credits may apply for video service outages of four (4) continuous hours or more, provided customer reports such outages within ninety (90) days from the date of the outage. **NJ CUSTOMERS:** Credits may apply for reported video service outages of three (3) continuous hours or more.

I have read and understand the terms and conditions of the Cable Service Agreement listed below and will abide by all the provisions described in the Agreement. Current Customer has delivered to me the cable equipment listed below and I hereby accept it and acknowledge that it is in working condition. I take full responsibility for the equipment and any balance on the account owed after the effective date of transfer.

X _____
[New customer signature]

NOTICE RELATING TO 911 SERVICES: The Digital Phone voice-enabled cable modem is electrically powered and, in the event of a power outage or Time Warner Cable network failure, Enhanced 9-1-1 services will not be available. The Digital Phone terms of service prohibit moving the voice-enabled cable modem to a new address. If you do so, Enhanced 9-1-1 services will not operate properly as emergency operators will be unable to accurately identify the caller's address in an emergency. If you would like to establish service at a new address you must call Time Warner Cable.

INITIALS: My initials on this form indicates that I have read, understood and acknowledge the above 9-1-1 notice.

[Initials]

FOR OFFICE USE ONLY

Effective Date of Transfer / /

Existing Converters/Cable Modems
