



## E-SIGN CONSENT

PLEASE PRINT AND RETAIN A COPY OF THIS CONSENT FOR YOUR RECORDS.

1. Scope of Consent. You agree that Time Warner Cable (“TWC”) may provide you with the following categories of records in electronic form only instead of providing a paper copy to you:

- (a) Your monthly TWC bill statement; and
- (b) All notices, disclosures, documents and other information that TWC is required by applicable law to provide or make available to you in writing relating to your TWC account. This would include, but not be limited to, any required legal notices regarding: TWC’s subscriber privacy policy, changes in rates and services, or variances from month to month in the amount of any recurring consumer electronic fund transfer payment to TWC that you have authorized.

The records described above (“Statements and Notices”) may be provided to you electronically by such means as TWC shall determine in its discretion, including: e-mail (or a link set forth in an e-mail), online posting at an online location designated by TWC, or via TWC’s electronic bill presentment and payment website (“Service”).

2. Withdrawal of Consent. Your consent to receive the Statements and Notices in electronic form only will apply for as long as you are a subscriber of TWC unless you properly withdraw your consent. You can withdraw your consent at any time, and at no cost to you, by electing to resume paper delivery of your monthly TWC bill statement. You may elect to resume paper statement delivery by selecting paper statement delivery via the Service or by calling the customer service phone number on your TWC bill statement. If you elect to resume paper delivery of your TWC bill statement, such change will become effective during TWC’s next billing cycle for your statement.

3. Paper Copies. If you wish to obtain a paper copy of any Statement or Notice provided to you electronically pursuant to this consent, you may do so by printing it yourself or by calling the customer service phone number on your TWC bill statement to request a paper copy. TWC may charge you a reasonable service charge for the delivery of paper copies of any Statements and/or Notices so long as we disclose our then current service charge to you at the time of your request for a paper copy. We reserve the right, but assume no obligation, to provide a paper (instead of electronic) copy of any Statements and/or Notices that you have authorized us to provide electronically pursuant to this consent.

4. Your E-Mail Address. In order to ensure that TWC is able to contact you electronically, you must update your e-mail address information in our records immediately upon any change. You can update your e-mail address through the Service.



5. Minimum Technical Requirements. To electronically access and retain the Statements and Notices, you will need to have a personal computer and operating system software that will support operation of the following software requirements:

**Web browsers:**

Internet Explorer 6.0 or higher; or

Firefox 2.0 or higher.

Browser must have JavaScript and cookies enabled

**Other software:**

Adobe Reader 7.0.8 or higher

In addition, your computer must have Internet connectivity and you must maintain a working e-mail account that enables you to receive, view and print or store e-mail messages. In order to retain the Statements and Notices provided to you electronically pursuant to this consent, your personal computer will also need to have the capability to save and store the Statements and Notices or you will need a working printer properly connected to your computer.