

# It's About Time.

We get it. We know how you feel about cable companies. We've seen where Time Warner Cable falls on customer satisfaction surveys and we know the "cable guy" jokes by heart.

We hear you loud and clear. We also know that your video, phone and Internet services are critical to your daily lives and deserve our highest investment and very best effort.

So we've made some changes to get better. Changes that we hope add up to more respect for your time, more value for your money and the kind of experience you expect from a leading entertainment and technology company. Changes like:

- **No More Waiting Around** - We're offering one-hour arrival windows. They're available days, nights and weekends.
- **The End of Long Hold Times** - We're answering your calls faster than ever before but if you have to wait, you can schedule an appointment to be called back on your schedule.
- **Quick Service Response** - If you lose service, we are committed to coming to your home same day or within 24 hours.
- **No Need to Call** - With our My TWC® App, you can pay your bill, online chat with us, check on your equipment performance and find WiFi hotspots around town.
- **Better Products** - We're delivering improved products: Faster Internet speeds, more HD and On Demand programming, and local and cable channels streaming to all the devices in your home. We're also investing in our overall system infrastructure to give you more service stability and fewer outages.

And this is just the start - we've got more coming soon. We know winning your trust and respect takes time. Our team of 55,000 dedicated employees is committed to giving you the experience you deserve.

Some of you have seen a difference already. We're grateful for everyone who has thanked TWC technicians and customer service reps and said good things about the changes you've experienced.

We know we still have a long way to go and we're determined to deliver even more amazing things to you in the future. For more on our commitment, go to [www.twc.com/service](http://www.twc.com/service).

