



IN PARTNERSHIP WITH
Playmor Bernardo Homeowners Association

INTRODUCES....

BULK DIGITAL CABLE

Time Warner Cable in partnership with Playmor Bernardo Homeowners Association would like to announce the coming of bulk digital cable with HBO and Showtime services exclusively for the homeowners of Playmor Bernardo. Effective September 1, 2010, the bulk digital cable package will include the following:

Bulk Digital Cable Package:

- Basic and Expanded Channels
- Digital HBO Multiplexes (11 digital HBO chls)
- Digital SHO Multiplexes (12 digital Showtime chls)
- Navigator Guide
- Digital Music Choice
- Free On Demand
- Access to Movies On Demand
- One (1) Digital or Standard High Definition converter is included in the package



FREQUENTLY ASKED QUESTIONS (FAQ)

1) **How will I be billed for the bulk digital cable services and my separate TWC services?**

Just as you are now, TWC will continue to bill the Association at the new bulk digital rate. The Association will bill the homeowner for the bulk digital cable services on their monthly HOA assessment billing, just as you are now. Any services a homeowner subscribes to outside of the bulk digital cable package, will be billed to the individual homeowner by TWC at regular retail rates. To ensure you are getting the full benefits of your new digital package, please make sure you have installed at least one (1) digital or one (1) standard HD converter box in your home prior to the effective date of September 1st.

2) **How will my billing be converted to the new bulk digital cable package?**

Each homeowner needs to ensure that they have installed at least one (1) digital or one (1) standard HD converter. TWC will handle all billing conversion. Homeowners do not need to take any additional action in regards to converting over their individual billing. TWC will convert each homeowner's individual accounts to reflect the new bulk digital cable package and apply the discounts accordingly.

3) **In order to get the new bulk digital package, do I need to have a converter?**

Yes. In order to receive all the services included in the new bulk digital cable package, a digital or standard HD converter is required. Any television that DOES NOT have a converter box will not receive the bulk digital package. Those TV's without a converter box will continue to receive the same level of bulk services you have now.

4) **I already have a digital or standard HD converter. What do I need to do?**

Those homeowners that already have at least one (1) digital or (1) standard HD converter do not need to take any additional action, as TWC will automatically convert the billing to reflect the new bulk digital cable package.

5) **If I have multiple converters in my home, will I be charged for the new bulk services on these additional TV's?**

No. The new bulk services will be mirrored on all additional TV's that have any type of converter box at no additional charge. Any services above and beyond the bulk package will be charged to the homeowner at prevailing retail rates, as well as all additional converters.

6) **I do not have a converter. Where can I pick up a converter box?**

TWC has several Customer Service Centers located across the city. You may visit any of the locations noted below.

San Diego

8949 Ware Court
San Diego, CA 92121
Monday - Saturday 9am-6pm

Clairemont

3051 Clairemont Drive
San Diego, CA 92121
Open Weekdays 9am-6pm
Saturday 10am-2pm

Coronado

1110 Orange, Avenue
Coronado, CA 92118
Open Weekdays 8am-7pm

7) **I am not able to install the converter myself. What should I do?**

It is recommended that homeowners go to local TWC Customer Service centers to pick up the digital or standard HD converter and install it themselves. There will be those homeowners that are unable to install the converter themselves. For these homeowners, TWC will schedule an appointment to have one (1) digital or standard HD converter installed at no charge to the homeowner. Simply contact our customer service department at 866-202-4222 to schedule an appointment. The homeowners are responsible for all service charges until September 1st.

8) **I will be out of town. Can I pick up my digital or standard HD converter now?**

The new bulk digital cable package will not be effective until September 1st. Homeowners may go to any TWC Customer Service center to pick up the digital or standard HD converter or schedule an appointment to have one installed. However, there will be standard service charges associated with the converter until the contract's effective date of September 1st. Homeowners are responsible for any converter service charges until September 1st, at which time TWC will convert the billing to reflect the new bulk digital cable package. At that time the homeowner will no longer see the charge for one (1) digital or standard HD converter on their individual account.



FREQUENTLY ASKED QUESTIONS (FAQ) continued...

9) **I am out of town. How do I get my digital converter?**

If you are unable to acquire your box prior to the contract start date, you may do so when it is convenient for you. However, TWC will not be able to convert a homeowner's billing to the new package, unless they have at least one (1) digital or standard HD converter assigned to their account. Please note, you will not receive the new programming until a box is installed. You will be billed by your association for the new rate even if you have not acquired your box. We strongly recommend that you acquire your box as soon as possible. If a homeowner is away and would like to authorize someone to pick-up or have the converter delivered to their home, normal TWC Customer Service policies would apply. Contact Customer Service at 866-202-4222 for further details.

10) **I just subscribed to a digital package with TWC that includes what is now part of the new bulk digital package. Can I be credited for these services?**

The new bulk digital cable package will go into effect September 1st. Any services or charges a homeowner accrues prior to September 1st is the responsibility of each individual homeowner. Effective September 1st TWC will convert over the billing to reflect the new bulk digital cable package and apply the discounts accordingly. Any services that a homeowner currently subscribes to *that will be part of the new bulk digital cable package* will be removed effective September 1st from the homeowners' individual TWC billing. TWC will bill the Association for the services under the new bulk discounted rate. The Association will bill the homeowner along with their HOA assessments. Any remaining services will continue to be billed by TWC directly to the homeowner at regular retail rates.

11) **Can I select a DVR or HD-DVR converter rather than a digital or standard HD converter as part of my bulk digital cable package?**

No. Only (1) digital or (1) standard HD converter box is included in the bulk digital cable package. Any other type of converter will be charged at standard retail rates to the individual customer. If the homeowner chooses additional converters, they may be any quantity, model or type as the homeowner is responsible for those extra charges and will be billed accordingly.

12) **I have thoroughly read all the Q & A information regarding the bulk digital transition, but I still have questions. Who can I contact?**

TWC has compiled this list of frequently asked "Questions & Answers (Q & A)" in an effort to help make this transition as smooth as possible. After thoroughly reading all the provided information, you still have questions, concerns or are unclear about any information provided in this flier, you may contact the TWC customer service department at 866-202-4222. Customer support is available 24 hours a day / 7 days a week.