IN PARTNERSHIP WITH

UC San Diego (ARCH Housing)

BULK DIGITAL CABLE & STANDARD INTERNET SERVICES

Time Warner Cable, in partnership with UC San Diego (ARCH Housing), would like to announce the addition of bulk digital cable with HBO, and bulk Time Warner Cable (TWC) Standard High Speed Internet Services including a wireless gateway/cable modem and home Wi-Fi. This is an exclusive offer for the residents of UCSD Grad Student Housing at Mesa, Coast, Rita Atkinson, and One Miramar. Packages include the following:

**Bulk Digital Cable Package:**
- Starter and Standard TV Channels
- HBO
- One (1) Digital Adapter is included in the package
- Basic Installation is included

**Bulk TWC High Speed Internet Services Package:**
- TWC Standard Internet Services
- One (1) Wireless Gateway/Cable Modem
- Home Wi-Fi via the wireless gateway modem, with Extreme Internet Service (50Mb/5Mb)
- Basic Installation is included

**Optional Equipment & Extras**
(All optional service rates are subject to market changes and will be direct billed to resident monthly)
- Digital, HD, DVR or HD-DVR Set-Top Box and Remote Package ---- $11.75
  (Includes Set-Top Box, Remote and The Guide)
- DVR Service Fee (per DVR) ------------------------------ $12.99
- Enhanced DVR (per DVR) -------------------------------- $15.99
- Enhanced Whole House DVR Service (per WH-DVR) --------- $19.99
- Digital Adapter and Remote ------------------------------- $3.25

**Optional Internet Upgrades** (all optional services will be direct billed to resident)
- **Extreme** (Standard Service)------------------------------ (UCSD Included)
  o Download speed up to 50Mbps, Upload speed up to 5Mbps
- **Ultimate 100** ----------------------------------------- $10.00 additional
  o Download speed up to 100Mbps, Upload speed up to 10Mbps
- **Ultimate 200** ---------------------------------------- $20.00 additional
  o Download speed up to 200Mbps, Upload speed up to 20Mbps
- **Ultimate 300** ---------------------------------------- $50.00 additional
  o Download speed up to 300Mbps, Upload speed up to 20Mbps
FREQUENTLY ASKED QUESTIONS (FAQ)

1) **What information do I need to register for the UCSD Bulk Internet/Cable program?**
   Only one of the primary residents will need to register with Time Warner, providing their full name, apartment number, street address, and current phone number. Please call 1.800.964.2783 to schedule your installation appointment.
   
   **NOTE:** Rita Atkinson Residents your address is: 9450 Gilman Dr. **RAR (Apt #) CMN**, San Diego, CA 92092

2) **Where do I find information on programming my TWC equipment?**
   [https://www.timewarnercable.com/en/support/equipment-manuals.html](https://www.timewarnercable.com/en/support/equipment-manuals.html) and select your equipment or use the TWC Virtual Assistant.

3) **When will the UCSD Res-Net service at Coast Apartments be discontinued, requiring me to use TWC?**
   Previously provided UCSD Res-Net Internet service was discontinued as of August 1, 2016. All future service(s) will be provided by Time Warner Cable.
4) **TWC TV® -- Your World Is Always On**

Enjoy live TV and On Demand shows on the free TWC TV® app and on your computer – included with your TV service. A TWC ID is required.

To begin registration, open a web browser and go to https://myservices.timewarnercable.com and click the Register here link. Once at the “Register for a TWC ID” page, enter the zip code of the service address, and the phone number used to open the TWC account.

Once you set up your account and have received your statement, on the first page of the statement, upper right corner, just below their 16 digit account number, is their 4 digit Customer Code. Note: Unless the user has received at least one statement, they will not have their customer code as yet.

For further instructions watch our YouTube video - “How-to video: Registering for a TWC ID at Home - Time Warner Cable”. (https://www.youtube.com/watch?v=a-VrO8-su80)
5) **How will I be billed for the bulk digital cable and bulk Internet services and my separate TWC services?**

Just as you are now, if you are currently a TWC customer. TWC will bill Owner (UCSD) at the new bulk digital and bulk Internet rate. Any services a resident subscribes to outside of the bulk digital cable and bulk Internet package will be billed to the individual resident by TWC at regular retail rates. To ensure you are getting the full benefits of your new digital cable and Internet package, please make sure you have installed at least one (1) digital adapter and one (1) Internet wireless cable modem in your home after the effective date of July 1, 2016.

6) **In order to get the new bulk Internet package, do I need to have a cable modem?**

Yes. In order to receive all the services included in the new bulk Internet package, a cable modem is required.

7) **In order to get the new bulk digital cable package, do I need to have an adapter?**

Yes. In order to receive the services included in the new bulk digital cable package, a digital adapter is required. Any television that DOES NOT have an adapter will not receive the bulk digital video package.

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

Those residents that already have at least one (1) digital adapter (or any type of converter) do not need to take any additional action, as TWC will automatically convert the billing to reflect the new bulk digital cable package services. Note that you will receive all services under the new bulk cable package on any type of converter, but only a digital adapter is included (at no charge) in this package in order to receive Star/Standard TV channels and HBO.

9) **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 resident at prevailing retail rates, as well as all additional adapters or converters.

10) **I already have TWC Internet service. What do I need to do?**

Those residents that already have Time Warner Cable Internet service do not need to take any additional action, as TWC will automatically convert the billing to reflect the new bulk Internet package.

11) **I do not have an adapter or 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.

<table>
<thead>
<tr>
<th>San Diego</th>
<th>Clairemont</th>
<th>Coronado</th>
</tr>
</thead>
<tbody>
<tr>
<td>8949 Ware Court</td>
<td>3051 Clairemont Drive</td>
<td>1110 Orange, Avenue</td>
</tr>
<tr>
<td>San Diego, CA 92121</td>
<td>San Diego, CA 92121</td>
<td>Coronado, CA 92118</td>
</tr>
<tr>
<td>Monday - Saturday 9am-6pm</td>
<td>Open Weekdays 9am-6pm</td>
<td>Open Weekdays 9am-6pm</td>
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<tr>
<td></td>
<td>Saturday 10am-2pm</td>
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12) **I am not able to install the digital adapter and/or cable Internet modem myself. What should I do?**

It is recommended that residents go to local TWC Customer Service centers to pick up the digital adapter and/or cable modem and install it themselves. There will be those residents who choose not to install the digital adapter and/or modem themselves. For these residents, TWC will schedule an appointment to have one (1) digital adapter and/or one (1) cable modem installed at no charge to the resident. Simply contact our customer service department at 800-964-2783 to schedule an appointment.

**NOTE:** Residents may be responsible for an installation charge for any additional or optional equipment.

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**Actual speeds may vary. Not available in all areas. Some restrictions may apply.** TWC WiFi® is available to residential Time Warner Cable Internet customers except those on Basic, Lite, Every Day Low Price or Essentials service tiers[, and all Time Warner Cable Business Class Internet customers]. Coverage is not available in all areas. Subject to change without notice. Some restrictions apply. To receive all services, Preferred TV, remote and lease of a Set-Top Box are required. As a condition of service, you may be required to have equipment for every TV in your home. Some services are not available to CableCARD™ customers. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Some restrictions apply. DVR service is an optional service available for an incremental charge.

TWC TV® requires Starter TV or higher, Roku LT, 2 or 3, iPad or iPhone with iOS 6.0, Kindle Fire HD/HDX, Xbox 360®, Samsung Smart TV (2012 and 2013 models) and/or Android 2.3 and WiFi connection. TWC authorized modem required for in home viewing and minimum 1.5 Mbps connection recommended for out of home viewing. Some functions require compatible Set-Top Box or DVR. Programming is subject to availability in your area and the video package to which you subscribe. Not all equipment supports all services. Additional charges apply for surcharges, taxes, fees, Directory Assistance, Operator Services and International calls outside of the calling area. Home 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, Home Phone, including the ability to access 9-1-1 services, may not be available. Subject to change without notice. Some restrictions apply.