Be Protected.

Sign up for the Equipment Protection Program by contacting Time Warner Cable within 30 days of original purchase of your mobile broadband device.

1.866.280.8336
timewarnercable.com/mobile

Coverage limitations and exclusions apply. See the program terms available at www.timewarnercable.com/equipmentprotection for full details.

Equipment Protection Program is not available for California residents.

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EQUIPMENT PROTECTION PROGRAM

Protecting your new mobile device.

Time Warner Cable®

Protection from loss, theft or damage.

The Equipment Protection Program is a service provided to subscribers of Time Warner Cable's ("TWC") mobile products and services. Asurion Insurance Services, Inc., Asurion in New York, ("Asurion") is the agent and provides claims servicing under this program. Old Republic Insurance Company is the underwriter of the insurance.

Why protect your mobile broadband device?

Increased mobility means increased opportunity for loss, theft or damage to your device, which warranties do not usually cover. Your device may be covered under the manufacturer's warranty for mechanical and/or electrical failures only. Time Warner Cable has arranged for its customers to have access to the Equipment Protection Program. The protection program gives you the freedom of mobility with the peace of mind that you can quickly and easily replace your mobile broadband device at a cost less than full price.

Just $3.99 per month, you're covered if your device malfunctions or experiences electrical issues after the manufacturer's warranty expires, or if it is lost, stolen or damaged—even with liquid. The monthly premium is paid to the underwriter, Old Republic Insurance Company, and includes the administrative fees payable to Asurion.

You are not required to enroll in the protection program in order to activate service with Time Warner Cable. You may already have coverage through homeowner's insurance or other means (your Time Warner Cable representative is not qualified to evaluate your existing insurance coverage). Time Warner Cable will submit for approval your request for enrollment into the Equipment Protection Program. Approval is at the sole discretion of Old Republic Insurance Company. If approved, coverage is retroactive to the time the request was submitted. Monthly billing will immediately follow your request for enrollment and verification that your service and account status are active.

PROGRAM DETAILS

Replacement devices.

- Asurion may fulfill claims with new or remanufactured devices.
- Our goal is to fulfill claims with the device you claim. If this is not possible, a device of like, kind and quality will be substituted. Remanufactured devices may have minor cosmetic flaws.
- A replacement device is typically shipped within 24 hours with no additional shipping charges.*

Covered incidents.

Loss; theft; accidental, physical or liquid damage; and mechanical and/or electrical failure after the manufacturer's warranty period has expired.

Cancellation policy.

You may cancel your optional coverage at any time and receive a prorated refund of your unearned monthly premium.

Covered equipment.

Please visit www.techclaim.com/timewarnercable for a detailed list of eligible devices, or call 1.866.280.8336. To be eligible, your device must be purchased from Time Warner Cable.

*Next-day delivery not available in all areas.

EQUIPMENT PROTECTION PROGRAM AT A GLANCE.

MONTHLY PREMIUM	$3.99 per month, per device
DEDUCTIBLE* The devices listed include past and current models. If you do not see your wireless device listed and for a complete list of wireless devices with deductible amounts, please visit: www.techclaim.com/timewarnercable or call 1.866.280.8336. *Additional charges may apply for COD.	Non-refundable deductible per approved claim: $30 for select devices including Motorola w100, Time Warner Cable LC5, Sierra Wireless 250U, and Franklin CMU 300 or U301 $75 for select devices including Sierra Wireless W801 or IG2
CLAIM MAXIMUM	2 claims within any consecutive 12 months with a maximum replacement value of $500 per claim

CLAIM DETAILS

To file a claim, you must:

- Be an authorized user on the account.
- Report the claim within 30 days of the incident.
- Provide proof of ownership and/or government issued ID, if requested.

What information is required to file a claim?

When filing a claim, you will need the following:

- Model and MAC ID of the device you are claiming (the MAC ID can be found on your Time Warner Cable bill statement, device, package, or proof-of-purchase).
- Proof-of-purchase.

How do I file a claim?

Filing a claim is simple and easy.

- If your mobile broadband device is lost or stolen, call Time Warner Cable immediately to suspend service and prevent unauthorized usage.
- Visit www.techclaim.com/timewarnercable to file a claim.
- To file a claim by phone, call Asurion customer care at 1.866.280.8336.[1]

Online Claims reconnect fast.

- Quick, easy and convenient.
- Takes as little as 10 minutes to complete.
- Usually next business day delivery.[2]
- Receive claim status and package tracking emails.

[1]Asurion customer care center hours of operation are 7a.m.-midnight, central time, 7 days a week. Note: Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim or an application containing any false, incomplete or misleading information is guilty of insurance fraud. In Florida, such conduct is a felony of the third degree. There is no cash payment or reimbursement provided to the insured. This program covers only the mobile broadband devices that are assigned to the Time Warner Cable account at the time of loss. The premium is subject to change upon reasonable notice to the insured, in accordance with state law. All claims must be authorized by Asurion. The mobile broadband device must be replaced by Asurion.

[2]Free shipping not available in all areas. Asurion is solely responsible for shipping of replacement devices. Please call 1-866-280-8336 with any shipping questions. Please review the Equipment Protection Program terms and conditions on www.techclaim.com/timewarnercable, including the binding arbitration provision, for the complete details of the insurance coverage.