

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 is a 16-digit code that can be found on your TWC bill statement, device, package or proof-of-purchase)

HOW DO I FILE A CLAIM?

Filing a claim is simple and easy.

- If your mobile 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 and initiate the claims process.
- To file a claim by phone, call Asurion customer care at 1.866.280.8336*.

Online Claims get reconnected fast!

www.techclaim.com/timewarnercable

- Quick, easy and convenient
- Typically takes less than 10 minutes
- Usually next business day delivery*
- Receive claim status and package tracking emails

*next-day delivery not available in all areas

*Asurion customer care center hours of operation are 7a.m.-midnight, central time M-F and 8a.m.-9p.m. central time S-S. The Equipment Protection program is underwritten by Old Republic Insurance Company. Note: Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim on 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.

TIME WARNER CABLE Equipment Protection Program

Protecting your

ROAD RUNNER MOBILE™

device from loss, theft or damage

Provided by:

asurion
Your Technology Protection Company

The Equipment Protection Program is a service provided to subscribers of Time Warner Cable's mobile products and services. Asurion Insurance Services, Inc., is the agent and provides claims servicing under this program.



Why protect your mobile device?

Increased mobility means increased opportunity for loss, theft or damage to your device, which warranties do not usually cover. Equipment Protection 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 breaks or is lost, stolen or damaged - even with liquid.

How do I sign up for equipment protection?

Contact Time Warner Cable within 30 days of original purchase of your mobile device.



Equipment Protection at a glance:

Premium:	\$3.99 per month
Deductible:	Non-refundable deductible per approved claim: \$30 for 4G devices; \$75 for 3G/4G devices
Claim Maximum:	2 claims in a 12-month period with an equipment maximum of \$500 per claim

Program details:

Replacement equipment:

- Asurion may fulfill claims with new or remanufactured equipment.
- Our goal is to fulfill claims with the device you claim. If this is not possible, a like-kind make and model will be substituted.
- A replacement device is typically shipped within 24 hours with no additional shipping charges.*

Covered incidents:

- Loss, theft, physical and liquid damage

Cancellation policy:

- You may cancel your coverage at any time and receive a prorated refund of your unused premium.

Covered equipment:

- Mobile devices purchased from Time Warner Cable can be covered under this program. Please visit www.techclaim.com/timewarnercable for a detailed list of eligible devices or call 1.866.280.8336.

*certain restrictions apply.

Complete terms and conditions are available for review at www.techclaim.com/timewarnercable.