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 TWCBC 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 Business Class 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***.

*Asurion customer care center hours of operation are 7a.m.-midnight (CST), M-F. 8a.m.-9p.m. (CST), Sat. and Sun.

ONLINE CLAIMS RECONNECT FAST

- 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

FOR MORE INFORMATION:

- To find complete information on the Equipment Protection Program, including Terms and Conditions and product details, please visit: **www.techclaim.com/timewarnercable**.

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 Business Class 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.

asurion
Your Technology Protection Company

Equipment Protection Program

Protecting your
TIME WARNER CABLE BUSINESS CLASS
device from loss, theft or damage

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

TIME WARNER CABLE
Business Class®
You first. The technology follows.™

Why protect your mobile 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 Business Class 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 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.

How do I sign up for the Equipment Protection Program?

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

You are not required to enroll in the protection program in order to activate service with Time Warner Cable Business Class. You may already have coverage through homeowner's insurance or other means (your Time Warner Cable Business Class representative is not qualified to evaluate your existing insurance coverage).

Time Warner Cable Business Class 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.

Equipment Protection Program at a glance:

Monthly Premium:	$3.99 per month, per device
Deductible*: NOTE: 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.	Non-refundable deductible per approved claim: $30 for 4G devices $75 for 3G/4G devices (Franklin CMU-300 & Franklin U301)
Claim Maximum:	2 claims in any consecutive 12 months with a maximum replacement value of $500 per claim.

*Additional charges may apply for COD.

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 and liquid damage and mechanical and/or electrical failure after the manufacturer's warranty period has expired.

Cancellation policy:

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

Covered equipment:

- Mobile broadband devices purchased from Time Warner Cable Business Class 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**.

* Free shipping not available in all areas

To file a claim, visit www.techclaim.com/timewarnercable

Please review the terms and conditions you received during enrollment into the Equipment Protection Program, including the binding arbitration provision, for the complete details of your insurance coverage.