



Memorandum

To: All Residents of 77 7th Avenue
From: Matthew Abisch, Account Executive
Subject: Time Warner Cable
Date: February 8, 2010

Please be advised that as of March 1st, 2010 Time Warner Cable is increasing their retail rates for Cable services. While we are on a bulk-rate discount plan, we do not have a fixed price for cable. The agreement we have with Time Warner is that we are guaranteed to save 22% off of the retail price of basic digital cable.

The retail rate was just raised to \$85.30, which means that your discounted rate will be raised to \$66.53. Inclusive of taxes and fees your total monthly bill from the Co-op will be raised to \$70.75.

Please note that, as before, the above rate (\$70.75) that you are billed by the building is for the basic digital package, which includes 1 cable box and 1 remote and the standard channels. Any additional boxes, remotes, channels and/or other ancillary services beyond this are your direct responsibility with Time Warner and you will be billed by them separately for this.

The above charges will be reflected starting with your March 1, 2010 maintenance bill. I have attached the increase notice from Time Warner for your review. **As you have been notified in the past, if you sign up for (or cancel) Time Warner cable service, you MUST notify building management so that we can invoice you accordingly.** Failure to timely notify us when you sign up with Time Warner will result in a large retroactive bill to you at the time of the following annual cable audit (the audit is done annually by Time Warner, normally in June/July).

Further to the above, because we have a bulk service contract for cable TV, residents are also entitled to discounted rates on Time Warner *Road Runner* Cable Internet service and/or Internet phone service (each are set up and billed to you directly by Time Warner). You DO NOT need to sign up for both cable and phone service to get this discount. You may contact Time Warner customer service at (212) 358-0900 to sign up, or if you



already have the service, to ensure that you are benefiting from this special discounted rate. You must reference the “quick-hits discount code” as follows: Road Runner Internet = “**J.C.**”; Internet Phone = “**J.B.**”.

Feel free to call with any questions or concerns (212) 484-3760.

Thank you