



BULK DIGITAL CABLE & STANDARD INTERNET SERVICES

Time Warner Cable (Spectrum), in partnership with UC San Diego (GFH 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 Graduate and Family 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)
- Download speed up to 50Mbps, Upload speed up to 5Mbps
- **Ultimate 100** ----- \$10.00 additional
- Download speed up to 100Mbps, Upload speed up to 10Mbps
- **Ultimate 200** ----- \$20.00 additional
- Download speed up to 200Mbps, Upload speed up to 20Mbps
- **Ultimate 300** ----- \$50.00 additional
- 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?

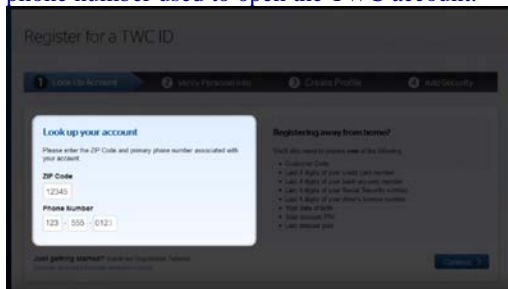
Only one of the primary residents will need to register with Time Warner, providing their full Name, apartment number, street address, and current phone number. Please call **1-800-964-2783** to schedule your installation appointment.

2. Where do I find information on programming my TWC equipment?

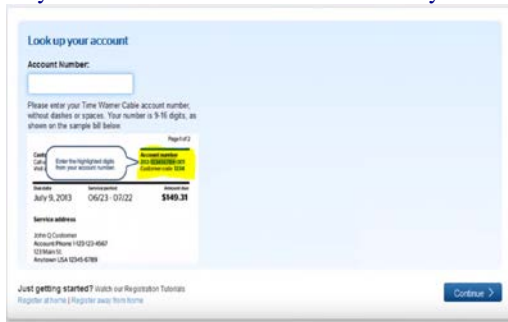
<https://www.timewarnercable.com/en/support/equipment-manuals.html> and select your equipment or use the TWC Virtual Assistant.

3. 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.



4. How will I be billed for the bulk digital cable and bulk Internet services and my separate TWC services?

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, please make sure you have installed at least one (1) digital adapter and one (1) Internet wireless cable modem in your home.

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

6. 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