



IN PARTNERSHIP WITH
PGA WEST Fairways Association

INTRODUCES....

BULK DIGITAL CABLE

Time Warner Cable in partnership with PGA West Fairways Association would like to announce the coming of bulk digital cable services exclusively for the homeowners of PGA WEST Fairways Association. Effective December 30, 2012, the bulk digital cable package will include the following:

Bulk Digital Cable Package:

- Basic and Expanded Tiers
- Digital HBO Multiplexes
- Digital SHO Multiplexes
- Digital Sports Pass Tier
- Navigator Guide
- Digital Music Choice
- Free On Demand
- Access to Movies On Demand
- One (1) Digital Standard or High Definition converter and One (1) Standard or HD DVR Box is included in the package (DVR Service Fee Not Included), or the resident may chose Two (2) Standard or HD digital converter boxes if they do not wish to have a DVR box.



FREQUENTLY ASKED QUESTIONS (FAQ)

1) **How will I be billed for the bulk digital cable services and my separate TWC services?**

Just as you are now, TWC will continue to bill the Association at the new bulk digital rate. The Association will bill the homeowner for the bulk digital cable services on their monthly HOA assessment billing, just as you are now. Any services a homeowner subscribes to outside of the bulk digital cable package, will be billed to the individual homeowner by TWC at regular retail rates. To ensure you are getting the full benefits of your new digital package on the effective date, we recommend that you have installed at least one (1) digital standard or one (1) HD converter box in your home prior to the effective date of December 30th. Please be aware that there may be charges associated with the early installation of the box if it is installed prior to the start date.

2) **How will my billing be converted to the new bulk digital cable package?**

Each homeowner needs to ensure that they have installed at least one (1) digital standard or one (1) HD converter. TWC will handle all billing conversion. Homeowners do not need to take any additional action in regards to converting over their individual billing. TWC will convert each homeowner's individual accounts to reflect the new bulk digital cable package and apply the discounts accordingly.

3) **In order to get the new bulk digital package, do I need to have a converter?**

Yes. In order to receive all the services included in the new bulk digital cable package, a digital standard or HD converter is required. Any television that DOES NOT have a converter box will not receive the full bulk digital package. Those TV's without a converter box will continue to receive the same level of bulk services you have now (Basic and Expanded tiers plus one channel of HBO).

4) **I already have a digital standard or HD converter. What do I need to do?**

Those homeowners that already have at least one (1) digital standard or (1) HD converter do not need to take any additional action, as TWC will automatically convert the billing to reflect the new bulk digital cable package.

5) **If I have multiple converters in my home, will I be charged for the new bulk services on these additional TV's?**

No. The new bulk services will be mirrored on all additional TV's that have any type of converter box at no additional charge. Any services above and beyond the bulk package will be charged to the homeowner at prevailing retail rates, as well as all additional converters.

6) **I do not have a converter. Where can I pick up a converter box?**

TWC has several Customer Service Centers located across the valley. You may visit any of the locations noted below.

Indio

81557 Dr Carreon Blvd #C-7

Indio, CA 92201

9am - 6pm Mon-Fri

Palm Desert

44425 Town Center Way #H

Palm Desert, CA 92260

9am - 6pm Mon-Fri & 10am - 2pm Sat

Palm Springs

440 El Cielo Road

Palm Springs, CA 92262

9am - 6pm Mon-Fri

7) **I am not able to install the converter myself. What should I do?**

It is recommended that homeowners go to local TWC Customer Service centers to pick up the digital standard or HD converter and install it themselves. There will be those homeowners that are unable to install the converter themselves. For these homeowners, TWC will install the converter box at no charge to the homeowner. Simply contact our customer service department at 760-340-2225 to schedule an appointment. The homeowners are responsible for all service charges until December 30th.

8) **I will be out of town. Can I pick up my digital standard or HD converter now?**

The new bulk digital cable package will not be effective until December 30th. Homeowners may go to any TWC Customer Service center to pick up the digital standard or HD converter or schedule an appointment to have one installed. However, there will be standard service charges associated with the converter until the contract's effective date of December 30th. Homeowners are responsible for any converter service charges until December 30th, at which time TWC will convert the billing to reflect the new bulk digital cable package. At that time the homeowner will no longer see the



charge for one (1) digital standard or HD converter on their individual account and one (1) standard or HD DVR box (or two standard or HD digital cable boxes if the resident does not elect to have a DVR box as their second box).

9) **I am out of town. How do I get my digital converter?**

If you are unable to acquire your box prior to the contract start date, you may do so when it is convenient for you. You will be billed by your association for the new rate even if you have not acquired your box. We strongly recommend that you acquire your box as soon as possible. If a homeowner is away and would like to authorize someone to pick-up or have the converter delivered to their home, normal TWC Customer Service policies would apply. Contact Customer Service at 760-340-2225 for further details.

10) **I just subscribed to a digital package with TWC that includes what is now part of the new bulk digital package. Can I be credited for these services?**

The new bulk digital cable package will go into effect December 30th. Any services or charges a homeowner accrues prior to December 30th is the responsibility of each individual homeowner. Effective December 30th TWC will convert over the billing to reflect the new bulk digital cable package and apply the discounts accordingly. Any services that a homeowner currently subscribes to **that will be part of the new bulk digital cable package** will be removed effective December 30th from the homeowners' individual TWC billing. TWC will bill the Association for the services under the new bulk discounted rate. The Association will bill the homeowner along with their HOA assessments. Any remaining services will continue to be billed by TWC directly to the homeowner at regular retail rates.

11) **I have thoroughly read all the Q & A information regarding the bulk digital transition, but I still have questions. Who can I contact?**

TWC has compiled this list of frequently asked "Questions & Answers (Q & A)" in an effort to help make this transition as smooth as possible. After thoroughly reading all the provided information, you still have questions, concerns or are unclear about any information provided in this flier, you may contact the TWC customer service department at 760-340-2225. Customer support is available 24 hours a day / 7 days a week.