

July 28, 2019
Invoice Number: 0397978072819
Account Number: **8150 23 001 0397978**
Security Code: **0192**
Service At: 30 3RD AVE STE 842
BROOKLYN NY 11217-2372

Contact Us

Visit us at spectrumbusiness.net
Or, call us at 1-877-227-8711

Summary Service from 07/28/19 through 08/27/19
details on following pages

Previous Balance	114.97
Payments Received	0.00
Past Due Balance - Due Now	\$114.97
Spectrum Business™ Internet	74.98
Spectrum Business™ Voice	39.99
One-Time Charges	1.72
Taxes, Fees and Charges	0.09
Current Charges Due By 08/14/19	\$116.78
Total Due	\$231.75

Your account is past due.

The past due amount is due now. Please pay the total past due amount to avoid further collection activity and interruption of service. If service is disconnected, you will need to pay your full past due amount, first month of service and a reconnection fee to resume service.



SPECTRUM BUSINESS NEWS

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum Business TV and Spectrum Business Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Business Voice are detailed in the Billing Information section.

Telecommunications Relay Service (TRS): The Federal Communications Commission (FCC) has adopted use of the 711 dialing code for access to Telecommunications Relay Services. (TRS) TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

For more information about the various types of TRS, see the FCC's consumer fact sheet at <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>. Please dial 711 to be connected to a TRS Center.

We continue to enhance our services, offer more of the best entertainment choices and deliver the best value. We are committed to offering you products and services we are sure you will enjoy.

Unreturned Equipment Information

Effective on or after 9/8/19 updated fees for Unreturned Equipment will apply. You will only see these charges on future bills if you have any equipment that you haven't returned.

- D3 and newer Modem models (wired and wireless) from \$39.99 to \$59.99
- Session Border Controllers from \$315.00 to \$325.00
- Ethernet Switches from \$123.00 to \$229.00
- Cisco IP Phones (2 Port) from \$40.00 to \$49.99

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BROOKLYN QUEENS LAND TRUST

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Total Due	\$231.75
Amount you are enclosing	\$

Please Remit Payment To:

TIME WARNER CABLE
PO BOX 742663
CINCINNATI OH 45274-2663



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8150 2300 NO RP 28 07292019 NNNYYNN 01 000198 0001

Charge Details

Previous Balance	114.97
Past Due Balance - Due Now	\$114.97

Payments received after 07/28/19 will appear on your next bill.

Service from 07/28/19 through 08/27/19

Spectrum Business™ Internet

Spectrum Business Internet Plus	69.99
Includes: Web Hosting, Cloud Backup, Security Suite and Public WiFi	
Spectrum Domain Name	0.00
Spectrum Vanity Email	0.00
Business WiFi	4.99
	\$74.98
Spectrum Business™ Internet Total	\$74.98

Spectrum Business™ Voice

Phone number (718) 963-7020	
Spectrum Business Voice	39.99
Voice Mail	0.00
	\$39.99

For additional call details,
 please visit spectrumbusiness.net.

Spectrum Business™ Voice Total **\$39.99**

One-Time Charges

Late Fee	07/28	1.72
One-Time Charges Total		\$1.72

Taxes, Fees and Charges

Franchise Fee	0.09
Taxes, Fees and Charges Total	\$0.09

Current Charges Due By 08/14/19 **\$116.78**
Total Due **\$231.75**

Messages continued from page 1

New Spectrum Store. On or about Thursday, August 8, 2019, a new Spectrum Store will open at 118 Flatbush Avenue, Brooklyn, NY 11217. The store hours will be Monday - Saturday 10:00AM - 8:00PM and Sunday 12:00PM - 5:00PM. Customers may visit the store to learn about Spectrum products, including our new Spectrum Mobile service, pay a bill and pick up or return equipment. Additional support is available at Spectrum.com/stores.

**Billing Information**

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Notice - Nonpayment of any portion of your TV, Internet or Phone service could result in disconnection of your Spectrum services.

Unresolved Inquiries - New York State Public Service Commission: www.dps.ny.gov/complaints, Phone 1-800-342-3377.

To calculate sales tax - 23.35% of the charge for Phone service is for interstate / international activity.

Continued on the next page....

Local Spectrum Store: 769 5th Ave, Brooklyn NY 11232 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat - 9:00am to 5:00pm or 531 86th St, Brooklyn NY 11209 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Your WAY can be the GREEN way!**GO GREEN with Spectrum Business.**

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to spectrumbusiness.net/payment.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

Payment Options

Pay Online - Visit us at spectrum.net/account to get started today! Your account number and security code are needed to register.

For questions or concerns, please call 1-877-227-8711.



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The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: MCTD 186E \$0.21, STATE AND LOCAL SALES TAX \$2.37. FEES AND CHARGES: E-911 FEE \$1.00, FEDERAL UNIVERSAL SERVICE FUND \$1.92, LOCAL TELECOM EXCISE TAX \$0.63, REGULATORY COST RECOVERY FEE \$0.40, STATE TELECOM EXCISE TAX \$0.91, STATE UNIVERSAL SERVICE FUND \$0.06.

Explanation of Fees Relating to Digital Phone Service – Federal Universal Service Fund. This charge is to recover the amount that telephone service providers must contribute to the Federal Universal Service Fund, which helps keep local phone rates affordable for all Americans.

Emergency 911 Charge - This charge is billed on behalf of your local community, which has asked you to pay a small charge each month to assist in providing for emergency 911 service in your community.

Regulatory Recovery Fee - The Service Provider recovery fees include regulatory programs/cost recovery, gross receipts, and other fees to defray the costs of complying with governmental regulations. They are not taxes and are subject to change.

Late Payment Fee – Amounts that are not paid when due will incur a late payment fee. The late payment fee will be the lesser of one and one-half percent (1.5%) per month or the highest rate chargeable by law.

NYC Complaint Procedures - If your concern has not been resolved to your satisfaction within 30 days, you may contact: New York City Department of Information Technology and Telecommunications (DoITT), 2 MetroTech Center, 4th Floor, Brooklyn, NY 11201. Phone: 311 or email: nyc.gov/complaint

We are a member of the Better Business Bureau of Metropolitan New York Customer Commitment Program - For customer inquiries log on to www.newyork.bbb.org. You have the right to file complaints about changes in cable services tier rates and cable programming services within 90 days of the change being reflected on your bill.

Telecommunications Device for the Deaf - New York Relay Service, 1-800-662-1220 - 24 Hours a day

Problems With Your Bill or Service - Send all billing and service correspondence to: Spectrum Business (formerly Time Warner Cable), Attn: Business Services Customer Care, 120 East 23rd Street, 8th Floor, New York, NY 10010

Online Account Details - For usage details, please visit spectrumbusiness.net. At this site, you will need to enter your login ID and password. If you have not received your login information, please contact your Phone Service Administrator.

Instructions on viewing and understanding your phone usage detail can be found in the Customer Service sections of spectrumbusiness.net

Complaint Procedures - You have 60 days from the billing date to register a complaint if you disagree with your charges.



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IMPORTANT INFORMATION ABOUT SPECTRUM VOICE® 911 SERVICES & BATTERY BACKUP

To help you quickly respond to emergencies, Spectrum provides emergency 911 services much like traditional telephone companies. Should you ever need to access emergency services – fire, police, or ambulance – just dial the familiar digits “9-1-1,” using your Spectrum Voice Service. Your call will be routed directly to a public-safety operator, who will dispatch the appropriate services. With Enhanced 911, emergency services will be able to quickly find you – your telephone number and address are electronically sent to the operator the moment your call goes through.

Spectrum provides Voice Service in your home using a Multimedia Terminal Adapter (MTA), or a telephone modem, that requires electrical power. Your Spectrum Voice Service equipment will not work in the event of a power outage unless you have a backup power source on your premises. An MTA may also accept a battery for use as a backup power source. For information on the MTA or telephone modem used in your home, please refer to the Spectrum website Spectrum.net/support/voice/phone-modems/. If you lose power to your MTA or telephone modem you will not be able to make or receive calls, including 911 calls, unless a battery-capable MTA is installed and a battery has been purchased and placed into the MTA.

Additionally, cordless telephones and other non-MTA equipment connected to the telephone line that require electricity to operate, such as telecommunications devices used to assist with disabilities, will not work without electric power and your MTA battery cannot be used to power these devices. Accordingly, to maintain power to telephone line devices other than the MTA, you must have batteries compatible with those devices that would allow them to function for a period of time without electricity to your residence.

You are responsible for providing and installing batteries for your cordless telephone and other telecommunications devices, and to ensure that they operate during a power outage. You can maximize your ability to make necessary calls during a power outage by not making unnecessary calls or by limiting the duration of any calls you make or receive. You are also responsible for the purchase of the MTA backup battery or replacement battery for which you will incur a one-time charge of \$60.00 for each battery ordered. If you would like information about your MTA or backup battery, including ordering an initial battery or extra batteries, costs, the MTA manufacturer or upgrading your MTA to a model that includes a slot for a backup battery, you should contact a Spectrum Representative at the toll free number listed on your bill. Alternatively, you can power your MTA using a commercially available uninterruptible power supply. You can contact Spectrum Customer Care for more information about an uninterruptible power supply.

Spectrum offers two backup battery options. They are designed only to power your MTA to enable calling, including 911 calling, for up to eight or twenty four hours of standby time and approximately five hours of talk time, in the event of a power outage – depending on the option you choose.

You are also responsible for monitoring the status of the backup battery and for ensuring that the battery is charging normally. If the MTA loses electric power the battery will need to be re-charged when power is re-established. If your location previously had Spectrum Voice Service with a backup battery you are still responsible for battery monitoring and replacement of the battery at your cost.

Battery Backup options are:

Battery Backup Options		
	8 Hour	24 Hour
One-Time Cost/Fee	\$60	\$60
Life Expectancy	6 - 10 years	5 years
Battery Status Light Conditions	1) If the status light is green and flashing, this means that the installed battery is operational 2) A steady green light represents a fully charged battery; this typically takes a few hours after initial power-up. 3) An amber light signifies that the battery will not hold a charge or cannot be charged. If the unit displays an amber light, the battery should be replaced. 4) If there is no light a battery may not be installed properly or the battery is running during a power outage.	1) If the status light is blue and flashing, this means that the installed battery is operational 2) A steady blue light represents a fully charged battery; this typically takes a few hours after initial power-up. 3) A red light signifies that the battery will not hold a charge or cannot be charged. If the unit displays a red light, the battery should be replaced. 4) If the battery LED shows solid blue “battery” text on your device, the battery may not be installed properly or the battery is running during a power outage.

The backup battery or extra batteries, can safely be stored within the following temperature range: -4°F to 140°F (-20°C to 60°C). Importantly, storage of backup batteries above 77°F (25°C) is not recommended and will significantly reduce the life of the battery.

Whenever commercial power or its equivalent is required to operate services or facilities provided by the Company at the customer's premises, the customer shall: furnish such power which shall be suitable for the purpose; provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe condition, and allow the Company access to the power supply, if necessary. In the event of a power failure, no allowance is made for interruption of service and the Company shall not be held liable for such an interruption of service. Nor shall the company be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet. Because you are responsible for monitoring and replacing your backup battery, the Company shall have no liability for failure of a backup battery to provide adequate power during a power outage.

Battery Warranty: If you purchase your battery from Spectrum and it is defective, Spectrum will replace it for up to one year from the date of purchase.
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