



NEW YORK STATE SENATOR

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## Time Warner to Offer Customers Free Phone Calls to Haiti.

ANTOINE M THOMPSON January 28, 2010



## **For Immediate Release**

### **FREE CALLS TO HAITI FOR TIME WARNER CABLE CUSTOMERS**

#### *Retroactive Program the Brainchild of Customer Service Supervisor*

(NEW YORK) - - Time Warner Cable (NYSE: TWC) today announced that all calls placed by its Digital Phone customers to the island of Haiti will be free through February, 2010. The program, which will be retroactive to January 12, 2010, was suggested by Customer Service Supervisor Gary Pullen. Calls to both landline and cellular telephones are included in this program.

Mr. Pullen, who is based in Colorado Springs, CO, said, "In the wake of the disaster in Haiti, I noticed a sharp uptick in customers who were worried about how much their phone bills would be as a result of trying to reach and console friends and family on the ground. I think it's important that we be there for our customers in their time of need."

Customers who are making calls to Haiti during the eligible period do not need to make any changes in order to take advantage of this program. The program will cover any Time Warner Cable Digital Phone subscriber. For customers who have received bills before the implementation of the program, Time Warner Cable will issue credits to their accounts, with no need to call a customer service representative. Time Warner Cable estimates that the program will provide \$200,000 worth of relief to affected customers. This program is for direct dial calls. Calls to operators or directory assistance will continue to be charged at the usual rate. Time Warner Cable Chief Operating Officer Landel Hobbs said, "My thoughts and prayers are with the people of Haiti as they struggle with this horrific natural disaster. I hope that this program removes a small measure of worry from our customers with friends and family in Haiti, who have plenty to worry about right now. I'm proud of Gary and all of our employees who are demonstrating empathy and caring for our customers with families and friends in Haiti. These efforts exemplify Time Warner Cable's efforts to be a true member of the communities we serve."

#### **About Time Warner Cable**

Time Warner Cable is the second-largest cable operator in the U.S., with technologically advanced, well-clustered systems located in five geographic areas — New York State (including New York City), the Carolinas, Ohio, southern California (including Los Angeles) and Texas. Time Warner Cable serves more than 14 million customers who subscribe to one or more of its video, high-speed data and voice services. Time Warner Cable Business Class offers a suite of phone, Internet, Ethernet and cable television services to businesses of all sizes. Time Warner Cable Media Sales, the advertising arm of Time Warner Cable, offers national, regional and local companies innovative advertising solutions that are targeted and affordable. More information about the services of Time Warner Cable is available at [www.timewarnercable.com](http://www.timewarnercable.com), [www.twcbc.com](http://www.twcbc.com) and [www.twcm mediasales.com](http://www.twcm mediasales.com).

