

November 7, 2013 Via Web Filing

Mr. Morris L. Woodruff, Executive Secretary Missouri Public Service Commission 200 Madison Street Suite 500 Jefferson City, MO 65102-0360

RE: Time Warner Cable Information Services (Missouri), LLC d/b/a Time Warner Cable Revision for P.S.C. Mo. No. 4 (Local)

Dear Mr. Woodruff:

Enclosed for filing please find the above referenced tariff filing submitted on behalf of Time Warner Cable Information Services (Missouri), LLC d/b/a Time Warner Cable. This filing increases the Returned Check Charge. The Company does not have any retail residential customers to notify and respectfully requests an effective date of November 17, 2013.

The following tariff pages are included:

1st Revised Sheet 31

Increases Return Check Charge

Any questions you may have regarding this filing should be directed to my attention at 407-740-3006 or via email to croesel@tminc.com. Thank you for your assistance in this matter.

Sincerely,

/s/ Carey Roesel

Carey Roesel Consultant to Time Warner Cable Information Services (Missouri), LLC d/b/a Time Warner Cable

- cc: Vincent Paladini TW Cable
 Office of Public Counsel (via Efile)
 file: TW Cable Missouri Local
 MOL1202
- tms: MOI1302

Enclosures CR/sp

2.0 - RULES AND REGULATIONS, (CONT'D.)

2.8 Payment Arrangements, (Cont'd.)

2.8.2 Billing and Collection of Charges

B. The Company may charge a returned check fee in an amount up to \$25.00 for (I) each check returned for nonpayment by a bank The Company will furnish proof of the bank charge upon request

2.8.3 Disputed Bills

If the Customer has a complaint, has a question about, or seeks to dispute charges on the bill, the Customer should contact the Company at the address, telephone number or e-mail address provided on the bill If the Customer is not satisfied with the Company's response, the Company will advise the Customer of the formal and informal procedures available before the Missouri Public Service Commission

2.8.4 Discontinuance of Service

- **A.** If payment is not received within twenty two (22) days of the due date, a disconnect notice may be sent to the Customer A written notice will be sent by first class mail at least ten (10) days prior to the proposed date of discontinuance In the alternative, Company may deliver a written notice by hand to the customer at least ninety six (96) hours prior to discontinuance
- **B.** Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician Any person who alleges such an emergency shall, if requested, provide Company with reasonable evidence of such necessity
- **C.** If the Customer's account is disconnected due to non-payment, Services may be reconnected only by paying all past due amounts, and a reconnection fee may apply

Issued: November 7, 2013

Effective: November 17, 2013

Issued by: Julie P. Laine, Secretary TIME WARNER CABLE INFORMATION SERVICES (MISSOURI), LLC 60 Columbus Circle New York, NY 10023