

Mr. Morris Woodruff, Executive Secretary  
Missouri Public Service Commission  
200 Madison Street  
Suite 500  
Jefferson City, MO 65101

September 22, 2025

**RE: Time Warner Cable Information Services (Missouri), LLC  
Local and Interexchange Services Tariff Revision, P.S.C. MO. No. 4.**

Dear Mr. Woodruff:

Electronically submitted with this cover letter is the above referenced tariff filed for Time Warner Cable Information Services (Missouri), LLC.

This tariff revision is effective on September 23, 2025, and includes the following updates:

- Adds language in Billing and Collection of Charges - When an autopayment using a credit or debit card fails, the Company may assess a \$5.00 Autopay Payment Failure Fee. The fee will be assessed on the second failure and only one charge will be made per billing cycle.
- Includes returned check fee language up to \$30.00.
- Clarifies that Lifeline subscribers cannot receive a promotional rate and a Lifeline discount on their voice service at the same time.

The following tariff pages are included:

Sheet No. 31	2 <sup>nd</sup> Revised	Returned check fee and auto pay failure fee
Sheet No. 63	1 <sup>st</sup> Revised	Lifeline promotional language

Any questions you may have regarding this filing should be directed to Crystal Prah at 314-394-9853 or to me at 813-387-3644.

Sincerely,



Frank App III

## 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 \$30.00 for each check returned for nonpayment by a bank. The Company will furnish proof of the bank charge upon request. (I)
- C. When an autopayment using a credit or debit card fails, the Company may assess a \$5.00 Autopay Payment Failure Fee. The fee will be assessed on the second failure and only one charge will be made per billing cycle. (N)

#### 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: September 22, 2025

Effective: September 23, 2025

Issued by: Frank App III, Director – Telephone Regulatory  
TIME WARNER CABLE INFORMATION SERVICES (MISSOURI), LLC  
60 Columbus Circle  
New York, NY 10023

MO11302

## **5.0 – SPECIAL SERVICES AND PROGRAMS (CONT'D.)**

### **5.1 Lifeline Telephone Service (Cont'd.)**

#### **5.1.1 Eligibility (Cont'd.)**

- B. Customers may learn more about Lifeline Telephone Service, determine eligibility, and submit an application (online or by mail) at <https://www.lifelinesupport.org/>.
- C. The Lifeline Telephone Service credit will be effective the month following Customer's enrollment in the Company's Lifeline Telephone Service program.
- D. The Customer must qualify for Lifeline Telephone Service on a yearly basis and may be required to recertify to confirm continued eligibility for the Lifeline benefit.

#### **5.1.2 Lifeline Telephone Service Terms and Conditions**

- A. The Company's Lifeline Telephone Service is available only to Customers within the Company's designated Eligible Telecommunications Carrier area which corresponds to those Census Blocks in Missouri in which it receives Rural Digital Opportunity Fund support, as described in Section 5.1.3, below.
- B. Lifeline Telephone Service is limited to one per household at the Customer's primary residence and is non-transferable.
- C. Promotions are not available for voice services offered under the Lifeline Program.

(T)