Attention University of La Verne Residents!

Time Warner Cable Question and Answer Sheet

Who is Time Warner Cable?
We are more than just your local cable company. Time Warner Cable has pre-wired all units with our cable services, through an agreement with the University of La Verne. In turn, this will provide services for your use at no charge. Through our interactive Broadband network, we can now bring you more channels, a better picture and higher quality sound than ever before. We are proud to have the opportunity to bring to you all the programming choices that Time Warner has to offer. These include movies, news, sports, variety, children’s and foreign language programming.

What services are being provided by?
Each apartment is connected with Broadcast/Basic Services. In order to obtain a Converter box please call our Bulk Customer services to schedule your installation. Please keep in mind you are responsible for the equipment, if you choose to upgrade services.

What if I want additional Services in my apartment?
You are allowed to add your own individually billed monthly account. We have a wide range of products and services to choose from: Video-On-Demand, HBO, Starz, High Speed Internet Access, HDTV, Digital Video Recorder, etc. Please call Time Warner at 866 550-3211, 24/7 daily and ask about the current offers available. **** (Note that any PPV movies or events ordered are the responsibility of the account holder) ****

What if I have a problem with the Cable in my apartment?
For all Technical Support issues contact our team of dedicated Service Representatives at 866-886-7282, (24 hours a day, 7 days a week).

What do I do with box after I move out?
Please call Time Warner Cable at 866-886-7282 to schedule a cancellation, and arrange for an equipment pick up or, you may return your equipment to any one of our Retail Centers.

What if I don’t have any additional equipment or additional services, after I leave school? Nothing, if you don’t have equipment.

Where is the nearest Retail Center? Time Warner Cable – 212 South Indian Hill Boulevard, Claremont, CA 91711 – (888) 892-2253.
**** Note: The University of La Verne will not be responsible for your equipment, so make sure you plan in advance to turn in equipment. ****

These are full functioning Cable centers that accept payments, schedules service calls, accepts equipment, returns, and answer any questions you may have about your individual account.