

WiFi Hotspot Welcome Guide



TIME WARNER CABLE
Business Class[®]

Spectrum
BUSINESS

TWC IS NOW SPECTRUM

Welcome to the Spectrum WiFi[®] Nationwide network!

Your WiFi Hotspot is intended for your customers to use, at no cost to you.

Use this guide to customize the WiFi experience to your needs and to promote your business.

- Enable up to 60 minutes of daily FREE access time (the default is 30 minutes per month)
- Add your business logo and message to the guest WiFi sign-in page
- Direct customers to your website after sign-in
- Display enclosed signage to let customers know you offer WiFi

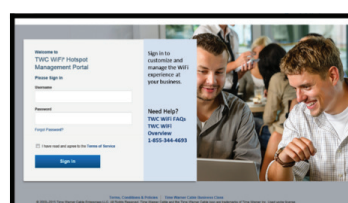
Your WiFi Hotspot is different than your Business WiFi

WiFi Hotspot	Business WiFi
<ul style="list-style-type: none">• WiFi access option for your customers	<ul style="list-style-type: none">• WiFi access option for your employees
<ul style="list-style-type: none">• Runs off a separate network from your business Internet delivering broadband speed	<ul style="list-style-type: none">• Runs off your business Internet, with no speed impact or interference from your Hotspot
<ul style="list-style-type: none">• Public open network for all users	<ul style="list-style-type: none">• Private network safe for business transactions

Customize the WiFi experience to your needs

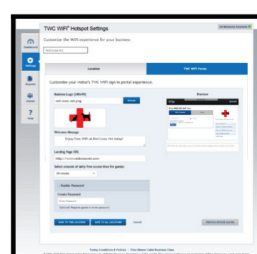
Sign in to the WiFi Management Portal to:

- Enable DAILY free WiFi access*
- Add your logo and message to the sign-in portal
- View and download reports on WiFi activity
- Assign admin access to others



Access directly at www.admin.twcwifi.com or through My Account at business.twc.com/myaccount.

Access credentials were sent in an email soon after installation.



*Qualified Internet subscribers always get free access but the default setting for all others is 30 free minutes per month.

By enabling daily free access, all other guests can enjoy WiFi.

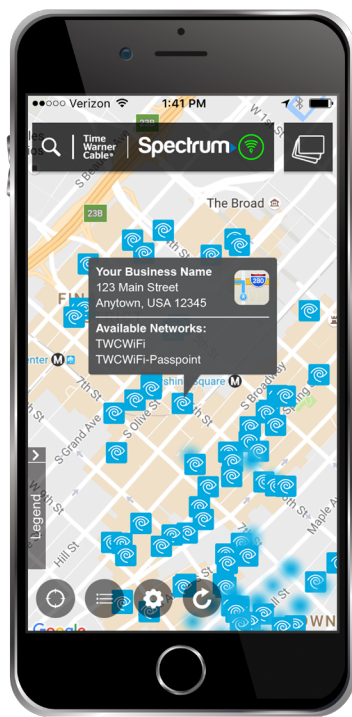
Display the signage provided to let people know you have Free WiFi



Removable Double-Sided Window Decal

Find your business on the WiFi coverage map

- Your business will be displayed on our partner WiFi coverage maps and apps approximately two weeks after activating your hotspot
- Check out the map at <http://twc.com/wificoverage> or download the free WiFi Finder app
- As a Spectrum Business Internet customer, you can also enjoy free access to TWC WiFi, Spectrum WiFi and other partner hotspots nationwide



WiFi Hotspot Host Checklist

- Customize the WiFi sign-in experience for guests using the WiFi Management Portal at www.admin.twcwifi.com
- Display the signage provided in this package to let customers know you have free WiFi
- Try out your new WiFi hotspot by selecting the TWCWiFi or Spectrum WiFi network name
- Locate your business on the WiFi coverage map two weeks after activation



Access WiFi Hotspot Resources

Sign-in to the Management Portal to customize your WiFi at:

- www.admin.twcwifi.com using credentials sent in email,
- OR through My Account at business.twc.com/myaccount

Support can be found at:

- business.twc.com/HelpSite/twcwifi
- OR call our WiFi Hotspot Hotline at 1-855-344-4693.

Learn more about WiFi Hotspots at:

- <http://business.twc.com/twcwifi>

See your business on the WiFi Coverage Map at

- <http://twc.com/wificoverage>
- OR download the free WiFi Finder app

PLEASE NOTE

The SpectrumWiFi network name will become available in 2017. Until then, TWCWiFi and TWCWiFi-Passpoint will be the primary network names you and your customers will access.