Welcome to the Trunk Services Portal, the main tool you will use to manage key features of your Spectrum PRI or SIP Trunk service. This portal is available at any time and from any Internet connection, and the changes take effect in real time.

As your company’s Administrator, this portal will allow you to:

• Manage the Alternate Routing feature and optional Trunk Overflow feature.
• Review calling history, including printing copies and saving to a file on your computer.
• Run call history reports highlighting calling patterns.

To begin using the Trunk Services Portal, follow the steps outlined in this Quick Start Guide:

1. Set up an account.
2. Sign in to the portal.
3. Explore the portal.

**Part 1: Set up an Administrator Account**

**Step 1**
Gather the following information:

• An active email address where you will receive a confirmation email during the account creation process.
• Your company’s billing ZIP code as registered with Spectrum.
• Your Spectrum Account Number (This number can be found on your installation receipt if you are a new customer, or on your invoice if you are an existing customer.)
• Your 4-digit Customer Code (This 4-digit number was created when you ordered your service. It can be found on your Spectrum contract or on your invoice. Contact your local Spectrum billing office if you cannot locate your Customer Code.)

**Step 2**
Create an Administrator account as follows:

1. In your browser, navigate to [http://trunkadmin.twcbc.com](http://trunkadmin.twcbc.com).
2. Click the REGISTER NOW link in the lower left area of the sign-in screen.
3. Your web browser should open a window or tab with step 1 of the “Create Your Account” form for you to fill out.
Enter your account phone number or account number, plus your account ZIP Code. Your account number can be found near the top of your Spectrum invoice.

Click Next.

Enter your customer code. Your customer code can also be found near the top of your Spectrum invoice.

Click Next.
8. Enter your email address to receive account-related information from Spectrum.

9. Enter a Username you will use when signing in to the portal.

NOTE: Your Username must conform to the following rules:

- Must be between 5 and 64 characters long.
- Cannot use certain special characters.
- Cannot contain spaces.
- Cannot contain objectionable or prohibited words.

10. Enter a Password that is secure and easy for you to remember, then enter it again in the Confirm Password field.

NOTE: Your password must conform to the following rules:

- Must be between 8 and 16 characters long.
- Must contain letters and numbers only.
- Must start with a letter.
- Must contain at least one number.
- Cannot match your Username.
- Cannot have any character repeated four times in a row.

11. Click Next.
12. Define your own questions and answers for Security Question #1 and Security Question #2. These will be used to verify your identity if you ever need to reset your Password.

13. Click the **Submit** button at the bottom of the page. A confirmation page will appear and you can sign in to the portal from here. You can also use the same username/password to access My Account.

**Part 2: Sign in to the Trunk Services Portal**

1. After you have successfully created an Administrator account, go to [http://trunkadmin.twcbc.com](http://trunkadmin.twcbc.com).

2. Enter your Administrator Username and Password.

3. Click **SIGN IN**.

After successfully signing in, you’ll see the Welcome to the Trunk Services Portal page.
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Part 3: Explore the Home Page

The Home page is your launch pad for all activities in the portal. Here, you can configure your Trunk Overflow and/or Alternate Routing settings and link to your Call Details.

For More Help

Additional information on managing your service via the Trunk Services portal is available in the User Guide located under the Support tab.

For additional assistance, Time Warner Cable Business Class Customer Support can be contacted via chat, email or phone at 1-866-892-4249.