



University Village Residents

Whether you are moving in, out or to a different location, here is some important information for you.

Who is Time Warner Cable?

We are more than just your local cable company. 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 University Village Housing?

Each apartment at the Village comes with the Standard cable package, digital converter and remote on the living room outlet of each apartment.

******Please Note – No changes are allowed to be made to the Living Room account.******

What if I want additional Services in my apartment?

You are allowed to add your own individually billed monthly account to your bedroom outlet only. We have a wide range of products and services to choose from for example a low cost Broadcast service, Video-On-Demand, HBO, Starz, High Speed Internet Access, HDTV, Digital Video Recorder, etc. Please call Time Warner at **866-886-7282** during normal business hours to ask about the current offers available. You will be required to provide your name, phone number and social security number or drivers license to set up your individual bedroom account, all services on these outlets are paid by the account holder.

******Please note that any PPV movies or events ordered are the responsibility of the account holder and all services installed are billed at the primary outlet retail rate******

What if I have a problem with the Cable in my Living room?

For any and all Technical Support please contact our dedicated Service Representatives at **866-886-7282**, Monday – Friday 8:00am- 6:00pm.

What if I have a problem with the Cable in my Individual Bedroom account?

For any and all Technical Support contact our team of dedicated Service Representatives at **866-886-7282**, Monday-Friday 8:00am – 6:00pm.

What do I do with the box after I move out?

All boxes on the living room outlet are to stay in the unit. For any boxes or modems that you subscribe to on your bedroom outlet, please call Time Warner Cable at **866-886-7282** to schedule a disconnect, and to pick up your equipment or you may return your equipment to any one of our Retail Centers.

*******Please Note – The Village does not accept any equipment, so make sure you plan in advance. *******

Where is the nearest Retail Center?

There are a few retail centers within 6 miles from University Village:

- 212 S. Indian Hill Blvd, Claremont, CA 91711 – M-F 9am-6pm, Sat 8am-5pm.
- 1041 E. Route 66 Glendora, CA 91740 – M/T/W/F 8am-6pm, Thurs. 8am-7pm, Sat 9am-3pm.
- 934 N. Citrus Ave Covina, CA 91723 – M-F 9am-6pm, Sat 10am-2pm
- 21660 E Copley Dr, Suite #195, Diamond Bar, CA – M-F 9am-6pm, Sat 9am-5pm
(located behind the building)

These are fully functioning centers that accept payments, schedule service calls, accept equipment returns and can answer any questions you may have about your individual account.