



## Better in-room experiences begin with better in-room technology.

In a business as competitive as hospitality, hotel guests can demand a lot. That “home away from home” you provide now has to include access to high-speed Internet, from anywhere in the hotel. And when it comes time to relax in front of the television, guests want a lot of choices. Fortunately, you can address these issues through a simple solution with one point of contact and one bill.

### Your lifeline to happier, more satisfied guests

Your Time Warner Cable Business Class Account Representative can help you build better satisfaction and loyalty through a better in-room experience. Our secure, highly redundant network is your lifeline to:

- **Advanced Communications Services:** A unique cable plant infrastructure and regional ring topology reliably provide both high-bandwidth HDTV services and high-speed Internet connectivity.
- **Better In-Room Entertainment:** As a cable television provider, Time Warner Cable Business Class can provide a diverse and flexible array of digital and high-definition television channels.
- **Connect Properties and Headquarters:** Use our wholly owned network to create private networks, connect properties, offices, and systems for reservations, procurement, Enterprise Resource Planning (ERP) and more.
- **Simplified Account Management And Billing:** Local and national account management gives you a single point of contact and consolidates your Time Warner Cable Business Class spending on one bill.

### Guests Look For In-Room Services

In a study conducted by Mintel, 60% of hotel guests said in-room entertainment and high-speed Internet were significantly important to them.\*

For more information, visit [www.twcbc.com](http://www.twcbc.com)



**HillSouth**  
INGENUITY FORWARD.

 **TIME WARNER CABLE  
Business Class**

## Solutions that take care of your business and guests

Time Warner Cable Business Class combines the engineering and technical expertise of a national communications leader with local service and support. Solutions that we can configure to meet your unique objectives include:

- **Ethernet Solutions:** Use Ethernet technology for connectivity between properties and headquarters. These solutions let you run networked applications cost effectively.
- **Dedicated Internet Access:** Enjoy a dedicated fiber-optic connection to our high-capacity fiber network. Your guests enjoy high-bandwidth Web services. Your business benefits from the high availability, minimal latency and strict packet loss Service Level Agreements (SLAs) you need for mission critical applications.
- **Managed Security:** Protect sensitive data and systems with proactive security monitoring, intrusion detection, isolation and response, while freeing IT staff from this burden.
- **Video to Guest:** Customize a digital and high-definition channel selection to best suit the needs of your clientele.



For more information,  
visit [www.twcbc.com](http://www.twcbc.com)

## Your Technology Lifeline

Your local Time Warner Cable Business Class Account Representative will help you tailor the best solution for your unique needs. And regardless of which you choose, we have the infrastructure and dedicated local support in place to implement it quickly and without disruption.

Call today. And get a lifeline to the entertainment and Internet access guests want for a better in-room experience.



**HillSouth**  
INGENUITY FORWARD.

HillSouth  
,  
[www.hillsouth.com](http://www.hillsouth.com)  
843.292.9070



## TIME WARNER CABLE BUSINESS CLASS

# Hospitality Solutions: HD Video for Hospitality

In the hospitality industry, providing guests with quality in-room entertainment is a critical component to running a successful hotel. One of the best ways to provide a superior in-room experience, increase guest satisfaction and build customer loyalty is with high-definition (HD) Cable TV programming from Time Warner Cable Business Class.

As a trusted provider with a strong local heritage in hospitality communications, Time Warner Cable Business Class offers a powerful, cost-effective HD programming solution. You can upgrade your guests' in-room experience with over 50 HD channels, without the need to purchase or maintain any expensive mini headend equipment. Our service is also compatible with any existing hotel LodgeNet video on-demand equipment.

In addition to cutting-edge technology, we also provide peace of mind. All of our programming is delivered over our reliable, wholly-owned network, so your guests don't have to worry about disruptions. Plus, our dedicated local specialists are available 24 hours a day to offer customer service and technical support.

For a cost-effective HD video solution that will increase your guests' satisfaction and improve your customer return rate, choose HD Video programming from Time Warner Cable Business Class. To learn more about our HD service as well as our Internet, Phone, Cable TV and Ethernet solutions, contact your local Time Warner Cable Business Class representative to arrange a free consultation.

- > **Better In-Room Entertainment:** Increase guest satisfaction with over 50 HD programming channels.
- > **Advanced Communications Services:** Benefit from a dedicated service that provides HD programming with no headend equipment required.
- > **Compatible Solution:** Delivers encryption standards that are compatible with the industry's largest movie on-demand system provider (LodgeNet).
- > **Customer Support:** 24/7 customer service and technical support, along with local, dedicated support specialists.



You first. The technology follows.™

# Hospitality Solutions: HD Video for Hospitality

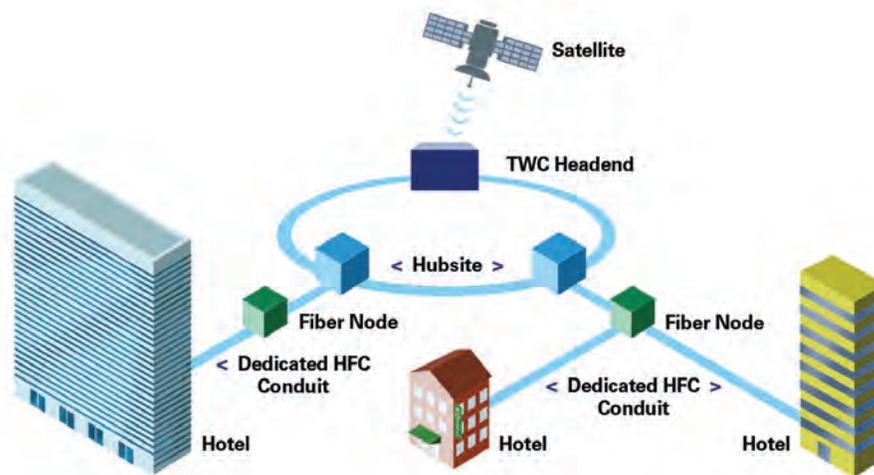
## Benefits and Features

- > **Reduce Cost** — No need to install expensive mini HD headend equipment.
- > **Superior Quality** — Offer guests the highest quality viewing experience by connecting directly with in-room HD.
- > **Easy to Manage** — Combine your communications with one provider for one bill and one point of contact.
- > **HD Channels** — Guest can enjoy an extensive channel lineup of over 50 channels in high definition.
- > **Install Without Disruptions** — Migrate to our hospitality solutions without disruptions to day-to-day business operations.
- > **Reliable Network** — Solutions provided over our reliable, wholly-owned network.

## HD Programming Channels

ABC HD	BBC AMERICA HD	ESPN CLASSIC	NAT. GEOGRAPHIC HD	HD CHANNEL 1-OPEN
CBS HD	BET HD	ESPN NEWS HD	NFL NETWORK HD	HD CHANNEL 2-OPEN
CW HD	BLOOMBERG	ESPN U HD	NICKELODEON HD	HD CHANNEL 3-OPEN
FOX HD	BRAVO HD	FOOD NETWORK HD	SCIENCE HD	HD CHANNEL 4-OPEN
NBC HD	CARTOON NETWORK HD	FOX NEWS HD	SPEED HD	OPTIONAL:
PBS HD	CNBC HD	FX HD	SYPY HD	HBO HD
UNIVISION/TELEFUTURA HD	CNN HD	GOLF CHANNEL HD	TBS HD	HBO2 HD
TELEMUNDO HD	COMEDY CENTRAL HD	HEADLINE NEWS HD	TLC HD	SHOWTIME HD
C-SPAN	DISCOVERY HD	HGTV HD	TNT HD	SHOWTIME2 HD
A&E HD	DISNEY CHANNEL HD	HISTORY CHANNEL HD	TRAVEL HD	
ABC FAMILY HD	E! HD	LIFETIME HD	USA HD	
AMC HD	ESPN HD	MTV HD	VERSUS HD	
ANIMAL PLANET HD	ESPN2 HD		WEATHER CHANNEL HD	

## HD Connection



TIME WARNER CABLE BUSINESS CLASS

# HD Video for Hospitality: Set-Back Box Solution

In the hospitality industry, providing guests with a superior in-room experience is a critical element for success. With high-definition (HD) Cable TV programming from Time Warner Cable Business Class, you can increase your competitive edge and ensure that your guests keep coming back by offering them the best in-room entertainment, increasing their satisfaction and their long-term loyalty to your hotel.

Time Warner Cable Business Class has delivered the most popular television programming and video content over its wholly owned Hybrid Fiber Coax network, becoming a leader in cable TV reliability and innovation. As a trusted provider with experience in communications technology for both local and national hotels, Time Warner Cable Business Class has developed a cost-effective HD programming solution that you can tailor to your hotel's unique needs. Upgrade your guests' in-room experience with over 50 HD channels and free on-demand video programming, without the cost burdens of purchasing and maintaining headend equipment.

In addition to advanced technology like interactive program guides, non-intrusive set-back boxes, and an ever-expanding line-up of HD channels, we also provide service and technical support, along with dedicated support specialists. All of our programming is delivered over Time Warner Cable's reliable, wholly-owned network, so your guests do not have to worry about service interruptions. In addition, dedicated local specialists are available 24 hours a day to offer service and technical support.

For a cost-effective HD video solution that can help increase guest satisfaction and improve your customer return rate, choose HD Video for Hospitality from Time Warner Cable Business Class. To learn more about our HD service as well as our Internet, Phone, Mobile and Ethernet solutions, contact your local Time Warner Cable Business Class representative to arrange a free consultation.

- > **Superior In-Room Entertainment:**  
Help increase guest satisfaction with an expanding roster of the most popular HD channels, delivered over a reliable network.
- > **Cost-Effective Deployment:**  
Avoid the capital costs of headend equipment, related hardware and software maintenance.
- > **Customizable Solution:**  
Choose the programming that is right for your customer base.
- > **Customer Support:**  
24/7 service and technical support, along with local, dedicated support specialists.

# HD Video for Hospitality: Set-Back Box Solution

## Benefits and Features

- > **Superior Experience** — Offer guests the highest-quality viewing experience with in-room HD.
- > **Avoid Capitol Cost** — No need to purchase expensive headend equipment.
- > **Customizable** — Tailor the on-screen guide to your hotel's brand image.
- > **Extensive HD Programming Channels** — Guests can enjoy an expanding channel lineup of the best high-definition programming.
- > **Install Without Disruptions** — Migrate to our hospitality solutions without disruption to your hotel's day-to-day operations.
- > **Reliable Network** — The HD Video for Hospitality solution is provided over TWCBC's reliable, wholly-owned network.

## HD Programming Channel Line-Up

ABC HD	AMC HD	DISNEY CHANNEL HD	HEADLINE NEWS HD	TBS HD
CBS HD	ANIMAL PLANET HD	E! HD	HGTV HD	TLC HD
CW HD	BBC AMERICA HD	ESPN HD	HISTORY CHANNEL HD	TNT HD
FOX HD	BET HD	ESPN2 HD	LIFETIME HD	TRAVEL HD
NBC HD	BLOOMBERG	ESPN CLASSIC	MSNBC HD	USA HD
PBS HD	BRAVO HD	ESPN NEWS HD	MTV HD	VERSUS HD
UNIVISION/TELEFUTURA HD	CARTOON NETWORK HD	ESPN U HD	NAT. GEOGRAPHIC HD	WEATHER CHANNEL HD
TELEMUNDO HD	CNBC HD	FOOD NETWORK HD	NICKELODEON HD	HD CHANNEL 1-OPEN
C-SPAN HD	CNN HD	FOX NEWS HD	SCIENCE HD	HD CHANNEL 2-OPEN
A&E HD	COMEDY CENTRAL HD	FX HD	SPEED HD	HD CHANNEL 3-OPEN
ABC FAMILY HD	DISCOVERY HD	GOLF CHANNEL HD	SYFY HD	HD CHANNEL 4-OPEN
NFL NETWORK HD				

## Premium Programming Channel Options

HBO	SHOWTIME/TMC	SHO Next	Action MAX	STARZ
HBO2	SHOWTIME	TMC	Thriller MAX	STARZ Edge
HBO Signature	SHO TOO	TMC Xtra	WMAX	STARZ Comedy
HBO Family	SHO Showcase	CINEMAX	@MAX	STARZ Kidz & Family
HBO Zone	SHO Extreme	MAX	Five Star MAX	STARZ in Black E
HBO Latino	SHO Beyond	More MAX	OuterMAX	STARZ Cinema E

## International Programming Channel Line-Up

<b>Spanish:</b>	<b>French:</b>	<b>Japanese:</b>	<b>Russian:</b>
Discovery en Espanol	TV5	TV Japan	RTVI
Galavision	<b>German:</b>	<b>Korean:</b>	
Fox Sports en Espanol	Deutsche Welle	KBS World	
CNN en Espanol	<b>Hindi:</b>	<b>Mandarin:</b>	
ESPN Deportes	ZeeTV	CCTV4	
MTV Tr3s	<b>Italian:</b>	<b>Portuguese:</b>	
Tele Novela	RAI	TV Globo	
mun2			

Not all configurations available in all markets. Please contact a Time Warner Cable Account Representative for a consultation.

Products and services not available in all areas. Subject to change without notice. Time Warner Cable Business Class is a trademark of Time Warner Inc. Used under license. © 2011 Time Warner Cable. All rights reserved. id\_272863



You first. The technology follows.®