

TWC WiFi® Hotspot Welcome Guide



Welcome to the TWC WiFi® Hotspot Nationwide network!

Your TWC 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

TWC WiFi Hotspots are different than your Business WiFi

TWC WiFi® Hotspots	Business WiFi LAN
<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

Go to www.admin.twcwifi.com to manage your hotspot settings in our easy-to-use WiFi Management Portal.

Sign in using the credentials sent to you in an email after installation. In this portal you can:

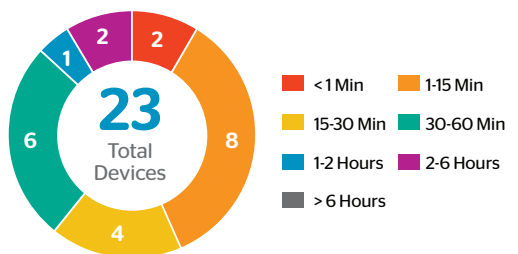
- Add business logo
- Create custom welcome message
- Direct customers to your website after sign-in
- Enable DAILY free access

You can also:

- View and download reports on WiFi activity
- Assign admin access to others
- Find support tools – User Guide, Video, FAQs



Length of Connection



Remember, access to your hotspot is always free for TWC Internet subscribers*. By enabling DAILY free access, all other guests can enjoy WiFi.

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



Easel Back Sign



Removable Double-Sided Window Decal



Table Tents

Find your business on the TWC WiFi coverage map

- Your business will be displayed on the TWC and 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 available on Google Play and the App Store
- As a Business Class Internet customer, you can also enjoy free access to TWC WiFi and partner hotspots nationwide



TWC WiFi Hotspot 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 network name
- ☐ Locate your business on the WiFi coverage map two weeks after activation



Access TWC WiFi Hotspot Resources

- 1 Customize your TWC WiFi Hotspot experience at www.admin.twcwifi.com
- 2 Learn more about TWC WiFi Hotspots at <http://business.twc.com/twcwifi>
- 3 Find FAQs, How to Video and the WiFi Management Portal User Guide at business.twc.com/HelpSite/twcwifi
- 4 Check out your business listing or find other WiFi Hotspots on the TWC WiFi Coverage Map at <http://twc.com/wificoverage>
- 5 For WiFi support, credentials for the WiFi Management Portal, or to request additional marketing materials, please call our WiFi Hotspot Hotline at 1-855-344-4693.
- 6 Learn more about other Time Warner Cable Business Class Services at <http://business.twc.com>

*TWC WiFi® is available for Time Warner Cable residential Internet customers with minimum Standard or Extreme Service and all Business Class Internet customers. Subject to change without notice. Some restrictions apply. TWC WiFi and the eye/ear logo are trademarks of Time Warner Inc. Used under license. ©2015 Time Warner Cable Enterprises LLC. All Rights Reserved.