



Welcome to Road Runner High Speed Online from Time Warner Cable.

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Dear High Speed Internet Customer,

Time Warner Cable replaced Adelphia as your cable provider in August. Since then we've been working hard to transition all of our high speed Internet customers to the award-winning Road Runner High Speed Online service. We are pleased to inform you that your Road Runner account and email address have been established.

Now that you are a Road Runner customer, your Adelphia services will change and, over the next 1 to 30 days, some of them will no longer be available. Road Runner offers the same selection of services that you enjoyed before – you simply need to activate your account as soon as possible to begin using them.

How to activate your new Road Runner email account

Your Adelphia email account – including your emails, folders and address book – has been transferred to Road Runner. To begin using your new Road Runner email, activate it as soon as possible by following these simple steps:

1. Go to the Road Runner Activation Wizard at www.activation.rr.com
2. Select “I am a former Adelphia customer moving to Time Warner Cable”
3. The Activation Wizard will configure your account, and set up your Road Runner email address and mailbox.

To complete the activation, you need your current Adelphia user name and password (it's the same user name and password that you use today). If you don't know your password, or have other questions about activating your account, go to www.help.rr.com/welcome or call us at **1-866-892-7201** and then press the following: **option 1 for Residential Services, option 3 for Residential High Speed Data Service and then follow the prompts for Password Issues.**

Your new email address

Once you have completed the Activation Wizard, you should immediately begin using your new Road Runner email address. Your new email address isn't much different from your old one – only the last part of it is changing – and your email password will remain the same. For example, if you were **username@adelphia.net**, your email is now **username@roadrunner.com**. Be sure to let your friends and family know that your email address has changed.

Update your Internet Security Software

As a Road Runner customer, you have access to a free, comprehensive Internet Security package that includes Anti-spam, Antivirus, Pop-up Blocker, Anti-spyware and Firewall protection.* Don't wait to install the new security software – your Adelphia security software will expire soon. Checking the “Register for Internet Security Suite from CA” box in the Activation Wizard, you will be automatically registered for the product, and will receive an email with instructions for downloading the software.

Find out more about your new Road Runner features and services by taking a virtual tour of the service at www.rr.com/tour/adelphia.

Time Warner Cable is delighted to welcome you as a high speed Internet customer. After you experience Road Runner's blazing-fast speeds, personalized content and world-class customer care, we think you'll be delighted too.

We look forward to serving you.

Sincerely,

Bob Barlow
Division President

* Security software is currently not available for Macintosh computers. eTrust™ Internet Security Suite software must be downloaded on Road Runner and registration is required. Terms and conditions of this offer are subject to change at the discretion of Road Runner and/or CA at any time.
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