

62.



City of West Allis Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
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2008-0643 Communication In Committee

Time Warner Cable communication regarding channel and rate changes effective with November 2008 billing, their commitment to the communities it serves, the addition and enhancement to channels and services in 2008, and the new Price Lock Guarantee Program.

Introduced: 10/7/2008

Controlling Body: License & Health Committee

COMMITTEE RECOMMENDATION

PLACE ON FILE

ACTION DATE:
OCT 07 2008

MOVER	SECONDER	
	<input checked="" type="checkbox"/>	Barczak
		Czaplewski
		Kopplin
		Lajsic
		Narlock
		Reinke
<input checked="" type="checkbox"/>		Roadt
		Sengstock
		Vitale
		Weigel

AYE	NO	PRESENT	EXCUSED
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			

TOTAL

5 -

SIGNATURE OF COMMITTEE MEMBER

Chair

Vice-Chair

Member

COMMON COUNCIL ACTION

place on file

ACTION DATE:

10-7-08

MOVER	SECONDER	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Barczak
		Czaplewski
		Kopplin
		Lajsic
		Narlock
	<input checked="" type="checkbox"/>	Reinke
<input checked="" type="checkbox"/>		Roadt
		Sengstock
		Vitale
		Weigel

AYE	NO	PRESENT	EXCUSED
<input checked="" type="checkbox"/>			

TOTAL

10 -

We recognize that our customers have a variety of entertainment options, and we want you to know that we value the opportunity to serve you.

Time Warner Cable is a technology leader providing state-of-the-art products and services that give customers more convenience, choice and control over their in-home entertainment.

Customers have been able to save hundreds of dollars annually through Time Warner Cable's bundled service offerings of digital cable, high speed data and digital phone. We actively promote the value of our bundled rate and also provide special offers to meet our customers' entertainment needs.

So far in 2008, Time Warner Cable added 17 new digital channels and 18 new On Demand channels to our lineup, and will double our HD offerings by year-end. Road Runner High Speed Online was voted the Best Internet Service Provider by *Shepherd Express* for the third year in a row. Hundreds of thousands of Wisconsin customers continue to save money every year with reliable home phone service for one low, all-inclusive price from Time Warner Cable.

Time Warner Cable exclusively provides Wisconsin On Demand, Channel 1111, a digital channel with programming all about Wisconsin's people, places, sports and happenings; as well as TWC Sports Channel 32, featuring all local Wisconsin sports. Time Warner Cable's commitment to offer unique local channels is part of the company's overall mission to highlight Wisconsin as a great place to live, work and do business.

Time Warner Cable continues to increase its investment in Wisconsin, while other companies have chosen to move out of our state. Time Warner Cable's 2,000 employees work in 22 different Time Warner Cable facilities throughout eastern Wisconsin. We recently opened a new facility in Appleton. The new campus houses more than 550 employees in two LEED-certified "green" buildings constructed by Wisconsin builders and vendors. This new operations center creates efficiencies, but most importantly, will assist us in best serving our Wisconsin customers.

This brochure was created to provide an overview of all the services we offer. We encourage you to learn more about the services you have and the services you may want in the future.

Thank you for being a Time Warner Cable customer.

Important Pricing & Programming Information



High-Speed
Internet
Options

Local, In-State,
National and
International
Plans Available



HOME OF
FREEHD

FREE On Demand
and more

More Choice

Thank you for choosing Time Warner Cable as your home entertainment provider. We appreciate your business and look forward to continuing to serve you and your family in the years to come.

In 2008 Time Warner Cable customers enjoyed great programming from the many new cable networks added for your entertainment pleasure. Just take a look at the many new choices made available to you in 2008.

New General Entertainment Channels

- Planet Green
- REELZ
- MeTV
- NHL Network
- MPTV Jazz
- MPTV Weather
- MPTV Traffic
- ★ Big Ten Network

Coming Soon: Daystar Television Network
Hallmark Movie Channel

New Spanish Language Channels

- Azteca America
- Toon Disney en Español
- History en Español
- ONCE
- Mexico 22
- GOL TV

New Free On Demand

- HD Showcase On Demand
- Shalom TV
- FEARnet
- History
- Sports On Demand
- News & World On Demand
- Find It On Demand
- Election '08 On Demand
- My Life On Demand

New Subscription On Demand

- Disney On Demand
- Too Much for TV On Demand
- PLAYBOY TV On Demand

New HD Channels

- HGTV HD
- History HD
- A&E HD
- National Geographic HD
- ★ Big Ten Network HD

Coming Soon: Palladia HD (formerly MHD), Disney HD, ABC Family HD, ESPNEWS HD, TLC HD, Food Network HD, Discovery HD, GOLF/Versus HD, Animal Planet HD, FOX News HD, CNN HD, Science HD, Hallmark Movie Channel HD



New Advanced Services

HBO on Broadband — Watch your favorite shows whenever and wherever! Free with your HBO and Road Runner service.

The ultimate in convenience and control, with HBO on Broadband you have access to over 850 titles each month. Download and watch original series and movies anytime, get HBO exclusives and bonus materials or watch HBO live on your PC.

Start Over. Coming Soon — an exclusive, new feature — FREE with Digital Cable.

Start Over gives you the power to go back and watch shows already in progress from the beginning. Don't miss a moment of your favorite show. Channel-surf and enjoy more of the TV you love on your own schedule. No extra equipment needed.

Local Programming Channels

Wisconsin On Demand

Wisconsin On Demand, Channel 1111, is all local, all the time — with programs featuring premier tourist destinations



Channel 1111

within our state, local restaurant reviews, high-school sports, dance-team competitions, school plays and concerts, unique community arts programs and special events like "Golden Idol" and "Mad Hot Ballroom."

Watch rebroadcasts of TWC Sports 32 — UWM and Marquette Athletics on Wisconsin On Demand — free to all Time Warner Cable digital cable customers on Channel 1111. Wisconsin On Demand is the only place to watch programming from your state on your schedule!

Time Warner Cable Sports

Time Warner Cable Sports Channel 32 is the official television home to both Marquette Golden Eagles' Athletics and University of Wisconsin — Milwaukee Panthers. Time Warner Cable Sports Channel 32 is the only place to watch dozens of live Marquette and UW-Milwaukee Men's and Women's basketball games along with coaches' shows! Time Warner Cable Sports features 30-minute sports shows, such as *The Dennis Krause Show* and *Time Warner Cable Sports Roundtable*.

You can also see a broad spectrum of high-school, college, amateur and professional sports. Get the most comprehensive local sports coverage — only on Time Warner Cable Sports Channel 32!



Channel 32



Digital Cable

Enjoy more channels, choices and control with Time Warner Cable. It's everything you love about television!

- Choose from **over 250** of the best channels
- Enjoy amazing digital clarity and CD-quality sound
- Choose from **48 diverse channels** of digital music
- Stay in charge with **Parental Controls**
- Watch music videos, your favorite shows and local programs on your schedule with **FREE On Demand**
- Record and pause live TV with DVR
- Always know what's on with a touch of your remote and an easy-to-use onscreen program guide



Movies On Demand

With Movies On Demand, you can choose from hundreds of titles from categories including: **New Releases** — many available on the same day as DVD, **High Definition**, **en Espanol**, **International**, **Kids & Teens**, **Action**, **Classics**, **Comedy**, **Thrillers** and **Drama**. Watch them on your schedule. It's a virtual movie store right in your home!

- Start, pause, rewind and fast-forward instantly from your remote control.
- Watch as often as you'd like up to 24 hours!
- Available to all Digital Cable customers; no additional equipment or services to buy.
- Channels 1000 – 1009 and Channel 500 in HD.

FREE On Demand

Access FREE programming whenever you want, as often as you want, with your Digital Cable service, including, but not limited to:

Free Movies On Demand — Ch. 1001

- 411 on Movies
- Hallmark
- Sundance
- TBS
- TCM
- TNT

Lifestyle On Demand — Ch. 1100

- Food Network
- HGTV
- Logo
- TV One

Entertainment On Demand — Ch. 1101

- AMC
- FOX Reality
- TBS
- The N
- BET
- MTV
- TNT
- Versus
- Comedy Central
- Shalom TV
- TruTV
- VH1

HD Showcase On Demand — Ch. 1102

- AMC
- HDNet
- Model Latina
- Speed Channel
- Food Network
- HGTV
- National Geographic
- Sundance
- G4
- MOJO
- WE

Sports On Demand — Ch. 1104

- Collegiate Sports
- Golf Channel
- Octane TV
- Speed Channel

SPORTSKOOL On Demand — Ch. 1105

- Basketball
- Fitness
- Lacrosse
- Shaun White
- Baseball
- Football
- Skiing
- Streetball
- BMX

Exercise TV On Demand — Ch. 1107

- Abs
- Billy Blanks
- Jillian Michaels
- Kids Fun & Fitness
- Biggest Loser
- Cardio
- Kathy Smith
- Yoga & Pilates

Wisconsin On Demand — Ch. 1111

- Around Wisconsin
- DTV Transition On Demand
- Restaurants & Food
- Community Events
- Entertainment
- Sports & Fitness
- Kids & Education
- What's New
- Dance & Cheer
- Pets
- Your Community

Kids & Kids Preschool On Demand — Ch. 1152 & 1153

- BBC Kids
- Cartoon Network
- Nickelodeon
- PBS KIDS Sprout
- Boomerang
- Noggin

Cutting Edge On Demand — Ch. 1180

- Adult Swim
- Anime Network
- FEARnet
- Model Latina
- G4
- Ripe TV



Digital Phone

The better choice in home phone service just got better. Now Time Warner Cable offers four different calling plans, so you can call your loved ones wherever they may be — across town or across the state, country or world!

Choose the plan that's right for you:

- **Unlimited Local** – Unlimited local calling throughout your local service area
- **Unlimited Wisconsin** – Unlimited calling anywhere in the state or Upper Peninsula
- **Unlimited Nationwide** – Unlimited calling throughout the U.S., Canada and Puerto Rico
- **International OnePrice** – Call over 100 different countries and talk for 1,000 minutes every month, for one low set price!



Plus, all Digital Phone plans include:

- **Popular calling features for no extra charge** – Caller ID, Call Waiting, 3-Way Calling and more, including Caller ID on TV (requires Time Warner Cable Digital Phone and Digital Cable).
- **An easy switch** – Keep your same phone number, phone and jacks
- **Enhanced 911** – Feel safe with extra protection for your family
- **A simple bill that's easy to understand**



ROAD RUNNER

HIGH SPEED ONLINE™

Fast just got faster! Road Runner now offers a speed to fit every lifestyle, so you can pick the speed that best fits your life. With four speed packages to choose from, there's a plan for everyone!

What speed do you need?

- **RR Lite (768 Kbps)**: Up to 13x faster than dial-up
- **RR Basic (2 Mbps)**: Up to 40x faster than dial-up
- **RR Standard (7 Mbps)**: Up to 150x faster than dial-up!
- **RR Turbo (15 Mbps)**: Up to an amazing 270x faster than dial-up!

Plus, with all Road Runner services you get:

- **FREE security software** and Parental Controls
- **Award-winning service** that's been voted "Milwaukee's Best Internet Provider" for 3 years in a row
- **FREE extras like PhotoShow Deluxe**, Road Runner Radio and Road Runner Video Channel



2005 • 2006 • 2007

Wireless Road Runner

Go wireless and everyone in the house can enjoy Road Runner's blazing-fast speeds at the same time, with a single, simple connection. Set-up is quick and easy and there's no expensive equipment to buy.

Road Runner subscription required for Wireless Road Runner. PhotoShow Deluxe not compatible with Macintosh computers. Actual speeds may vary.

Coming Soon: Road Runner Turbo — Now with PowerBoost®

- Get a burst of speed up to 22MB when downloading big files.
- **PowerBoost®** is FREE and only with Road Runner Turbo service. It activates automatically when capacity is available at no additional charge.
- With our innovative **PowerBoost®** technology, activities like downloading videos, music and files go even faster with Road Runner Turbo.

Subscription to Road Runner Turbo is required. PowerBoost® up to 22 Mbps claim is based on Road Runner Turbo's standard maximum download speed of 15 Mbps. Actual speeds may vary. Not all service tiers are available in all areas. Many factors affect speed. Road Runner Turbo with PowerBoost® provides a burst of download speed when capacity is available above the customer's provisioned download speeds for the first 10 MB of a file. It then reverts to your provisioned speed for the remainder of the download. PowerBoost® is a registered trademark of Comcast Corporation. Used with Permission. © 2008 Time Warner Cable Inc. All rights reserved.

Monthly Rates

Effective November 1, 2008. Rates do not include Franchise Fees or state and local taxes. Rates subject to change. These rates become effective with your November 2008 statement.

CABLE

Prices do not include equipment.

BASIC SERVICE	Please refer to the back of Oct/Nov statement
STANDARD SERVICE	\$55.99 (More than 75 of the most popular cable channels, including Basic service)
CHANNEL GUIDE MAGAZINE	\$4.05

DIGITAL PHONE

Unlimited Nationwide when purchased with Standard Cable <i>and</i> High-Speed Online	\$39.95
Unlimited Nationwide when purchased with Standard Cable <i>or</i> High-Speed Online	\$44.95
Unlimited Nationwide when purchased by itself – Phone Only	\$49.95
2nd Line With Unlimited Nationwide	\$29.95
Unlimited Wisconsin Calling when purchased with Standard Cable <i>and</i> High-Speed Online	\$29.95
Unlimited Wisconsin Calling when purchased with Standard Cable <i>or</i> High-Speed Online	\$34.95
Unlimited Wisconsin Calling when purchased by itself – Phone only	\$39.95
2nd Line With Unlimited Wisconsin	\$24.95
Unlimited Local-only Calling when purchased with Standard Cable <i>and</i> High-Speed Online	\$19.95
Unlimited Local-only Calling when purchased with Standard Cable <i>or</i> High-Speed Online	\$24.95
Unlimited Local-only Calling when purchased by itself only	\$29.95
2nd Line with Local-only	\$19.95
Voice Mail	\$3.95
Local Directory Assistance Call (per call)	\$1.50
Private Phone Number Listing	\$4.95
National Directory Assistance Call (per call)	\$1.99
Long Distance with Unlimited Wisconsin (per minute)	\$0.05
Long Distance with Local Only (per minute)	\$0.07
International Rates	Varies by country
International OnePrice (Added to Digital Phone service)	\$19.95

Digital Phone and Cable or Road Runner subscription required for International OnePrice. These rates do not include the Universal Service Fund or E-911 surcharges, nor do they include state and federal taxes. For operator assistance see www.timewarnercable.com.

HIGH-SPEED ONLINE

EARTHLINK	\$46.95
ROAD RUNNER LITE (768 Kbps)	\$19.95
ROAD RUNNER BASIC (2 Mbps)	\$34.95
ROAD RUNNER STANDARD (7 Mbps)	\$46.95
ROAD RUNNER TURBO (15 Mbps) For gaming, streaming video and other applications. Road Runner Standard subscription required.	\$9.95
WIRELESS ROAD RUNNER (Home Networking)	\$10.95

Road Runner is also available for business applications.
For more information visit www.wi.twcbc.com.

EQUIPMENT AND INSTALLATION RATES

Digital, HDTV or DVR Converter (per month)	\$7.65
Remote Control (per month)	\$0.30
Cable Card (per month)	\$3.40
Network Interface Card (each)	\$20.00
USB Adapter (each)	\$20.00
Video Installation	\$99.95
Additional Outlet Connection at the time of Initial Installation (each)	\$29.95
Truck Trip to your home	\$50.00
Office Change of Service Fee	\$5.00
Hourly Service Charge	\$50.00
High Speed Online Installation	\$79.95
High Speed Online Installation Additional Computer (each)	\$49.95
Wireless Road Runner Installation	\$99.95
Do-It-Yourself High Speed Online Installation	\$14.95
Digital Phone Installation	\$79.95
Installation of New/Unactivated Existing Jacks (each)	\$22.00

All outlets with premium channels, Pay-Per-View, digital channels and On Demand services require a Digital Converter. A Digital Remote Control is required to receive Digital Interactive Program Guide and On Demand services. A HD converter and a HDTV set are required to receive HD channels. Not all services available to cable cards.

Bundle & Save



Find out how you can lock in great savings
on Cable TV, High Speed Internet and
Digital Phone service for up to 2 years!

PRICE LOCK **GUARANTEE**

Digital Packages

Digital Access \$56.50

Includes 125 of the most popular cable channels and the Digital Interactive Program Guide, 48 Digital Music Channels and access to Movies On Demand and Free On Demand. Equipment priced separately

Free HD Channels with Digital Packages FREE

TMJ4, CBS-58, MPTV 10 HD, FOX 6, WISN 12, FSN, TNT, WVTV 18, WCGV 24, HD Theater, ESPN HD, ESPN2 HD, TBS HD, National Geographic HD, HGTV HD, A&E HD, Big Ten Network HD and History HD. Requires HD converter and HD set

Digital Standard \$61.50

Digital Standard includes Digital Access plus 48 digital channels. Equipment priced separately

Digital Standard plus 2 Premiums \$81.50

All the services of Digital Standard, plus choose 2 premium channels with matching Premiums On Demand from HBO, Cinemax, Showtime or TMC. Equipment priced separately

Digital Standard plus 4 Premiums \$91.50

All the services of Digital Standard, plus choose 4 premium channels with matching Premiums On Demand: HBO, Cinemax, Showtime and TMC. Equipment priced separately

Digital Sports Package \$4.95

Includes FOX College Sports Atlantic, FOX College Sports Central, FOX College Sports Pacific, Speed Channel, Outdoor Channel, Tennis Channel, FOX Soccer Channel, ESPNNews, ESPNU, ESPN Classic, NBA TV, CBS College Sports, Fuel, NHL Network and The Sportsman Channel. Requires Digital Access Package. Equipment priced separately

Digital Movie Lovers \$5.95

Includes IFC, Encore, Encore Love, Encore Westerns, Encore Action, Encore Drama, Encore Mystery, Encore WAM and Fox Movie Channel. Requires Digital Access Package. Equipment priced separately

Family Choice (Requires Basic Service) \$12.99

Equipment priced separately

nuestra TELE

..... \$17.95

Con Nuestra Tele va a recibir nuestro servicio Básico y además 23 canales en español, 43 canales "Free On Demand" y 48 canales de música. El precio del equipo no viene incluido.

With Nuestra Tele you'll receive our Basic service, plus 23 Spanish-language networks, 43 Free On Demand channels and 48 music channels. Equipment priced separately.

Nuestra Tele Channels added to Standard Service \$4.95

Teléfono Digital Internacional UnPrecio \$19.95

Llama a más de 100 países diferentes y habla durante 1,000 minutos cada mes, por una pequeña suma adicional mensual, cuando se tiene servicio de Teléfono Digital.

Digital Phone International OnePrice

Call over 100 different countries and talk for 1,000 minutes every month, for one low set price when added to Digital Phone service.

Digital Video Recorder

DVR Service — Standard or HD (per outlet) \$8.95

Add the power to pause live TV and come back where you left off.

Record your favorite shows every day ... all year long, automatically.

Equipment priced separately.

Digital Premiums

Premium Networks — Including Premiums On Demand

1st Premium \$12.95

Additional Premiums (each) \$7.00

Choose from: HBO, Cinemax, Showtime or TMC — including

Premium On Demand. Access to four Premium Movie Channels

with 36 screens and access to the best of HBO, Cinemax,

Showtime and The Movie Channel — whenever you like.

Disney On Demand \$3.99

Here! TV On Demand \$5.99

Howard TV On Demand \$13.95

PLAYBOY TV (including On Demand) \$15.95

Too Much for TV On Demand \$14.99

STARZ \$11.00

RAI \$9.95

HD Package \$6.95

MOJO HD, HDNet, HDNet Movies and Universal HD all in crystal-clear high definition.

Equipment priced separately. HD Package requires Digital Access Package.

HDTV converter and HD set.

Are you ready for the Digital Transition?

Federal law requires full-power broadcast TV stations to stop broadcasting in analog and switch over to all digital on February 17, 2009. As long as your televisions are connected to Time Warner Cable service, you don't need to do anything to prepare for the DTV transition — you'll continue to enjoy all of your favorite channels after the DTV transition. If you have other TVs in the house that are receiving broadcast signals via rabbit ears or an antenna, you may want to get them connected to cable service.





Mayor Dan Devine
City of West Allis
7525 West Greenfield Avenue
West Allis, WI 53214

September 26, 2008

Dear Mayor Devine:

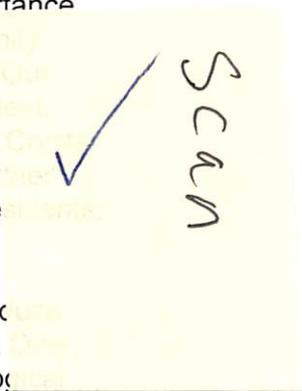
Time Warner Cable continues to increase its employee base in Wisconsin. In October, we will open two Time Warner Cable facilities in Appleton, Wisconsin that will house over 550 employees and create efficiencies as we consolidate nine buildings into two cost effective, LEED certified operations centers that will assist us in best serving our Wisconsin customers.

Time Warner Cable remains committed to making a positive economic impact in the state of Wisconsin. While other companies have moved out of the State, Time Warner Cable has added over 200 employees in 2008 alone. Today, our 2000 Wisconsin employees work hard to provide our customers with the best services and customer care our industry has to offer, while recognizing the importance of making a positive impact in the communities we serve.

This year, our employees voted Time Warner Cable the Best Place to Work for the second consecutive year. They are proud to work for a company that understands the importance of good corporate citizenship and one that supports employee volunteerism, community support and social responsibility as key components to the success of our business. Our unique educational initiatives such as: Time Warner Cable's Hang Tough Video Conference, Time Warner Cable's Scholarship Program, Teaching Creatively with Cable Awards, Apple Awards, the Read to Feed program, and the hundreds of organizations we partner with each year, permits us to positively impact the lives of thousands of Wisconsin residents, educators and students.

Time Warner Cable is proud to be a technological innovator having been first to introduce the Digital Video Recorder, Video on Demand technology, Caller ID on TV, and Start which is scheduled to launch in Wisconsin very soon. Time Warner Cable's technology

advances bring consumers more choice, value and convenience they expect from their in-home entertainment and information provider.





You can trust Time Warner Cable for all your entertainment and information needs because we are here in your community, providing over 250 channels, high speed data service through Road Runner and digital phone service 24 hours a day, 7 days a week.

We give customers the ability to bundle all three services by offering cost saving packages that meet their entertainment and communication needs. In fact, over 55% of Time Warner Cable customers currently subscribe to one of Time Warner Cable's bundled packages.

In these challenging economic times, Time Warner Cable has continued to add value to our existing services at no additional cost to customers. In 2008, Time Warner Cable added or enhanced the following products:

- **Time Warner Cable Sports Channel 32, exclusively on Time Warner Cable**, premiered in January of 2007 and has quickly become the best place to catch exclusive local sports coverage. In 2008, TWC Sports became the official home to the Marquette Golden Eagles and the University of Wisconsin – Milwaukee Panthers Athletics. TWC Sports also features the Dennis Krause Show and Time Warner Cable Sports Roundtable and a vast array of high-school, college, amateur and professional sports, including the Wisconsin Timber Rattlers, Milwaukee Wave and the Milwaukee Admirals.
- Time Warner Cable is also the only provider in Wisconsin offering **Wisconsin on Demand**, channel 1111. In 2008, WloD featured local restaurant reviews, high school sports, dance team competitions, Wisconsin tourist destinations, school plays, concerts and unique community programs such as “Golden Idol” and “Mad Hot Ballroom”.
- **Road Runner High Speed Online was once again voted the best Internet Service Provider in 2008, for a 3rd consecutive year.** TWC offers four different speed packages to choose from ranging from 768Kbps to 15 Mbps, Road Runner continues to beat all other providers by adding additional services like free security software, and PhotoShow Deluxe. Coming soon in 2009, Road Runner Turbo with PowerBoost – provides a burst of speed up to 22 MB when downloading big files at no additional cost for customers who already subscribe to Road Runner Turbo.
- **Seventeen new analog/digital channels, eighteen new HD channels, and eighteen On Demand channels all joined our channel line up.**
 - TWC is proud to be the Home of Free HD.
- **Three Digital Phone Packages for customers to choose from:**
 - Unlimited Nationwide Phone Service (same price for 3rd consecutive year)
 - Unlimited Local Phone Service (same price for 3rd consecutive year)



- Unlimited Wisconsin Service (same price for 3rd consecutive year)
- International OnePrice allows 1,000 minutes each month to call more than 100 countries for one low set price.
- **Caller ID on TV** was launched to all Digital Phone customers with Digital Cable at no additional cost. Digital Phone customers can view the name and number of the person calling on every television with a TWC converter.

Not unlike any other business, Time Warner Cable always strives to offer the most competitive prices, even while our costs to do business continue to increase. Cable service alone offers thousands of hours per day of around-the-clock educational, informational, entertainment and sports programming. In order to provide the channels customers want and expect from their entertainment provider, Time Warner Cable must pay programming costs. For the ninth consecutive year, Time Warner Cable has experienced double digit increases in license fees we pay to programming networks. In fact, Time Warner Cable's licensing fees have increased 11% in 2008 or 113% since 2001. We are doing everything in our power to control programming costs, which are increasing dramatically every year. These costs are directly related to pay for athletes and entertainers associated with popular programming channels such as ESPN and FOX

Sports Networks. Sports and broadcast programming are by far the largest contributors to rate increases.

We have also seen extraordinary increases in other areas of sports entertainment over the past few years. In a recent segment of *HBO's Real Sports with Bryant Gumbel* entitled *Sky High Tickets*, he reports that costs for regular seats to many national MLB and NFL games have increased year on year over 60%, and some are expected to increase over 700% by 2010. Increases in programming costs to provide many national sports programming are attributed to extraordinary increases such as this.

We have all been affected by the cost of living increases for food, fuel and energy. Our fuel costs alone have been the highest in recent history. While Time Warner Cable's costs to do business have increased, we have always worked to minimize the impact to our customers

by keeping our rates as competitive as possible. **Included in this letter is a sample brochure and print out that will be sent to our customer's in their October bills notifying them of all channel and rate changes effective with their November billing statements.**

This rate adjustment will **not** impact over 35% of our customers who are already in money saving campaigns.

We encourage you and your constituents to sign up for our new Price Lock Guarantee program, which saves you money each month on our best packages that include Digital Cable, Road Runner High Speed On Line, and Digital Phone service.



These money saving packages are guaranteed for 24 months.

The cost for the following services will not change in November:

- Digital Phone remains the same for the 3rd year in a row.
- Family Choice Package, HD Package, Digital Sports Package will not change.
- Costs for up to 2 premium channels will not change.
- Nuestra Tele Tier (with basic service) will decrease over 18%.

Time Warner Cable also concentrated our efforts this year by assisting the FCC in educating consumers on the Digital TV transition. The federal government has scheduled the DTV transition to take place on February 17, 2009. We sent you information regarding our efforts to reach out and educate Wisconsin residents. I want to remind you that all cable customers are ready for the DTV Transition. In addition, we are available to present DTV information to local organizations or your constituents at your request.

We recognize that your residents and our customers have a variety of entertainment options. We want you to know that we value the opportunity to serve them and you. As always, I will be happy to answer any questions. Please feel free to contact me at 414/277-4190.

Sincerely,

A handwritten signature in black ink that reads "Beverly Greenberg". The signature is written in a cursive style with a long, sweeping tail on the letter "g".

Bev Greenberg
Vice President, Public Affairs

Please refer to the enclosed brochure for important information on rates, Digital Packages and exciting new products.

NEW MONTHLY CABLE PRICES

Our goal is always to provide you with the best value. However, with many of our fixed costs escalating, we are forced to adjust the prices of some of our services accordingly. We are doing everything in our power to control programming costs, which are increasing dramatically every year. However, when programming costs rise, customers' bills rise too. Sports and broadcast programming costs are by far the largest contributor to rate increases.

Effective November 2008:

Basic Service

\$14.41

Rates do not include franchise fees, FCC regulatory fees, state and local taxes, or Municipality Requested PEG Access Fee (where applicable). The rates listed become effective with your November 2008 billing statement. Prices are subject to change.



City of West Allis

Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
2008-0636	Communication	In Committee
	Communication from the City of Greenfield informing the City of West Allis of their public hearing on October 7, 2008 of a Special Use Amendment of Imprex to expand their business to include the vacant Evans Mattress location at 3350 S. 108 St.	
	Introduced: 10/7/2008	Controlling Body: Safety & Development Committee

(Handwritten initials in a circle)

*Please
cc Schul + Schaer*