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# City of West Allis Matter Summary

7525 W. Greenfield Ave.  
West Allis, WI 53214


| File Number | Title   | Status                                       |
|-------------|---|--|
| 2009-0779   | Communication   | Introduced                                   |
|             | Time Warner Cable communication relative to their 2009 Annual Notice. |  |
|             | Introduced: 12/15/2009  | Controlling Body: License & Health Committee |

## PLACE ON FILE

### COMMITTEE RECOMMENDATION

| ACTION DATE: | MOVER | SECONDER |            | AYE    | NO | PRESENT | EXCUSED |
|--------------|-------|----------|------------|--------|----|---------|---------|
| DEC 15 2009  |       |          | Barczak    | ✓      |    |         |         |
|              |       |          | Czaplewski | ✓      |    |         |         |
|              |       |          | Kopplin    |        |    |         |         |
|              |       |          | Lajsic     |        |    |         |         |
|              |       |          | Narlock    |        |    |         |         |
|              |       |          | Reinke     |        |    |         |         |
|              |       |          | Roadt      | ✓      |    |         |         |
|              |       |          | Sengstock  | ✓      |    |         |         |
|              |       |          | Vitale     |        |    |         |         |
|              |       | ✓        |            | Weigel | ✓  |         |         |
|              |       |          | TOTAL      | 5      | 0  |         |         |

### SIGNATURE OF COMMITTEE MEMBER

 \_\_\_\_\_  
Chair Vice-Chair Member

### COMMON COUNCIL ACTION place on file

| ACTION DATE: | MOVER | SECONDER |            | AYE | NO | PRESENT | EXCUSED |
|--------------|-------|----------|------------|-----|----|---------|---------|
| 12-15-09     | ✓     |          | Barczak    | ✓   |    |         |         |
|              |       |          | Czaplewski | ✓   |    |         |         |
|              |       |          | Kopplin    | ✓   |    |         |         |
|              |       |          | Lajsic     | ✓   |    |         |         |
|              |       |          | Narlock    | ✓   |    |         |         |
|              |       |          | Reinke     | ✓   |    |         |         |
|              |       |          | Roadt      | ✓   |    |         |         |
|              |       |          | Sengstock  | ✓   |    |         |         |
|              |       |          | Vitale     | ✓   |    |         |         |
|              |       |          | Weigel     | ✓   |    |         |         |
|              |       |          | TOTAL      | 10  |    |         |         |

unanimous

1320 N. Dr. Martin Luther King Jr. Drive  
Milwaukee, WI 53212-4002  
Tel 414-277-4111  
Fax 414-224-6155



RECEIVED

NOV 30 2009

CITY OF WEST ALLIS  
MAYOR

November 27, 2009

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

Dear Mayor Devine:

Enclosed, please find a copy of Time Warner Cable's 2009 Annual Notice.

As always, I am available to answer any questions you may have. Please feel free to contact me any time at (414) 277-4087.

Sincerely,



Margaret Bailey-Stewart  
Government Relations Specialist

## CONSUMER HOME WIRING

The following notice will serve to inform our customers of options regarding the home wiring located within their dwelling that is used to provide cable service. Home wiring is that cable which runs from the TV set to a point approximately twelve inches outside of the dwelling unit. It includes extra outlets, splitters, connections and fittings or wall plates attached to the wire but does not include terminal devices and the like.

Pursuant to FCC regulations, all customers are given the option to acquire the home wiring within their dwelling unit upon termination of cable service. However, even prior to termination of cable service, we allow our customers to remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of their dwelling unit so long as such actions do not interfere with our ability to meet FCC technical standards or to provide services to our customers. For example, our customers may not attach any device or equipment to the inside wiring in a way that impairs the integrity of the local cable system, such as creating signal leakage, or which may cause a violation of government regulations. Furthermore, if our customers attach devices or equipment to the wiring, it may result in a degradation of signal quality.

If our customers chose to have us remove, replace, rearrange or maintain the wiring inside your home, they may pay our regulated hourly service charge on a per-visit basis. We are not responsible for problems relating to the operation of customer-owned consumer electronic equipment such as televisions, VCRs, home antennas, etc., which may be connected to the inside wiring in the customer's home. We are, however, responsible for problems relating to any equipment which our customers lease from us, other than problems caused by tampering, neglect or abuse.

Our customers also have the option of removing, repairing, rearranging or maintaining the inside wiring themselves or of hiring a qualified outside contractor to do the work. It is extremely important that only high-quality home wiring materials be used and that these materials be properly installed in order to avoid signal leakage and to maintain signal quality in compliance with FCC technical regulations. If our customers choose to install, replace or repair their own wiring, or hire a third-party contractor to do it, we will be happy to furnish at cost the necessary wiring and connectors that will meet required technical standards, or provide our customers with a list of technical specifications for the equipment should they choose to purchase it elsewhere. Please note, however, that in the event improper materials or improper installation causes a signal degradation and/or leakage, we may be required under federal law to terminate cable service until the problem can be remedied.

## CABLE & YOUR HOME ENTERTAINMENT EQUIPMENT

With cable TV connected to your home entertainment system, you enjoy the best choice, convenience and value. However, extra steps may be required for cable TV to work effectively with various equipment. This guide provides information about when cable TV is compatible with your equipment and when it may not be. If you don't find your particular situation described in this guide, please call us. We'll work with you to determine the cable setup and equipment appropriate for your needs.

### CONVERTERS ARE NECESSARY WHEN...

Cable television services are delivered via cable on a composite signal called "RF broadband." Older TV receivers cannot tune to all of the channels sent out on this broadband signal. Many "cable-ready" TVs and VCRs can, although some models may not be able to receive all channels.

In cases where a TV or VCR cannot tune to all of the channels provided as part of your cable service, an extended tuner called a converter can be used to receive the channels and send them to a TV set or VCR. These may be purchased from a retail store (where available).

To help ease the confusion about whether a TV or VCR is really "cable-ready," the Federal Communications Commission will not allow TVs and VCRs manufactured or imported for sale in the United States after October 31, 1994, to be marketed as "cable-ready" or "cable compatible" unless they meet certain bandwidth tuning and other performance standards.

### ALL SCRAMBLED SIGNALS REQUIRE A DESCRAMBLER

Because all customers do not subscribe to every programming service offered, we use scrambling technology to deliver a secure signal to authorized homes. Scrambling is a method of changing the components of a signal at the cable television transmission center (headend) to render it unviewable without an authorized descrambler. The descrambler and converter are often combined in the same terminal, which is connected in the same way as a set-top converter to your entertainment system.

Some cable systems may scramble all channels above the broadcast basic level of service. Customers may then choose from several different service options and often subscribe without the need for a home appointment. Whenever customers subscribe to service levels or channels which are scrambled, they will need a descrambler even if their TV is "cable-ready." We are the only authorized providers of descramblers in this service area.

**For inquiries regarding your cable service, please call  
Time Warner Cable Customer Service:**

**1-800-627-2288**

## LOCAL PROGRAMMING FROM TIME WARNER CABLE

Wisconsin on Demand Channel 411 is all local, all the time with programs featuring premiere tourist destinations within our state, local restaurant previews, high school sports, dance team competitions, Milwaukee's Most Wanted, pet adoption on demand, unique community arts programs and special events like "Golden Idol" and the "Beautiful Baby Photo Contest." Watch rebroadcasts of games from TWC Sports 32 including UWM and Marquette Athletics. Wisconsin on Demand is free to all Time Warner Cable digital cable customers on Channel 411. Wisconsin on Demand is your destination for local information and is only on Time Warner Cable!

**Time Warner Cable Sports 32** is the official television home to both Marquette Golden Eagles' Athletics and University of Wisconsin - Milwaukee Panthers. Time Warner Cable Sports 32 is the only place to watch dozens of live Marquette and UWMilwaukee Men's and Women's basketball games along with coaches' shows! Time Warner Cable Sports features 30-minute shows such as the Dennis Krause Show, Sports Roundtable and Sports32 Weekly. You can also see a broad spectrum of high school, college, professional and amateur sports as Sports32 is the home of the Milwaukee Wave, Milwaukee Admirals, Wisconsin Timber Rattlers, Green Bay Gamblers and Milwaukee Iron. Get the most comprehensive local sports coverage and it is only on Time Warner Cable Sports Channel 32!

## ROAD RUNNER HIGH SPEED ONLINE

Now 4x the speed of AT&T DSL's Standard package and more than 150x faster than dial-up!

- Free security software and Parental Controls
- Award-winning service that's been voted "Milwaukee's Best Internet Provider" for 4 years in a row
- Free extras like PhotoShow Deluxe, Road Runner Radio and Road Runner Video Channel

### PRICE LOCK GUARANTEE

Look to Time Warner Cable to provide you with the best in home entertainment and communications with Digital Cable, Road Runner High Speed Online and Digital Phone Service all in one package! Find out how you can lock in greater savings for up to 2 years!

## DIGITAL PHONE - A BETTER CHOICE IN HOME PHONE SERVICE

- Unlimited calling anytime, anywhere throughout the United States and Canada
- Free installation using existing phones and jacks
- Caller ID, Call Waiting and Call Waiting ID included at no extra cost
- Keep your same phone number
- Add voice mail service for just \$3.95 a month
- IOP-Call over 100 different countries and talk for 1,000 minutes every month, for one low set price.

Digital Phone does not include back-up power and, as in the case with an electric-powered cordless home phone, should there be a power outage. Digital Phone service will not be available. Other restrictions may apply. Available in Digital Phone serviceable areas only. Additional charges apply for taxes, Directory Assistance, Operator Services, and calls to international locations.

### INSTALLATION GUARANTEE

We will be on time for your installation appointment or the installation is FREE! Time Warner Cable's Installation Guarantee applies to new installs, upgrades and additional outlets.

### SERVICE GUARANTEE

We will be on time for your service appointment or we will credit your account \$20.00! The Service Guarantee does not apply to outage calls that are canceled because the picture has been restored.

### PARENTAL CONTROL

Time Warner Cable customers may block out programming to meet your family's specific needs by using the Parental Control Lock on the cable converter. If you do not have a converter, you may call the company to request that a channel be blocked from your lineup. Parents can control what programming is viewed.

## CONVERTER FEATURES AND PROGRAMMING INFORMATION

**Remote Control:** Allows you to control multiple devices. The only time you need to change modes is when you want to switch control to a different device. Some of our models can operate your VCR. For example, say you are using your remote control to control your cable terminal and now want to change the channel on your VCR. First press VCR and then press the desired channel number key(s). To return to controlling your cable terminal, press the CBL key and then the desired function key. The remote will stay in the cable mode until you press another mode key.

**Volume Control:** Press the up or down volume key to increase or decrease the volume. When you adjust the volume, the volume bar appears on the right side of your screen. The volume bar moves side to side when you press the volume up key and down when you press the volume down key.

**Parental Control by Movie Rating, Channel or Time:** If you want to keep your children from watching certain channels at certain times, you can use the parental control feature. Using a personal password that you assign, you can "lock up" channels so that the Converter cannot tune to them. You can place channels under parental control by program rating, by channel number or by time period. Items that are currently blocked show a lock or unlocked symbol in the General Settings menu. Filters are also available for cable-ready customers that wish to initiate parental control.

**Favorite channel recall:** Lets you define the channels that you watch frequently. This way you can bypass channels you don't usually watch and tune quickly to those that you do. When you press the FAV button on your remote, the Converter tunes to the first favorite channel above the one to which you are currently tuned; when you press it again it jumps to the next, and so on.

**Sleep and alarm timers:** Sleep timers allow you to turn the Converter off after a specified amount of time. Alarm timers allow you to turn the Converter on and off automatically at specified times.

**Purchase Video on Demand programming:** Tune to Channel 1000 for movies, 1001 for Free Movies On Demand, 1100-1182 and 1400-1410 for Free On Demand. Make sure your remote indicates VOD, not VCR enabled. Select the title you want to watch. To purchase, press B button (buy). Confirm your selection by pressing the B button again. To begin viewing, select the arrow. Instructions on how to operate all equipment are also on our web site at [www.time WarnerCable.com](http://www.time WarnerCable.com)

**Purchasing PPV programs from the program guide:** To purchase programs from the program guide: (1) Press the GUIDE button. The program guide displays. The current program is highlighted in the time grid. (2) Press the up, down, left or right arrow button to highlight the PPV program you want to purchase.

**Digital Video Recorder (DVR):** DVR allows you to record while watching a live show, record your favorites from the interactive program guide, find and record all episodes of a selected series, control live TV and watch what you want when you want to watch it.

## CABLE CARD

CableCARD is a new hardware option for people who purchase Digital Cable Ready equipment and want to access analog and digital cable services. A CableCARD is similar in size to a PCMCIA card used in many computers today. It plugs into a Digital Cable Ready television set or other digital devices (e.g., DVRs, etc.) and, like a set-top box, allows consumers to access unscrambled analog cable television signals and digitally encrypted cable television services (i.e., HBO, Showtime, Starz, etc.). Because the first generation of Digital Cable Ready equipment is one-way, cable customers will still require a digital set-top box to receive cable's two-way service such as PPV, On Demand including Movies On Demand, Premiums On Demand, and Free On Demand, as well as Interactive Program Guide, Season Sports Packages, Interactive and Enhanced TV services.

## OUTAGE CREDIT POLICY

Upon notification by a customer of a service interruption, Time Warner Cable shall give the customer a credit for one day of cable service if cable service is interrupted for more than four hours in one day and the interruption is caused by Time Warner Cable.

Upon notification by a customer of a service interruption, Time Warner Cable shall give the customer a credit for each hour that cable service is interrupted for more than four hours in one day and the interruption is NOT caused by the cable operator.

## RETURNED ITEM CHARGE

Any payment returned to Time Warner Cable for nonpayment will be assessed a "Returned Item Charge" of \$30.00. This includes checks, debit/credit cards and ACH payments processed. Items returned to Time Warner Cable are subject to collection to the fullest extent under Wisconsin Law.

## COMPATIBLE REMOTE CONTROLS

We use converters or descramblers that work in conjunction with some remote controls available for purchase at retail stores. These remotes may be used in place of those we provide at a nominal monthly fee. The following is a representative list of compatible remote controls currently available from retail stores. Although every effort has been made to ensure the accuracy of the list, errors or omissions may occur. Should you have a question about the compatibility of a remote control, please call us.

| BRAND                    | MODEL/NUMBER                 |
|--------------------------|------------------------------|
| Universal Remote Control | MX350, MX450, MX810, MX850,  |
|                          | MX880, MX900, MX980, MX3000, |
|                          | MX5000, MX6000               |

## FAMILY CHOICE TIER

Family Choice gives you programming the whole family can watch with 15 great family-friendly Digital Cable channels.

| CHANNEL | DESCRIPTION     | CHANNEL | DESCRIPTION         |
|---------|-----------------|---------|---------------------|
| 875     | Boomerang       | 883     | Fit TV              |
| 876     | C-SPAN2         | 884     | HGTV                |
| 877     | C-SPAN3         | 885     | La Familia          |
| 878     | Headline News   | 886     | Nick Jr.            |
| 879     | Discovery Kids  | 887     | The Weather Channel |
| 880     | Science Channel | 888     | Disney XD           |
| 881     | Disney Channel  | 889     | Food Network        |
| 882     | DIY             |         |                     |

## BILLING INFORMATION

Your billing statement is a two-sided document with important information on the front and back. Your first billing statement will include the following details:

- Prepayments
- First month's service charges.
- Installation charges and any promotional discounts to which you are entitled.

Thereafter, you will receive a statement each month.

- Please fold and tear off the return portion of your statement and send it with your payment in the envelope included with your statement. Please allow sufficient time when mailing your payment.
- If you pay in person, please present your statement with your payment.
- If you choose to make a payment over the telephone with a Time Warner Cable Representative, please be sure to have all account information available. A processing fee of \$5.00 will be assessed.

## OUR COMMITMENT TO YOU

Time Warner Cable offers our customers convenience, choice, and state-of-the-art broadband and interactive products. Through our sophisticated cable system, we are able to deliver new product package options that include digital cable television, high-speed data, and Digital Phone service in convenient, money-saving packages. Bundling of all three services is another example of Time Warner Cable's commitment to give our customers the technology, service, choice and convenience they've come to expect from us.

Time Warner Cable also remains committed to investing heavily in our future and in our communities by providing free cable service and free high-speed cable modems and Internet access to all schools and public libraries in our service area. Our unique educational initiatives such as Time Warner Cable's Emmy Award winning Hang Tough Video Contest, Time Warner Cable's Kidz Biz program, Time Warner Cable's Read to Feed, Teaching Creatively with Cable Awards, Crystal Apple Awards, 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.

We recognize that our customers have a variety of entertainment options. Time Warner Cable's 2,000 Wisconsin employees appreciate the opportunity to serve you and your neighbors.

## PAYXPRESS EBILL SERVICE

PayXpress is a free Time Warner Cable online service that allows electronic access to your monthly statements and makes paying your bill easier than ever. You can pay your monthly bill online with either a one time payment or establish recurring payments. You can also view current or previous monthly statements and make electronic inquiries regarding your bill.

Time Warner Cable's PayXpress Ebill Service is hassle free, and available from any Internet-enabled computer, anytime, anywhere 24 hours a day. For your protection, paying your bill is done through a secure login process along with the most advanced protection system; this ensures the utmost in safety and privacy. For more information, visit our website at [www.timeWarnerCable.com/wisconsin](http://www.timeWarnerCable.com/wisconsin).

## INSTALLATION/SERVICE MAINTENANCE POLICIES

1. When a customer calls in for a service problem, we will be there before the end of the next day at least 95% of the time.
2. Time Warner Cable provides 24-hour emergency service 7 days a week.
3. We conform to all FCC standards.
4. We conduct RF leakage (CLI) tests on a quarterly basis.

- You may make recurring payments through your checking account, Visa, MasterCard, American Express or Discover by signing up online through PayXpress or by completing the Auto Payment Plan authorization form available through Customer Service or at a retail location near you.

## PAYMENT & COLLECTION POLICIES

- Services are billed in advance. The due date of your payment is shown on your statement.
- A \$6.00 Administrative Collection Charge will be assessed on balances not received by the payment due date.
- Your next statement will show new and current charges as well as past due charges. It will also contain an important message about your account.
- If payment continues to be delayed beyond the next statement date described above, your service could be interrupted or disconnected for non-payment.
- A separate disconnection notice will be sent to you prior to interruption of service.
- A \$2.99 Office Change of Service Fee will be applied to reactivate an account that has been interrupted due to non-payment.
- A \$19.95 Door Collection Fee will be applied for any balances collected at the door prior to disconnection.
- Should your service be disconnected for non-payment, payment of the balance due, the first month's service charges and a reconnection fee must be made in advance to restore service. Promotional installation discounts for reconnection of services disconnected for non-payment may be restricted.
- Accounts in default following disconnection of service will be placed with a collection agency. Accounts placed with a collection agency can be reported to credit reporting bureaus such as TransUnion, Equifax and TRW.

## EQUIPMENT RESPONSIBILITY

- The converter, remote control and cable modem installed with your service are the property of Time Warner Cable.
- Should service be disconnected, either upon your request or due to non-payment, you will be responsible for returning all equipment to Time Warner Cable in good working condition, normal wear and tear notwithstanding. Cost for repair or replacement due to excessive damage will be charged to your account.
- In accordance with your service agreement signed at installation, if equipment is not returned to Time Warner Cable, your account could be charged up to \$550 for each converter and remote control, \$200 for each cable card, \$75 for each data modem, \$125 for each Digital Phone modem, \$150 for each Home Networking Gateway/router, \$150 for each Business Class data modem, \$650 for each Business Class Phone modem, \$400 for each Firewall device and \$750 for each Business Class router.
- Time Warner Cable expressly prohibits connection to its cable television system with any device whose primary purpose is to defeat or modify electronic or mechanical encryption of its services.
- Violators are subject to local, state and federal prosecution.

## UNAUTHORIZED CONNECTION/UNAUTHORIZED EQUIPMENT