



City of West Allis

Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
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2007-0709

Communication

In Committee

Time Warner Cable communication regarding added or enhanced products in 2007 along with a sample brochure and flyer that will be sent to customers notifying of all channel and rate changes effective December 2007.

Introduced: 11/20/2007

Controlling Body: License & Health Committee

COMMITTEE RECOMMENDATION

PLACE ON FILE

ACTION
DATE:
NOV 20 2007

MOVER SECONDER

_____	_____	Barczak
_____	_____	Czaplewski
_____	✓	Dobrowski
_____	_____	Kopplin
_____	_____	Lajsic
✓	_____	Narlock
_____	_____	Reinke
_____	_____	Sengstock
_____	_____	Vitale
_____	_____	Weigel

AYE	NO	PRESENT	EXCUSED
			✓
✓			
			✓
✓			
✓			

TOTAL

3

2

SIGNATURE OF COMMITTEE MEMBER

Chair

Vice-Chair

Member

COMMON COUNCIL ACTION

PLACE ON FILE

ACTION
DATE:

NOV 20 2007

MOVER SECONDER

_____	_____	Barczak
_____	_____	Czaplewski
_____	✓	Dobrowski
_____	_____	Kopplin <i>exc</i>
_____	_____	Lajsic
_____	_____	Narlock
_____	_____	Reinke
✓	_____	Sengstock
_____	_____	Vitale <i>exc</i>
_____	_____	Weigel

AYE	NO	PRESENT	EXCUSED
✓			
✓			
✓			
			✓
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✓			
✓			
✓			
✓			
✓			✓
✓			

TOTAL

8

2



October 26, 2007

Mayor Jeannette Bell
City of West Allis
7525 West Greenfield Avenue
West Allis, WI 53214

OFFICE OF THE MAYOR
RECEIVED

OCT 27 2007

WEST ALLIS, WI

Dear Mayor Bell:

Technical advances are designed to make all of our lives more convenient. At Time Warner Cable we are proud to be a technological innovator having been first to introduce the Digital Video Recorder, Video on Demand technology, Caller ID on TV, among other new advancements. Our state-of-the-art products and services give customers more convenience, choice, and control over their in-home entertainment. Time Warner Cable now offers over 250 channels, high speed data service through Road Runner, digital phone service and in 2007, the ability to take those services with them wherever they go using PIVOT, our new wireless phone service. We encourage customers to take advantage of our bundled packages, combining services will provide them with a variety of cost saving opportunities.

This year Time Warner Cable added or enhanced the following products:

- **Time Warner Sports Channel 32** premiered in January and has quickly become the best place to catch local sports coverage. TW Sports is the official home to the Marquette Golden Eagles' Athletics and the University of Wisconsin – Milwaukee Panthers. TW Sports also features the Dennis Krause Show and Time Warner Sports Roundtable and a vast array of high-school, college, amateur and professional sports, including the Milwaukee Wave and the Milwaukee Admirals.
- **PIVOT - Time Warner Cable's mobile phone service.** Pivot customers can check their Road Runner e-mail, surf the Internet, make unlimited calls between their wireless phone and their Time Warner Cable Digital Phone, and watch exclusive programming and made-for-mobile channels – all through PIVOT.
- **Road Runner High Speed Online voted best Internet Service Provider in 2007,** Shepherd Express Best of Milwaukee. This summer we introduced four different speed packages ranging from 768Kbps to 15 Mbps.
- **Ten new channels were added to Digital Cable.** They include: Wisconsin Eye, FOX Business Network, FOX Reality, Sports Illustrated on Demand, Music on Demand, Kids/Pre-School on Demand, Music Choice on Demand Urban & Latin, Music Choice on Demand Pop & Rock, Entertainment on Demand, and ESPN Deportes.
- **Three new Packages were added for Digital Phone customers:**
 - **Unlimited Local Phone Service**
 - **Unlimited Wisconsin Service**
 - **International OnePrice** allows 3,000 minutes each month to call more than 100 countries for one low set price.



- **Caller ID on TV** is provided 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.
- **Four High Definition Channels were added in 2007.** Today, Time Warner Cable offers 20 HD channels. See the enclosed brochure for a complete listing.
- **Business Class Digital Phone service is now available through Time Warner Cable Business Class,** a leading provider of data, video and security solutions for businesses.

Not unlike any other business, Time Warner Cable always strives to offer the most competitive prices and packages, even while our costs continue to increase. Cable service alone offers thousands of hours per day of around-the-clock educational, informational and entertainment programming. For the eighth consecutive year, we've experienced double digit increases in license fees we pay to programming networks. These are costs directly related to pay for athletes and entertainers associated with popular programming channels. However, Time Warner Cable works to minimize the impact to our customers by keeping our rates as competitive as possible by creating unique bundled packages. **Currently, more than 50% of our customers subscribe to one of our money saving bundled packages.**

Time Warner Cable wants to keep you informed of any changes to our services. Enclosed in this letter is a sample brochure and print out that will be sent to our customer's in their November bills notifying them of all channel and rate changes effective December 2007. These rates will not affect over 30% of our customers as they are already in an existing campaign package.

Time Warner Cable employs over 1900 Wisconsin residents and has always valued the importance of good corporate citizenship by encouraging employee volunteerism, community support and social responsibility as a key component to the success of our business. Our unique educational initiatives such as: Time Warner Cable's Hang Tough Video Contest, Time Warner Cable's Kidz Biz program, Time Warner Cable's Scholarship Program, Teaching Creatively with Cable Awards, Crystal 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.

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 414/277-4193.

Sincerely,

Celeste Flynn

Director, Public Affairs

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

NEW MONTHLY CABLE PRICES

Effective December 2007:

Basic Service	\$13.10
Senior Basic Service	\$10.88
Senior Standard Package (Includes the Senior Basic Service)	\$41.92
Digital, HDTV or DVR Converter (per month)	\$ 7.21
Remote Control (per month)	\$.31

Rates do not include franchise fees, FCC regulatory fees, Municipality Requested PEG Access Fee, or state and local taxes. The rates become effective with your December 2007 billing statement. Prices are subject to change. Annual rate adjustments reflect year-to-year changes in programming and operating costs. To qualify for a senior discount, you must be 62 years of age or older.

Important Pricing & Programming Information 2008



New
High-Speed
Internet
Options

Now with
Local, In-State,
National and
International
Plans



FREE On
Demand,
new HD
channels
and more

CABLE



HIGH-SPEED ONLINE



DIGITAL PHONE

SOUTH 2008
A34

December 2007

More Choice

New Channels

ESPNU, Channel 117: Keep up on all your favorite college sports with news, stats, live games and more.

Fox Business Network, Channel 164: Get the business news behind the stories, with domestic and international coverage.

New HD Channels

TBS HD, Channel 534: Enjoy sitcoms and blockbuster hits in HD on one of the nation's top-rated comedy networks.

ESPN2 HD, Channel 528: Keep your edge with this 24/7 simulcast of alternative and traditional sports.

For a complete up-to-date channel listing, visit www.timewarcable.com. Plus, watch for your new lineup in your December bill.

New Speeds

Road Runner now offers four speed tiers to choose from, so pick the speed that best fits your life!

- **Road Runner 768 Kbps:** Up to 13x faster than dial-up
- **Road Runner 2 Mbps:** Up to 40x faster than dial-up
- **Road Runner 7 Mbps:** Up to 150x faster than dial-up
- **Road Runner 15 Mbps:** Up to 270x faster than dial-up

New Calling Plans

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 3,000 minutes every month, for one low set price!



Local Programming Channels

All About Wisconsin

Wisconsin On Demand

Wisconsin On Demand, Channel 1111, is all local, all the time — with programs featuring premier tourist destinations within our state, local restaurant reviews, high-school sports, dance-team competitions, school plays and concerts, unique community arts programs and special events like "Walking With Dinosaurs." Wisconsin On Demand is free to all Time Warner Cable digital customers on Channel 1111.

Wisconsin On Demand is the only place to watch programming from your state on your schedule!



Time Warner Sports

Time Warner Sports Channel 32 is the official television home to both

Marquette Golden Eagles' Athletics and University of Wisconsin — Milwaukee Panthers. Time Warner Sports Channel 32 is the only place to watch several live Marquette and UW-Milwaukee Men's and Women's basketball games along with team coaches' shows! Time Warner Sports features 30-minute sports shows, such as *The Dennis Krause Show* and *Time Warner Sports Roundtable*. You can also see a broad spectrum of high-school, college, amateur and professional sports, including the Milwaukee Wave and the Milwaukee Admirals. Get the most comprehensive local sports coverage — only on Time Warner Cable's Time Warner Sports, Channel 32!



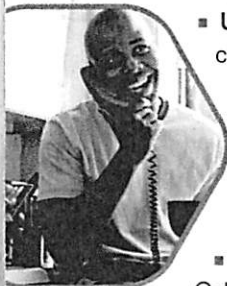


Digital Phone

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 3,000 minutes every month, for one low set price!



Plus, all Digital Phone plans include:

- **Popular calling features for no extra charge** – Get Caller ID, Call Waiting, 3-Way Calling and more
- **Caller ID on TV*** – Answer only important calls while you're watching TV
*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**



pivot™

TIME WARNER
CABLE

Sprint

Mobile TV, e-mail on the go and unlimited calling. Pivot brings everything you love about your Time Warner Cable home services

to your Sprint wireless phone. Now, with your Sprint wireless phone and Pivot you can:



- Check your Road Runner e-mail
- Surf the Internet on the road
- Make unlimited calls between your wireless phone and your Time Warner Cable Digital Phone
- Watch exclusive programming and made-for-mobile channels on your wireless phone
- Enjoy the largest voice calling area — the Sprint PCS Network reaches over 299 million people!

Now you don't have to leave the comfort and ease of your Time Warner Cable services at home — you can take them with you wherever you go!



Coming soon — Time Warner Sports and Wisconsin On Demand on Pivot.

2008 Monthly Rates

Effective December 1, 2007. Rates do not include Franchise Fees or state and local taxes. Rates subject to change. These rates become effective with your December 2007 bill.

CABLE SERVICES

Prices do not include equipment.

BASIC SERVICE	Please refer to the back of your Nov/Dec 2007 bill.
STANDARD SERVICE	\$50.50 (More than 75 of the most popular cable channels, including Basic service)
CHANNEL GUIDE MAGAZINE	\$4.00

EQUIPMENT AND INSTALLATION RATES

Digital, HDTV or DVR Converter (per month)	\$7.65
Remote Control (per month)	\$0.30
Cable Card (per month)	\$3.10
Network Interface Card (each)	\$20.00
USB Adapter (each)	\$20.00
Installation of Unwired Home	\$55.00
Installation of Pre-wired Home	\$39.50
Additional Outlet Connection at the time of	
Initial Installation (each)	\$26.50
Truck Trip to your home	\$41.00
Office Change of Service Fee.	\$2.00
Hourly Service Charge	\$48.50
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

*Equipment price may vary by community. Please refer to the back of your Nov/Dec 2007 bill.

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.

DIGITAL PHONE

Unlimited Nationwide when purchased with Cable <u>and</u> High-Speed Internet.	\$39.95
Unlimited Nationwide when purchased with Cable <u>or</u> High-Speed Internet.	\$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 Cable <u>and</u> High-Speed Internet.	\$29.95
Unlimited Wisconsin Calling when purchased with Cable <u>or</u> High-Speed Internet	\$34.95
Unlimited Wisconsin Calling when purchased by itself -	
Phone only	\$39.95
2nd Line With Unlimited Wisconsin.	\$24.95
Local-only calling when purchased with Cable <u>and/or</u> High-Speed Internet	
Voice Mail	\$3.95
Local Directory Assistance Call	\$1.50
Private Phone Number Listing	\$4.95
National Directory Assistance Call	\$1.99
Long Distance with Unlimited Wisconsin (per minute)	\$0.05
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. These additional charges total approximately \$6.25 per month. For operator assistance see www.time WARNERcable.com.

PIVOT

Individual plans starting at	\$29.99
Family plans starting at	\$59.99
Pivot Multimedia	
Basic Plan	\$15.00
TV Plan	\$20.00
Music Plan	\$20.00
Navigation Plan	\$20.00
Premium Plan	\$25.00

RESIDENTIAL HIGH-SPEED ONLINE SERVICES

EARTHLINK	\$44.95
ROAD RUNNER 768 Kbps	\$26.95
ROAD RUNNER 2 Mbps	\$34.95
ROAD RUNNER 7 Mbps	\$44.95
ROAD RUNNER 15 Mbps For gaming, streaming video and other applications. Road Runner 7 Mbps 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.twcnc.com.

Digital Packages

Digital Access \$51.99
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

13 Free HD Channels with Digital Packages FREE
TMJ4, CBS-58, MPTV, FOX 6, WISN 12, FSN, TNT, WVTM 18, WCGV 24, HD Theater, ESPN HD, ESPN2 HD, TBS HD

Digital Standard \$56.99
Formerly DIGIPIC 1000
Digital Standard includes Digital Access plus 45 digital channels.
Equipment priced separately

Digital Standard plus 2 Premiums \$76.99
Formerly DIGIPIC 2000
All the services of Digital Standard, plus choose 2 premium channels with **Premiums On Demand** from HBO, Cinemax, Showtime or TMC
Equipment priced separately

Digital Standard plus 4 Premiums \$86.99
Formerly DIGIPIC 4000
All the services of Digital Standard, plus choose 4 premium channels with **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, CSTV, Fuel and The Sportsman Channel.
Requires Digital Access Package. Equipment priced separately

Digital Movie Lovers \$4.95
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 21 canales en español, 36 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 21 Spanish-language networks, 36 Free On Demand channels and 48 music channels. Equipment priced separately.

Nuestra Tele Channels added to Standard Service \$4.95

Digital Phone International OnePrice \$19.95
Call over 100 different countries and talk for 3,000 minutes every month, for one low set price when added to Digital Phone service.

Digital Video Recorder

DVR Service — Standard or HD (per outlet) \$8.50
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 — Now including Premiums On Demand

1st Premium \$12.95

2nd Additional Premium \$7.00

3rd & 4th Additional Premium \$6.00

Choose from: HBO, Cinemax, Showtime or TMC — now including Premium On Demand. Access to four Premium Movie Channels with 48 screens and access to the best of HBO, Cinemax, Showtime and The Movie Channel — whenever you like.

Here! TV On Demand \$5.99

Howard TV On Demand \$13.99

STARZ \$11.00

PLAYBOY TV \$15.95

HD Package \$6.95

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

Equipment priced separately. HD Packages require Digital Access Package, HDTV converter and HD set.

Bundle & Save

Lock in a discounted price on our All the Best bundle. Get it all: Digital Cable,

Road Runner High Speed

Online and Home Phone Service with unlimited local and long distance calling, for one low price, on one simple bill. Now's your chance to bundle and save big!

all the best



TIME WARNER CABLE
THE POWER OF YOU™

Time Warner Cable is a technology leader who continues to introduce advanced interactive services to meet the needs of you, our customers. Our state of the art products and services give customers more convenience, choice, and control over their in home entertainment. Time Warner Cable's fiber-based platform allows us to deliver a bundled package that includes digital cable television, high-speed data, and digital phone service.

Our ability to bundle all three services is the direct result of investing over \$300 million to upgrade our entire Wisconsin cable system. Our upgraded system has also allowed us to remain ahead of our competitors in providing superior services our customers expect from their information and entertainment provider.

Today, Time Warner Cable offers more than 250 cable channels, Video On Demand, Digital Video Recorders, High Definition Television, high-speed residential and business Internet services, unlimited local and long distance home and business phone services and most recently, Pivot, our new wireless phone service. 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.

Time Warner Cable remains committed and focused on investing in the highest quality telecommunications technology that will enhance the quality of life of all our customers. 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.

Thank you for being a Time Warner Cable customer.

