

96.



City of West Allis Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
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2006-0491 Communication In Committee

Time Warner Cable communication regarding the addition of two (2) channels, TV One and Expo TV, to their Digital Cable service, and receipt of the JD Power and Associates 2006 award.

Introduced: 8/1/2006 Controlling Body: License & Health Committee

PLACE ON FILE

COMMITTEE RECOMMENDATION

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
AUG 01 2006			Barczak				
			Czaplewski	✓			
		✓	Dobrowski	✓			
			Kopplin	✓			
			Lajsic				
			Narlock	✓			
			Reinke				
		✓	Sengstock	✓			
			Vitale				
			Weigel				
		TOTAL		5			

SIGNATURE OF COMMITTEE MEMBER

Kurt Kopplin

Chair Vice-Chair Member

PLACE ON FILE

COMMON COUNCIL ACTION

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
AUG 01 2006			Barczak				
			Czaplewski				
			Dobrowski				
		✓	Kopplin				
			Lajsic				
			Narlock				
			Reinke				
			Sengstock				
			Vitale				
			Weigel				
		TOTAL					

UNANIMOUS



July 21, 2006

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

Dear Mayor Bell:

Time Warner Cable is pleased to announce that effective Tuesday, August 1, 2006, Time Warner Cable will add the following channels to our digital cable channel line up:

- TV One, the entertainment and lifestyle network for African American adults, will be included in the DIGIPiC 1000 package on digital channel 121. TV One, offers a broad range of lifestyle and entertainment-oriented programming for African Americans that respects their values and reflects their intellectual and cultural diversity. The network features a broad mix of original and existing programming, including lifestyle and home improvement series, dramas, sitcoms, game shows, music shows, movies and public affairs programming.
- Expo TV, is a video on demand channel that will appear on digital channel 1410 and will be available to Digital Access customers. Expo TV specializes in high quality shopping and informational videos - produced by manufacturers and resellers - designed to provide viewers with unparalleled video experiences. Expo TV will contain Product Reviews and Shopping & Informational Videos.

Time Warner Cable is delighted to add more choice and value to our cable programming packages. Stay tuned for more exciting services later this year! Should you have any questions please feel free to contact me anytime at 414.277.4193.

Sincerely,

Celeste Flynn
Director, Public Affairs

RECEIVED

JUL 25 2006

CITY OF WEST ALLIS
CLERK/TREASURER

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



July 21, 2006

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

Dear Mayor Bell:

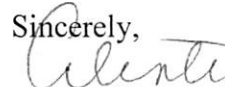
Time Warner Cable has a longstanding commitment to offering its subscribers the best customer service possible and we are proud to inform you that Time Warner Cable this week received the prestigious J.D. Power and Associates 2006 award for highest ranking in the North Central Region, which includes the Wisconsin Division, in J.D. Power's Residential All-Distance Telephone Customer Satisfaction Study.

The study, which measures customer satisfaction with both local and long distance telephone service, finds that cable companies rank highest in customer satisfaction in five of six U.S. regions and we are especially proud to have been ranked the highest in our region.

This recognition from an expert such as J.D. Power demonstrates our level of commitment to our customers as well as customers' satisfaction with Time Warner Cable's Digital Phone products.

According to J.D. Power and Associates, while telephone service offered by cable companies is relatively new to the market, large numbers of customers are switching because of cost savings and highly attractive bundles of video, voice and data service. The study findings consistently indicate that price alone will not satisfy or retain customers, and that is the reason customers stay with TWC's phone products is because of the customer service. While the Customer Satisfaction Index Score (based on a 1,000-point scale) in the North Central Region (Wisconsin, Illinois, Michigan, Indiana and Ohio) was 654, Time Warner Cable's score was 713.

We believe it is important to let you know that you are being served by a company that is being nationally recognized as one of the best in the country. On behalf of our 1600 employees, who like you, are Wisconsin residents, we thought it appropriate to share our good news and to let you know that we take great pride in providing you and our customers with outstanding service. Should you have any questions please feel free to contact me anytime at 414.277.4193.

Sincerely,

Celeste Flynn
Director, Public Affairs

RECEIVED

JUL 25 2006

CITY OF WEST ALLIS
CLERK/TREASURER