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City of West Allis Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
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2004-0670 Communication In Committee

Time Warner Cable communication regarding changes to be made to their basic, standard and digital channel line-ups on December 1, 2004 and rate changes to take effect December 2004 and January 2005.

Introduced: 11/16/2004

Controlling Body: License & Health Committee

COMMITTEE RECOMMENDATION

PLACE ON FILE

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>11-16-04</u>			Barczak				
			Czaplewski	✓			✓
		✓	Dobrowski	✓			
			Kopplin	✓			
			Lajsic				
			Narlock	✓			
			Reinke				
		✓	Sengstock	✓			
			Vitale				
		Weigel					
		TOTAL		4			1

SIGNATURE OF COMMITTEE MEMBER

Krist Kopplin _____ _____
 Chair Vice-Chair Member

COMMON COUNCIL ACTION place on file

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>11-16-04</u>		✓	Barczak				
			Czaplewski				
			Dobrowski				
		✓	Kopplin				
			Lajsic				
			Narlock				
			Reinke				
			Sengstock				
			Vitale				
		Weigel					
		TOTAL					

unanimous

1320 N. Dr. Martin Luther King, Jr. Drive
Milwaukee, WI 53212-4002
Tel 414-277-4190
Fax 414-908-0327
bev.greenberg@twcable.com

Bev Greenberg
Vice President
Public Affairs



October 28, 2004

Mr. Paul M. Ziehler
City Administrative Officer
City of West Allis
7525 W. Greenfield Ave.
West Allis, WI 53214

RECEIVED
NOV 01 2004
CITY OF WEST ALLIS
CLERK/TREASURER

Dear Mr. Ziehler:

Time Warner Cable has continued to remain focused on meeting our customers' needs by offering them viewing convenience, choice, and state-of-the-art broadband and interactive products. We believe our customers want the ability to bundle these advanced services with one company. Through our sophisticated cable platform we are able to deliver new product package options that include cable television, high-speed data, and our new Digital Phone service. This bundling of all three services is yet another example of Time Warner Cable's commitment to give our customers the technology, service and convenience they've come to expect from us.

This year alone Time Warner Cable has added and enhanced the following products:

- Digital Phone, introduced in July of this year is now available to over 60% of our customers in Southeast Wisconsin, and is expected to be available to all our customers in 2005.
- "Wisconsin On Demand", the country's first local on demand channel (digital channel 1111), is free to all Digital Cable customers and home to 24/7 exclusive local programming including: the world premiere of "Spirit the Seventh Fire", the Rock Star Project, Battle of the Bands, travel destinations, and high school sports.
- Digital Cable service **added 17 new channels**. (See attached sheet)
- Further enhancing our HD Package, Time Warner Cable rolled out 4 more high definition (HD) channels, which includes the most recent addition of ESPN HD. Time Warner Cable carries a total of 15 HD channels. They are HBO, Showtime, Discovery HD Theater, WISN-TV12 (ABC), WTMJ-TV4 (NBC), WDJT-TV58 (CBS), WITI-TV6 (FOX), MPTV (PBS), Fox Sports Net, TNT HD, iNHD, iNHD2, HD Net, HD Net Movies, and ESPN HD.
- The HD Digital Video Recorder is now available.
- Five Internet Service Providers are offered to our customers.

In keeping with our efforts to improve our customers' television viewing experience, I have attached a sheet outlining the changes Time Warner Cable will make to our basic, standard and digital channel line-ups on **December 1, 2004**.

Throughout the year we've offered a variety of cable and high-speed data packages at money saving competitive prices even though our costs associated with delivering high quality entertainment and information to our customers continued to dramatically increase. In fact, we have seen a **double digit increase in license fees we pay to programming networks for the fifth year in a row**. These are costs directly related to pay for athletes and entertainers associated with popular programming channels. Like you, our business has also been impacted by the dramatic increase in costs we do not control such as taxes, fuel and power. Over the years, Time Warner Cable has worked to minimize the impact to our customers by keeping our rates as low and as competitive as possible.

Cable service alone offers thousands of hours per day of around-the-clock educational, informational and entertainment programming. Ten years ago the average cost for cable service was approximately \$0.50 per channel. Today, it is still approximately \$0.50 per channel due to our ability to add and enhance our programming.

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Most consumer goods like gasoline and milk remain static in quantity and quality, whereas cable is constantly increasing the quantity and quality of our services. When the cost of cable television increases over time, the quality of picture, the quality of programming, the quantity of channels, and the reliability of service also all increase, and the value of cable is more evident.

Effective December 2004, the Standard Package, which includes 80 channels including, Disney, CNN, ESPN and Discovery Channel, will cost \$43.95 per month (or \$0.54 a channel). Effective January 2005, Basic cable service, which continues to be regulated by the FCC, will be \$12.00 per month. Our Basic service includes 27 channels such as: ABC Family, Univision and CSPAN (or \$0.44 a channel). Enclosed you will find a sample brochure that will be sent in November and December bills notifying customers of all channel and rate changes.

Time Warner Cable supports our superior products with a dedicated team of local employees committed to providing outstanding customer care. Our Customer Call Center is open 24 hours per day 7 days per week. We provide two hour appointment windows, an "On Time Guarantee" program, Answers On Demand on channel 1999, product information on Digital Channel 1, eCustomer Care and Internet Online Order Service, all of which has been designed and implemented as part of Time Warner Cable's goal to remain a "Customer Centric" organization.

Time Warner Cable also invests 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 Hang Tough Video Contest, Time Warner Cable's Kidz Biz program, Time Warner Cable's Road Runner Club, Time Warner Cable's Scholarship Program, Teaching Creatively with Cable Awards, Crystal Apple Awards, the Ready to Ready 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 414/277-4190.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bev Greenberg'.

Bev Greenberg

TIME WARNER CABLE DIGITAL ACCESS PACKAGE

BASIC/STANDARD LINEUP

1	Digital TW-One
2	TV Guide
3	WTBS (Atlanta)
4	WTMJ 4 (NBC)
5	WDJT 58 (CBS)
6	WITI 6 (FOX)
7	WMLW 41
8	C-SPAN2
9	WGN 9 (Chicago)
10	WMVS 10 (PBS)
11	Univision
12	WISN 12 (ABC)
13	Ed. Access
14	Public Access
15	WPXE 55 (PAX TV)
16	WMVT 36 (PBS)
17	ABC Family
18	WVTV 18 (WB)
19	WJJA 49 (IND)
20	BET
21	WWRS (TBN)
22	EWTN
23	WVCY 30 (IND)
24	WCGV 24 (UPN)
25	Govt. Access
26	QVC
27	E!
28	ESPN2
29	ESPN Classic
30	ESPN
31	FOX Sports
32	HSN
33	TNT
34	USA Network
35	FX
36	Lifetime
37	HGTV
38	Travel Channel
39	History Channel
40	The Learning Channel
41	Discovery Channel
42	A&E
43	Animal Planet
44	CNN
45	Headline News
46	MSNBC
47	CNBC
48	Fox News
49	Court TV
50	VH1
51	Spike TV
52	MTV
53	Great American Country
54	Comedy Central
55	SCI FI
56	Nickelodeon
57	Cartoon Network
58	Turner Classic Movies
59	AMC
60	Bravo
61	TV Land
62	Hallmark Channel
63	MOVIEplex
64	The Weather Channel
65	Disney Channel
66	Telemundo
67	Food Network

68	Outdoor Life Network
69	Lifetime Movie Network
70	National Geographic Channel
71	style
72	Golf Channel
73	ACN
74	Discovery Health
75	Oxygen
76	Women's Entertainment
77	PIN
78	Shop NBC
95	Today's Marketplace Access
96	C-SPAN
99	WMLW
507	MPTV Later
550	MPTV2 Later
551	MPTV Kids
552	MPTV University
553	MPTV Extra
554	WHA 21
559	TBN
560	TBN

Favorites
On Demand

1100	Food Network
1101	DIY
1102	HGTV
1103	G4techTV
1104	Fine Living
1106	Oxygen
1109	Speed Channel
1110	The Golf Channel
1111	WI On Demand
1112	Education On Demand
1113	Time Warner Cable Weather Now
1120	CNN Showcase
1121	Court TV
1122	National Geographic
1130	A&E
1150	Cartoon Network
1151	Anime Network
1152	Kids On Demand
1160	BBC America
1170	Comedy Central
1180	Music On Demand
1181	MyMC
1182	Great American Country
1200	PassTime Games
1999	Answers On Demand

HDTV

500	HBO HDTV	531	FSN HD +
501	Showtime HDTV	533	TNT in HD +
504	WTMJ HDTV	541	Discovery HD +
505	WDJT HDTV	545	iNHD
506	WITI HDTV	546	iNHD2
510	MPTV HDTV	547	HD Net
512	WISN HDTV	548	HD Net Movies
530	ESPN HD		

BASIC STANDARD FAVORITES ON DEMAND
HDTV • HDTV PREMIUM

Channel Lineup subject to change.
+ Minimum Digital Access Package required.

Time Warner Cable announces the following changes to our lineup in December 2004:

NEW to DIGIPiC 1000



MTV Hits 185

When MTV's *TRL* goes off the air, MTV Hits picks it back up with its all hit format for teens. Look for the best in pop music videos. To accommodate this change, VH1 Classic moves to Channel 186.



GoodLife TV 162

A 24-hour service dedicated to improving the quality of American life through informative and entertaining programs.



NBA TV 116

NBA TV is your ultimate destination for all things basketball.

To accommodate these changes, Ovation will be deleted from our lineup.

MOVING



IFC 439

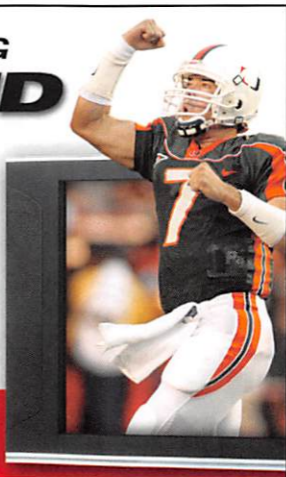
(Moves to the Digital Movie Lovers Package.)

ADDED to the HD Package in September 2004

INTRODUCING ESPN HD

Get the widest and most diverse schedule of high-definition sports programming available.

Digital Cable
Channel 530



Credit: Jared Lazarus/Miami Herald/KRT



TIME WARNER
CABLE

EQUIPMENT & INSTALLATION RATES

Standard, Digital, HDTV or DVR Converter	\$7.65
Remote Control	\$0.30
Cable Card (per month)	\$1.75
Installation of Unwired/Pre-wired Home . .	\$40.50/\$27.00
Additional Outlet Connection at the time of Initial Installation (each)	\$18.00
Truck Trip	\$29.50
Office Change of Service Fee	\$1.99
Hourly Service Charge	\$38.00
High Speed Online Installation	\$79.95
High Speed Online Install of Additional Computer (each)	\$49.95
Network Interface Card (each)	\$20.00
USB Adapter (each)	\$20.00
Do-It-Yourself High Speed Online Install	\$14.95
Wireless Road Runner Installation	\$99.95

All outlets with premium channels, Pay-Per-View, digital channels and On Demand services require a Digital converter. Digital Remote Control required to receive Digital Interactive Program Guide and On Demand services. HD converter required to receive HD channels.

December 2004 Central

Got a new HDTV?

Time Warner Cable provides the easiest solution to get HD programming.

**NOT
AVAILABLE
ON DISH!**

**5 FREE
channels of local HDTV**

**3 FREE
HDTV satellite services**

Free HDTV programming available with Digital Access Package or above.

7 Channels of premium HDTV

<p style="font-size: x-small;">Subscription to HBO and Showtime required.</p>	<p>HD Package: </p> <p style="font-size: x-small;">Requires minimum Digital Access Package. HD equipment priced separately.</p>
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**You'll be blown away by the
theater-like picture quality and sound
that only the Time Warner Cable HD Package can offer.**



Road Runner High Speed Online

*Access the Internet in an instant
without ever having to wait to log on.*

- No dialing in
- No busy signals or hang-ups
- No tied-up phone lines
- Up to 75 times faster than dial-up
- Up to 2 times faster than DSL
- Download photos and more in seconds
- Choose your Internet Service Provider -
Earthlink, Athenet, Max.inter.net and Road Runner

WIRELESS ROAD RUNNER

Now everyone in the house can enjoy Road Runner High Speed Online Service at the same time, with a single connection.

- No expensive equipment to buy
- Set-up is quick and easy – using existing wiring
- 24/7 customer service and support



Digital Phone

*A better choice in home phone
service has arrived.*

Digital Phone delivers all this for one low monthly price:

- Unlimited calling throughout Wisconsin and the United States
- Caller ID, Call Waiting and Call Waiting ID included at no extra charge
- Keep your same phone number
- Enhanced 911
- Works with existing phones and jacks
- FREE Installation



DIGITAL PHONE

DIGIPiC 1000

ONLY
\$49⁹⁵ monthly

Upgrade to the Digital Difference.

- More than 200 crystal-clear channels
- Including 46 Music Choice channels
- Interactive Programming Guide
- Movies and Favorites On Demand

Equipment priced separately.

DIGIPiC 2000

ONLY
\$69⁹⁵ monthly

Add the Premium Experience!

- More than 225 crystal-clear channels
- All the services of DIGIPiC 1000, plus
- Choose 2 premium channels with Premiums On Demand - HBO, Cinemax, Showtime or TMC

Equipment priced separately.

DIGIPiC 4000

ONLY
\$79⁹⁵ monthly

Add the Ultimate Premium Experience!

- More than 240 crystal-clear channels
- All the services of DIGIPiC 1000, plus
- All 4 premium channels with Premiums On Demand - HBO, Cinemax, Showtime and TMC

Equipment priced separately.

DIGIPiC LATINO

ONLY
\$17⁹⁵ monthly

With the DIGIPiC Latino Package, you'll receive our Basic service, plus 18 Spanish language video channels and 46 music channels.

Video channels include: Canal Sur, Cine Latino, CNN Español, ¡Sorpresa!, Discovery Español, MTV Español, Fox Sports Español, Video Rolla, VH Uno, TV Puma, Weather Now Español, Mun2, TVE, Canal24, Grandes Documentales, EWTN Español, Utilisima and Infinito.

Or add the channels above to our Standard Service for just \$4.95/month.

Equipment priced separately.

Now anything's possible SM

DIGIPiC OPTIONS

DVR

Add the power to pause live TV and come back where you left off. Record your favorite shows every day ... all year long, automatically.

If you are not a DIGIPiC customer, you can subscribe to DVR service for \$6.95/month.

Equipment priced separately. Monthly service charge applies to each outlet.

ONLY
\$5⁹⁵ monthly

HD DVR

Serves both HDTV and DVR functionality. Pause, rewind, fast-forward and record both regular TV and HDTV signals.

If you are not a DIGIPiC customer, you can subscribe to HD DVR service for \$8.95/month.

Equipment priced separately. Monthly service charge applies to each outlet.

ONLY
\$6⁹⁵ monthly

HD Package

iNHDI, iNHD2, HD Net, HD Net Movies, and ESPN HD all in crystal-clear high definition.

Equipment priced separately. Requires minimum Digital Access Package.

ONLY
\$6⁹⁵ monthly

Digital Sports Package

Includes FOX College Sports Atlantic, FOX College Sports Central, FOX College Sports Pacific, Speed Channel, The Outdoor Channel, Tennis Channel, FOX Sports World, ESPNNews, NBA TV, CSTV and Fuel.

Equipment priced separately. Requires minimum Digital Access Package.

ONLY
\$4⁹⁵ monthly

Road Runner High Speed Online

Add Road Runner to DIGIPiC 2000 or DIGIPiC 4000 for just \$40 per month and save \$60 per year.

ONLY
\$44⁹⁵ monthly

Wireless Road Runner

Add Internet access for every computer in the house. A single connection creates your own wireless home network. Road Runner service priced separately.

ONLY
\$5⁰⁰ monthly

Premium Networks

Add an additional Premium network:
HBO, Cinemax, Showtime or TMC.

If you are not a DIGIPiC customer, you can subscribe to one premium network for \$12.95/month, and each additional for \$7.00/month.

Equipment priced separately.

1st Premium
\$10⁰⁰ monthly

Each Additional
\$5⁰⁰ monthly



TIME WARNER CABLE



Channel Changes Effective December 1, 2004.

Digital Service channel changes:

- **MTV Hits** will join Time Warner Cable's Digital line up on channel 185.
- **GoodLife TV** will join Time Warner Cable's Digital line up on channel 162.
- **IFC** on Digital channel 439 will join the Digital Movie Lover's Package.
- To accommodate these changes, **VH1 Classic** will move from channel 185 to channel 186, and **Ovation** will no longer be available on channel 180.

17 Channels Added to Digital Cable Service in 2004!

Channel Name	Channel Number	Package Information
1. College Sports TV - offers rivalries, passion, the human stories and everything else that makes up the world of college sports.	118	Digital Sports Package
2. RAI - provides 24-hour top quality entertainment live from Italy. Enjoy European soccer, live news and much more.	450	A la Carte Digital Premium \$9.95/mo.
3. TV Asia – offers incredible television that includes news, education, dramas, music and movies in Hindi, English and Gujarati languages.	460	A la Carte Digital Premium \$14.95/mo.
4. German TV – offers a variety of entertainment programs, as well as breaking news, documentaries, sports and children's favorites.	470	A la Carte Digital Premium \$14.95/mo.
5. Court TV	145	Included with DigiPic 1000
6. Fine Living On Demand	1104	Favorite On Demand Free to all Digital Cable Customers
7. Oxygen On Demand	1106	Favorite On Demand Free to all Digital Cable Customers
8. Speed Channel On Demand	1109	Favorite On Demand Free to all Digital Cable Customers
9. National Geographic On Demand	1122	Favorite On Demand Free to all Digital Cable Customers
10. Anime On Demand	1151	Favorite On Demand Free to all Digital Cable Customers
11. PBS Kids On Demand	1152	Favorite On Demand Free to all Digital Cable Customers
12. MyMC On Demand	1181	Favorite On Demand Free to all Digital Cable Customers
13. Passtime Games	1200	Included with Digital Access

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14. R&B Hits	908	Included with Digital Access
15. 90's	922	Included with Digital Access
16. Radio Disney	940	Included with Digital Access
17. Great American Country On Demand	1182	Favorite On Demand Free to all Digital Cable Customers

4 High Definition Channels Added in 2004!

Channel Name	Channel Number	Package Information
1. HD Net -	547	HD Package
2. HDNet-Movies	548	HD Package
3. TNT HD	533	Included with Digital Access
4. ESPN HD	530	HD Package

Thank you for choosing Time Warner Cable

IMPORTANT INFORMATION

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

<u>2005 MONTHLY CABLE PRICES</u>	
Effective December 2004:	
Senior Standard Package (Includes over 75 of the most popular channels)	\$36.47
Effective January 2005:	
Basic Service	\$12.00
Senior Basic	\$ 9.96
Rates do not include franchise fees, FCC regulatory fees, Community Requested Community TV fee, or state and local taxes. The rates become effective with your billing statement listed above. 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.	

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**DID YOU KNOW YOU CAN MAKE YOUR PAYMENT AUTOMATICALLY EACH MONTH?
SIGN UP FOR *Pay@Xpress* AT OUR WEBSITE:**

www.timewarnerwi.com

or complete and sign this form, then return to: Automatic Payment Program, Time Warner, P.O. Box 511700, Milwaukee, WI 53203

CHOOSE ONE: DIRECT DEBIT

Financial Institution _____ Routing Number

Checking or Savings Account#

****IMPORTANT:** Please enclose a voided check with this enrollment form or fax the enrollment form and a voided check to 414-277-9466. Without this verification we cannot process your request.

OR: CREDIT CARD

Visa MasterCard Discover American Express

Credit Card Account # Exp. Date _____

Cardholders Name as it appears on card _____

Authorization Signature (Required) _____
Date _____

Customer Authorization: I authorize Time Warner or its agent to initiate debit entries to my account. I have indicated the account and understand that I need to notify Time Warner within 30 days notice if I need to have my payment debited from or changed to another account. I will verify the accuracy of this application and will promptly notify Time Warner of any errors. I further understand that I may cancel the automatic authorization with 30 days notice. I agree that my first use of the service will signify my acceptance of the terms of this account.

CHOOSE ONE

Begin Automatic Payment Program with this statement

Begin Automatic Payment Program with next statement (please include payment with this bill)