



July 10, 2013

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

Dear Mayor Devine:

Effective on or about September 11, 2013, Time Warner Cable ("TWC") will take another important step towards adding additional programming and improving Internet speeds by reclaiming bandwidth through providing existing programming in digital format only. In order to continue offering customers the advanced services they expect, we must continue our efforts to manage bandwidth utilization more efficiently. Since analog channels require up to 14 times more bandwidth than channels in digital format, we began the process several years ago of converting analog channels to digital-only format.

As part of this ongoing initiative, on or about September 11, 2013, Time Warner Cable will convert additional analog channels to digital format, including: WPXE, WVCY, WMLW, WWRS, Lifetime Movie Network, Golf, The Weather Channel, CNBC, EWTN as well as Public, Education, and Government ("PEG") Access channels, which will now be carried in digital format on the Basic Service Tier ("BST").

At that time, the channels listed above will no longer be transmitted in analog format. We intend, however, to "channel map" these channels so that they will remain visible on their pre-existing channel numbers when accessed through a TWC-supplied digital set top box, a Digital Adapter ("DA") or a CableCARD equipped Unidirectional Digital Cable Product ("UDCP").

A majority of our customers have already participated in previous digital conversions. Those remaining customers not subscribing to digital services will need digital equipment – for example, a television equipped with a QAM tuner, a DA, or a CableCARD-equipped UDCP – to view these channels.

For the limited customers who do not already have digital equipment we will, upon request, offer DA(s) and remote control(s) in order that those customers may continue to have access to the PEG channels. Customers should contact TWC at 1-855-286-1736 or online at twc.com/digitaladapter by **November 11, 2013** – to obtain DA(s) and remote control(s) at no cost until December 31, 2014. Beginning January 1, 2015 each adapter will cost 99 cents per month. Just as is the case today, no customer will be required to subscribe to a tier higher than the BST in order to continue to view the PEG channels.



I would ask that you or your designee contact me as soon as possible so that we can identify any equipment needs you may have in order to ensure a smooth transition for your account.

TWC will provide customers with at least 30 days advance written notice to make this change as seamless as possible. We would also like to enlist the help of the community's local access channel(s) to provide information to customers on this transition. As noted above, TWC will "channel map" the PEG channels so that they will continue to be found on existing channel numbers when a TWC-supplied digital set box, a DA or a CableCARD-equipped UDCP is used.

Customers using **other** devices to receive the digital channels, such as a digital television with a QAM tuner, will find the PEG channels as follows:¹⁴¹

- Public Access on digital QAM channel 15-14
- Educational Access on digital QAM channel 15-13
- Government Access digital QAM channel 15-25
- Access on digital QAM channel 15-96

As always, Margaret Bailey-Stewart and I are available to discuss this matter at any time. You can reach us at: celeste.flynn@twcable.com (414)277-4193 or margaret.bailey-stewart@twcable.com (414)-277-4087.

Sincerely,

A handwritten signature in cursive script that reads "Celeste M. Flynn".

Celeste Flynn
Vice President, Government Relations
Wisconsin

¹⁴¹ The actual channel number displayed on your ClearQAM device may vary depending on that device's manufacturer and/or model number. In addition, it may be necessary to perform a new channel scan before you are able to view these channels. The procedure for performing a channel scan varies from device to device. If the customer experiences any difficulties, we recommend that the customer consult the manual that came with the ClearQAM device or contact the manufacturer directly.



Information needed to process requests for DA converters

1. Name listed on the account: _____
2. Account # (if you have it): _____
3. Address where the service is provided: _____
_____ City _____ Zip _____
4. Primary Contact Name: _____
5. Primary Contact Phone Number: _____
6. Alternate Contact Number: _____
7. How many DA converters are being requested? _____
 I understand that there will be a charge of \$0.99 per month beginning January 2015. (Please initial box)
8. What is the preferred method of delivery? (Check one)
 - TWC Technician to deliver equipment
 - UPS delivery
 - Pick up equipment at a retail store. You will be contacted within 24 hours to arrange delivery.
 - A Government issued ID is required to pick up equipment. Please provide the name of the employee picking up the equipment to document the account.
_____.

Please email completed form to: Margaret.bailey-stewart@twcable.com

OR

Please fax completed form to: 414-908-4782

TWC Use Only:

Order entered:

Order delivered:

Return to government relations.