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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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2003-0741 Communication In Committee

Time Warner Cable communication regarding new services to their standard and digital channel line-ups and introduction of their new Digital Cable Packages effective December 10, 2003 and rate changes effective January 2004.

Introduced: 12/16/2003

Controlling Body: License & Health Committee

COMMITTEE RECOMMENDATION Place on file

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>12-16-03</u>			Barczak	<input checked="" type="checkbox"/>			
			Czaplewski				
			Kopplin	<input checked="" type="checkbox"/>			
			Lajsic				
			Narlock				
		<input checked="" type="checkbox"/>		Reinke			
				Sengstock	<input checked="" type="checkbox"/>		
				Trudell	<input checked="" type="checkbox"/>		
		<input checked="" type="checkbox"/>	Vitale	<input checked="" type="checkbox"/>			
			Weigel				
			TOTAL	<u>5</u>			

SIGNATURE OF COMMITTEE MEMBER (RECORDER)

Henry Barczak

Chair

Vice-Chair

Member

COMMON COUNCIL ACTION place on file

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>12-16-03</u>	<input checked="" type="checkbox"/>		Barczak				
			Czaplewski				
			Kopplin				
			Lajsic				
			Narlock				
			Reinke				
			Sengstock				
				Trudell			
		<input checked="" type="checkbox"/>	Vitale				
			Weigel				
			TOTAL				

unanimous

COMMITTEES OF THE WEST ALLIS COMMON COUNCIL 2003

ADMINISTRATION AND FINANCE

Chair: Alderperson Czaplewski
V.C.: Alderperson Kopplin
Alderspersons: Barczak
Lajsic
Reinke

ADVISORY

Chair: Alderperson Reinke
V.C.: Alderperson Vitale
Alderspersons: Kopplin
Lajsic
Narlock

LICENSE AND HEALTH

Chair: Alderperson Barczak
V.C.: Alderperson Sengstock
Alderspersons: Kopplin
Trudell
Vitale

SAFETY AND DEVELOPMENT

Chair: Alderperson Lajsic
V.C.: Alderperson Weigel
Alderspersons: Czaplewski
Narlock
Reinke

PUBLIC WORKS

Chair: Alderperson Narlock
V.C.: Alderperson Trudell
Alderspersons: Sengstock
Weigel
Vitale

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

RECEIVED

DEC 02 2003

CITY OF WEST ALLIS
CITY TREASURER



OFFICE OF THE MAYOR
RECEIVED

DEC 01 2003

WEST ALLIS, WI

November 26, 2003

Mayor Jeannette Bell
City of West Allis
7525 W. Greenfield Ave.
West Allis, WI 53214

Dear Mayor Bell:

After building one of the most advanced cable systems in the country, Time Warner Cable has focused on meeting our customers' needs by offering them viewing convenience, choice, and state-of-the-art, high-tech products. In fact, over the past year alone we have:

- Created a first of its kind in the country "Wisconsin On Demand" digital channel 1111, which provides 24/7 local programming that customers can access on their time and at their convenience.
- Added 14 new channels to our Digital line up, including: The Tennis Channel; Weather Now; Weather Now Espanol; Sopressa; WITI HD; Answers On Demand; Tech TV On Demand, Court TV On Demand; NBA TV; FUEL; Starz on Demand; Discovery HD Theater; Wisconsin On Demand and Learning On Demand.
- Rolled out more high definition (HD) programming before most other cable operators in the country. Our HD channels include: HBO, Showtime, Discovery HD Theater, WISN-TV12 (ABC), WTMJ-TV4 (NBC), WDJT-TV58 (CBS), WITI-TV6 (FOX), MPTV (PBS) and coming soon iN DEMAND and Fox Sports Net.
- Introduced new products and services such as, the Digital Video Recorder, HDTV, iControl (movies, favorites, etc.), Home Networking, Wireless Road Runner, which all provide our customers with the ultimate in convenience and control over their entertainment and information experiences.
- Enhanced our high-speed data experience by making the download speed 50% faster at no additional cost and offered five Internet Service Providers to our customers.

Effective **December 10, 2003**, Time Warner Cable will **add** the following new services to our standard and digital channel line-ups and we will introduce new Digital Cable Packages giving our customers the ability to improve their television viewing experience.

Standard Package line-up additions:

- **The Outdoor Life Network on channel 68:** a definitive source for outdoor recreational activities with programming packed with action, adventure and how-to tips.
- **Discovery Health Channel on channel 74:** features the latest news and information on a full scope of health, medicine and wellness issues.

Time Warner Cable's new Digital Packages:

- **Digital Access:** \$42.95 "Includes 145 of the most popular cable channels, the Digital Interactive Program Guide, 46 Digital Music channels and access to premium channels, pay per view and Movies on Demand."
- **NEW! DIGIPiC 1000:** \$47.95 "More than 190 channels, the Digital Interactive Program Guide, 46 Digital Music channels, iCONTROL Favorites and access to iCONTROL Movies."
- **NEW! DIGIPiC 2000:** \$67.95 "More than 225 channels, all the services of DIGIPiC 1000 plus your choice of 2 premium channels and iCONTROL Premiums"

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



- **NEW! DIGIPiC 4000: \$77.95** "More than 240 channels, all the services of DIGIPiC 1000 plus your 4 premium channels and iCONTROL Premiums"

We offer cable packages at money saving competitive prices even though our costs associated with delivering high quality entertainment and information to our customers continue to dramatically increase. **Locally, we have experienced a 60% increase in programming costs alone since 2001.** As with everything, we know that there are real costs in providing a valued product. We work to keep our rates as competitive as possible, and we believe that cable remains unmatched as a valued information and entertainment source with over 1,800-hours per day of around-the-clock educational, informational and entertainment programming. Ten years ago, the average cost for cable service was \$0.50 per channel. Today, it is still approximately \$0.50 per channel. Most consumer goods remain static in quantity and quality, whereas cable is constantly increasing 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 all increase, and the value of cable is more apparent.*

Effective January 2004, the Standard Package, which includes 77 channels including, Disney, CNN, ESPN and Discovery Channel, will cost \$41.75 per month (or \$0.54 a channel). Basic cable service, which continues to be regulated by the FCC will be \$11.45 per month. Our Basic service includes 27 channels such as: Fox Family, Univision and CSPAN (or \$0.42 a channel). Enclosed you will find a sample bill message that will be mailed to our customers in December and January informing them of their basic and standard rates, a brochure that will be sent in December bills notifying customers of all other rate changes, and a copy of the 2004 Annual Notification.

Our company recognizes that in addition to providing superior products, greater choice and more convenience, our customers also expect outstanding customer care. This year, we launched Answers On Demand on digital channel 1999 to help customers understand digital cable's many features. In addition, we also introduced eCustomer Care and Internet Online Order Service, which were both designed to give our customers web based options to obtain information to meet their customer service needs.

Time Warner Cable invests heavily in our future and 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,

Bev Greenberg

A handwritten signature in blue ink that reads 'Bev'.

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

2004 MONTHLY CABLE PRICES

Basic Service	\$11.45
Standard Package (Includes the Basic Service)	\$41.75
Senior Basic	\$ 9.51
Senior Standard Package (Includes the Senior Basic Service)	\$34.65

Rates do not include franchise fees, FCC regulatory fees or state and local taxes. The rates listed become effective with your January 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.

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PAY EXPRESS eBILL SERVICE

Time Warner Cable's eBill service, Pay Express, is an exciting new service that provides our customers with an electronic version of your monthly bill. With just a few clicks of the mouse, you can review and pay your Time Warner Cable bill electronically, hassle free, from any Internet-enabled computer, anytime, anywhere. Viewing the online cable bill can be done 24 hours a day, seven days a week, 365 days a year. For your protection, paying your bill is done through a secure log-on process along with the most advanced protection system, this ensures the utmost in safety and privacy. Visit our website at www.timewarnerwi.com for more information.

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.

SPECIAL EQUIPMENT AVAILABLE

Special equipment is necessary to receive premium, pay per view or optional channels. In addition, special equipment may be necessary if your television is not cable ready. In cases where you require a converter, special equipment is available to make your cable service more compatible with your existing home electronics equipment.

HOME NETWORKING

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

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

CUSTOM SETUPS

If you would like to receive two or more scrambled signals at the same time (for example, so that you can watch one channel while recording another) two converters can be installed on one TV.

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
Fox Electronics & Technology	FOX 400 & FOX 800 AF-509 FOX 4 RECORD FOX 300 EX, 400 EX, 600 EX AF-507 FOX 323 TRIO
Geming Industrial LTD	Mercury ST
Gemini Industries	SM 9 & 15 Q 10, 15, 20, 30, 40, 50
Jasco Products	One Control 8273, 8274, 8275, 8276 Emerson One Control 4900 & 4901
Kash 'N' Gold / Telemania	Telemania
Philips Consumer Electronics	The Smart One, Smart and Easy Remote, Easy Remote, Philips UR 5
Recoton Corporation	Sole Control Basic 1-2-3-4, Remote 3 & 4 Sole Control Simply 6 SC600 Sole Control Audio/Video 6 SC1500
Sony Electronics	RMV 10, 11, 21
Universal Electronics	One For All 1, 3, 4, 5, 6, 12 & Lite VCR Pro 4 & 8
Thompson Consumer Elec.	RCU 100, 300, 303, 400, 500, 700, 800

Installation and equipment charges may apply. As new technology becomes available, some equipment compatibility problems will be resolved. A limited number of cable systems now carry a "dual port" descrambler which allows you to watch one scrambled service while recording another scrambled service, without the need for a second descrambler. We will keep you updated on this and other equipment in future notices.

PLEASE NOTE...

If you require a converter or descrambler for service, some features on your TV or VCR may be limited. For example, without special additional equipment, you may not be able to use picture-in-picture, channel review and display features. You may not be able to record one program while viewing another, or record consecutive programs on different channels. We can provide you with special equipment you may need to enable full utilization of these features. Except in the case of descramblers, this equipment may also be purchased from local retail outlets. If such equipment is purchased or leased from us, a custom installation fee and/or a monthly equipment rental fee may apply.

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 pay by phone, please be sure to have all account information available.
 - You may make reoccurring payments through your checking account, Visa or Master Card by filling out the information on the back of your statement and mailing it in.

PAYMENT & COLLECTION POLICIES

- Services are billed in advance. The due date of your payment is shown on your statement.
- A \$5.00 Administrative Collection Charge will be assessed on balances not received within 10 days after 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.
- Please call (414) 278-1150 Mon-Fri. 8am-8pm, Sat. 9am-1pm for assistance.
- 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.
- 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 agencies 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, all equipment must be returned 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, your account could be charged up to \$400.00 for each converter and remote control and \$135.00 for each cable modem which is not returned to Time Warner Cable.

UNAUTHORIZED CONNECTION/ UNAUTHORIZED EQUIPMENT

- 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.

DIGITAL VIDEO RECORDER (DVR)

Time Warner Cable offers a Digital Video Recorder that allows you to record up to 40 hours of your favorite programs with an easy to use on-screen guide. A popular feature of the DVR is the ability to pause live television or create your own instant replay. You can watch two live shows at once using the Picture In Picture feature, watch one show while recording another or record two shows at the same time, plus, you can record all your favorite shows – one episode or all season long.

TIME WARNER CABLE AND OUR COMMUNITY

Time Warner Cable's \$250 million fiber optic upgrade throughout our 131 communities in Southeastern Wisconsin provides all of our 420,000 customers access to the most advanced cable system in the country. Time Warner Cable delivers hundreds of video channels, high-speed data, home networking, the Digital Video Recorder, and "On Demand" television – which gives customers a level of control that will revolutionize in-home entertainment, education, communication, and entertainment.

Time Warner Cable invests in our future by creating unique educational opportunities for children of all ages. Our educational outreach includes initiatives such as Time Warner Cable's Kidz Biz; a media literacy program, Time Warner Cable's Hang Tough Video Contest; an anti-drug and violence initiative, the Road Runner Club; a program designed to address the digital divide; and our newest endeavor, Ready to Read; which encourages traditional reading and reading online. Through each of these opportunities, we are able to help kids better understand the world around them.

Time Warner Cable continually gives students the tools to be well informed using cable TV and the Internet by providing over 500 hours of commercial-free Cable in the Classroom programming and Road Runner High Speed Online to nearly 1,000 schools across 131 communities in our service area. This educational resource is supported by TV's, computers, educational materials, workshops and teacher grants. Additionally, Time Warner Cable supports hundreds of not-for-profit organizations across Southeastern Wisconsin each year through both in-kind and monetary support.

CONSUMER HOME WIRING

The following notice will serve to inform you of your options regarding the home wiring located within your dwelling that is used to provide cable service. Home wiring is that cable which runs from your TV set to a point approximately twelve inches outside of your 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 the customer's dwelling unit so long as such actions do not interfere with our ability to meet FCC technical standards or to provide services to you or your neighbors. For example, you may not attach any device or equipment to your 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, you may or may not attach devices or equipment to the wiring which alone or together result in a degradation of signal quality to you or your neighbors.

If you chose to have us remove, replace, rearrange or maintain the wiring inside your home, you 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 your home. We are, however, responsible for problems relating to any equipment which you lease from us, other than problems caused by tampering, neglect or abuse.

You also have the option of removing, repairing, rearranging or maintaining the inside wiring yourself or of hiring a qualified outside contractor to do the work for you. 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 you choose to install, replace or repair your own wiring, or hire a third party contractor to do it for you, we will be happy to furnish at cost the necessary wiring and connectors that will meet required technical standards, or provide you with a list of technical specifications for the equipment should you 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 your 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. 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 are available for a nominal fee from our company or 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 may 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.

WATCH TIME WARNER CABLE'S NEWEST DIGITAL CHANNEL, WISCONSIN ON DEMAND

Time Warner Cable created a new digital channel called Wisconsin on Demand to bring viewers a great way to learn about Wisconsin's people, places, and happenings. It is a unique, "On Demand" digital channel, only available through Time Warner Cable with all local programming viewers can't get anywhere else. Wisconsin is a great place in which to work, play, and raise a family. The state's many attractions, events, and amenities - whether surrounded by pristine natural resources or set in vibrant urban areas - offer remarkable variety.

Wisconsin on Demand (WioD) is on Channel 1111 and it's local all the time. There are a variety of programs from local sports to arts and entertainment. In addition to sports features from the Bucks, Brewers, Packers, Marquette, and UW, there are programs about with local news and student concerts and mini-travelogues about places to visit in Wisconsin. Channel 1111 is digital and uses state-of-the-art Video On Demand technology making it possible to view programs whenever you want and to pause, fast-forward or rewind with one touch of the remote control.

In addition, channel 1112, or Learning on Demand offers courses from Milwaukee Area Technical College - soon to be joined by other local colleges and universities. Wisconsin on Demand - Channel 1111 and Learning on Demand - Channel 1112, are free to Time Warner Cable's digital cable customers in 131 communities in southeastern Wisconsin.

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 CHECK CHARGE

Checks returned to Time Warner Cable for nonpayment will be assessed a "Returned Check Charge" of \$20.00. Checks returned to Time Warner Cable are subject to collection to the fullest extent under Wisconsin law.

For inquiries regarding your cable service, please call
Time Warner Cable Customer Service:
414-271-9283



2004 ANNUAL NOTIFICATION

TIME WARNER CABLE'S ON-TIME GUARANTEES!

INSTALLATION GUARANTEE

We will be on-time for your installation appointment or the installation is FREE! Time Warner Cable's Installation offer 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 standard and/or digital 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.

New DIGIPiC service simplifies digital cable TV with **three** easy-to-understand entertainment packages featuring choice, flexibility, and value in every plan.

PICK YOUR PLAN AND SAVE!

DIGIPiC 1000

Includes **Optional & All Star Channels**

ONLY
\$47⁹⁵
a month

Upgrade to the Digital Difference.

- More than 190 crystal-clear channels
- Including 46 Music Choice channels
- Interactive Programming Guide
- iCONTROL MOVIES and FAVORITES

If you currently subscribe to the Digital Value Package or Digital Deluxe, you will automatically receive the DIGIPiC 1000 Package.

Equipment priced separately.

DIGIPiC 2000

ONLY
\$67⁹⁵
a month

Add the Premium Experience!

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

Equipment priced separately.

DIGIPiC 4000

ONLY
\$77⁹⁵
a month

Add the Ultimate Premium Experience!

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

If you currently subscribe to the Totally Digital Package, you will automatically receive the DIGIPiC 4000 Package.

Equipment priced separately.

DIGIPiC LATINO

Introducing the DIGIPiC Latino Package!

With the new DIGIPiC Latino Package, you'll receive our Basic service, plus eighteen 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 and Weather Now Español.

Plus, these new channels: **Mun2, TVE, Canal24, Grandes Documentales, EWTN Español, Utilisima and Infinito.**

Equipment priced separately.

ONLY
\$17⁹⁵
a month

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.

Equipment priced separately.

ONLY
\$5⁰⁰
a month

HD Package

Two channels of iNHD, plus coming in January 2004: NBA, NHL and MLB games, cable network programming, and at least 4 new movies per week, all in crystal clear high definition.

Equipment priced separately. Requires minimum Digital Access Package.

ONLY
\$6⁹⁵
a month

Digital Sports Package

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

Equipment priced separately. Requires minimum Digital Access Package.

ONLY
\$4⁹⁵
a month

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
a month

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
\$9⁹⁵
a month

2004 MONTHLY RATES

Rates do not include Franchise Fees or taxes. Rates and lineup subject to change.

Please refer to the back of the first page of your December 2003 and your January 2004 bill for your 2004 Basic and Standard rates.

OTHER PACKAGES

Prices do not include equipment.

STANDARD PACKAGE\$41.75

(includes Basic service)

DIGITAL ACCESS PACKAGE\$42.95

Includes 145 of the most popular cable channels and the Digital Interactive Program Guide, including 46 Digital Music Channels and access to PPV and iCONTROL Movies.

DIGITAL VALUE PACKAGE See DIGIPiC 1000

DIGITAL DELUXE PACKAGE See DIGIPiC 1000

TOTALLY DIGITAL PACKAGE See DIGIPiC 4000

A LA CARTE SERVICES

LATINO TIME WARNER DIGITAL\$4.95

Includes Digital Interactive Program Guide, 46 Digital Music Channels, plus 18 video channels en español (see lineup). Requires minimum Standard Package.

DIGITAL MOVIE LOVERS PACKAGE\$3.50

Includes Encore, Love Stories, Westerns, Action, True Stories, Mystery, WAM! and Fox Movies. Requires minimum Digital Access Package.

DIGITAL VIDEO RECORDER SERVICE\$6.95

(requires DVR converter)

HOME BOX OFFICE\$12.95

SHOWTIME\$12.95

CINEMAX\$12.95

THE MOVIE CHANNEL\$12.95

Subscribers to the premium services listed above may purchase additional services listed above for \$7 each.

iCONTROL PREMIUMS\$6.95

(requires Premium channel subscription)

STARZ!\$8.95

PLAYBOY TV\$14.95

CHANNEL GUIDE MAGAZINE\$3.95

OPTIONAL PACKAGE/ALL STAR PACKAGE\$3.95

(WTBS, WGN, E!) / (TV Land, MoviePLEX)

DIGITAL VALUE TIER\$7.95

RESIDENTIAL HIGH SPEED ONLINE SERVICES

America Online (AOL) Broadband & Dial-up\$54.95

America Online (AOL) Broadband\$44.95

Athenet\$44.95

EarthLink\$44.95

Max.inter.net\$44.95

Road Runner\$44.95

WIRELESS ROAD RUNNER

Wireless Road Runner\$9.95

Road Runner service priced separately. Road Runner is also available for business applications. Please visit www.bizclass.wi.rr.com.

EQUIPMENT & INSTALLATION RATES

Standard, Digital, HDTV or DVR Converter\$7.65

Remote Control\$0.30

Installation of Unwired Home\$47.00

Installation or Reconnection of Pre-wired Home ..\$33.00

Additional Outlet Connection at the time

of Initial Installation (each)\$18.50

Additional Outlet Connection Requiring a

Separate Truck Trip\$32.50

Truck Trip\$32.50

Office Change of Service Fee\$1.99

Hourly Service Charge\$37.50

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, Optional Package or All-Star Package (where available), Pay-Per-View, digital channels and iCONTROL services require a Digital converter. Digital Remote Control required to receive Digital Interactive Program Guide and iCONTROL services.

DIGITAL CABLE

Provides you with Crystal Clear Digital Picture and Sound.

- Up to 250 channels
- 48 channels of HBO, Cinemax, Showtime and TMC
- 46 channels of CD-quality music
- Access to exclusive iCONTROL services that put you in control
- Parental Controls that allow you to set the parameters of your family's viewing habits

EASY-TO-USE ON-SCREEN INTERACTIVE PROGRAM GUIDE

An on-screen channel guide that instantly helps you find your favorite shows. Scroll through the programming schedule with ease. Set reminder timers so you tune in on time.



iCONTROL MOVIES

You control the action with the power of iCONTROL. Not available on satellite.

With iCONTROL Movies, you can choose from hundreds of hot titles and classic movies on Channel 1000.

- Instantly start your selection whenever you want
- Rent it for the next 24 hours
- Watch your selection whenever you'd like
- Pause, rewind and fast forward at any time using your digital remote control



iCONTROL PREMIUMS

All your favorites for you to control with the power of iCONTROL. Not available on satellite.

Access the best of HBO, Cinemax, Showtime and TMC whenever you want! Show times that fit your schedule. All the popular original series are yours for the viewing – past episodes as well as current. Plus, original movies, miniseries, sporting events and more. And you can use your digital remote to pause, rewind and fast forward. Check your lineup inside for channel locations.

iCONTROL FAVORITES

iCONTROL Favorites lets you enjoy replays of your favorite network programs using the convenience of iCONTROL. Not available on satellite.

Watch your favorite episodes again and again on these networks using iCONTROL Favorites

HGTV On Demand	Food Network On Demand
Comedy Central On Demand	A&E On Demand
BBC America On Demand	Golf Channel On Demand
CNN Showcase On Demand	Cartoon On Demand
Music Videos On Demand	DIY On Demand
TechTV On Demand	Court TV On Demand
Learning On Demand	Wisconsin On Demand

HIGH DEFINITION TELEVISION (HDTV)

Time Warner Cable offers customers with high definition televisions and our high definition digital converters the best signal quality, not subject to bad weather. High definition local programming is available.

Here are the networks currently available with HDTV:

Not available on satellite.

HBO HDTV	WTMJ HDTV	WMVS HDTV
Showtime HDTV	WISN HDTV	WITI HDTV
Discovery HD	WDJT HDTV	iNHD
	MPTV HDTV	iNHD2

HIGH SPEED ON-LINE

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 - AOL, Athenet, Earthlink, 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 VIDEO RECORDER (DVR)

Watch your favorite TV shows whenever you want with our Digital Video Recorder (DVR). There is no expensive equipment to buy, it's all in your new Digital Cable Digital Video Recorder box.

- Watch whatever you want, whenever you want
- Pause live TV and do your own instant replays
- Record your favorite shows – one episode or all season long
- Record two shows at the same time
- Set parental controls
- Watch one show and record another at the same time



Two New Digital Channels

Learning On Demand NOT available on Satellite. Channels 1111 & 1112

Wisconsin On Demand on channel 1111: All local Wisconsin professional, college and high school sports, arts and entertainment, travel destinations, student productions and local community news programming. Watch all local programming whenever you want and pause, fast-forward or rewind with one touch of the remote control.

Learning On Demand on channel 1112: Take courses from Milwaukee Area Technical College whenever you want and pause, fast-forward or rewind with one touch of the remote control. Other local colleges and universities coming soon.

AiD ANSWERS ON DEMAND

Channel 1999

... Answers to ALL of your Digital questions

Time Warner Cable Digital customers can now tune to Answers on Demand (Channel 1999) for an interactive look at how to operate your digital equipment. You can pause, rewind and fast-forward through the areas that are of interest. Topics include Getting Started, Parental Controls, Changing PIN Numbers, Remote Control and more!

MASTER YOUR TV

Record ALL episodes of your favorite show with ONLY A FEW EASY STEPS.

Watch programs you like on YOUR schedule.

Watch one program and record another at the same time.

GET RID OF ALL THOSE BULKY VIDEOTAPES!

Pause, stop or rewind live TV.

Record TWO programs at the same time.

Record and save over 45 hours of programming

YOUR TIME IS VALUABLE!



TIME WARNER CABLE DIGITAL LINEUP

See reverse side for Digital Music Channels

001	Digital TW-One	184	Fuse	433	Encore Mystery
100	CNNfn	185	VH1 Classic	434	Encore Action
101	Newsworld	189	Lifetime Real	435	Encore True
	International		Women		Stories
102	C-SPAN3	311	HBO East	436	Encore Westerns
103	Time Warner	312	HBO2 East	437	WAM!
	Cable Weather	313	HBO Signature	438	Fox Movie Channel
	Now		East	439	Independent Film
104	CNBC World	314	HBO Family East		Channel
105	Bloomberg	315	HBO Comedy East	440	Sundance Channel
107	FOX Sports	316	HBO Zone East	800	IN DEMAND
	Digital Atlantic	317	HBO Latino East		Previews
108	FOX Sports	318	HBO West	801-	IN DEMAND
	Digital Central	319	HBO2 West	802	Events
109	FOX Sports	320	HBO Signature	803-	IN DEMAND Hit
	Digital Pacific		West	810	Movies/NASCAR
111	Speed Channel*	321	HBO Family West	835	Spice Clips
112	The Outdoor	322	HBO Comedy West	836	Playboy
	Channel*	323	HBO Zone West	837	TEN
113	Tennis Channel	324	HBO Latino West	838	TEN Blue
114	FOX Sports	325	Cinemax	839	TEN Blox
	World*	336	MoreMAX	860	NBA TV
115	ESPNews*	337	ActionMAX	861-	NBA LEAGUE PASS
116	NBA TV	338	ThrillerMAX	871	
117	Fuel	339	WMax	880-	NHL CENTER ICE/
120	The World	340	@Max	889	MLB EXTRA INNINGS
127	Celebrity	341	OuterMAX	890	ESPN NOW
	Shopping	342	5StarMAX	891-	ESPN GamePlan
128	TVN	351	Showtime East	895	
129	America's Store	352	Sho Too East	1000	iCONTROL Movies
130	Health TV	353	Sho Showcase	1300	HBO On Demand
132	DIY	354	Sho Extreme East	1320	Cinemax On
133	Fine Living	355	Sho Beyond East		Demand
134	Discovery Home	356	Sho Next East	1330	Showtime On
	& Leisure	357	Sho Family Zone		Demand
141	The Science		East	1350	TMC On Demand
	Channel			1800	iCONTROL Adult
142	Discovery Wings	358	Sho Women East	SPANISH LANGUAGE PROGRAMMING	
143	TechTV	359	Showtime West		
144	Discovery Times	360	Sho Too West		
146	History	361	Sho Showcase		
	International		West		
147	Biography	362	Sho Extreme West		
	Channel	363	Sho Beyond West		
149	G4	364	Sho Next West		
150	Discovery Kids	365	Sho Family Zone		
151	Toon Disney		West		
152	Noggin	366	Sho Women West		
153	Nick GAS	381	TMC East		
154	Nick Too	382	TMC XTRA East		
155	Boomerang	383	FLIX East		
156	Disney Channel	384	TMC West		
	West	385	TMC XTRA West		
160	Game Show	386	FLIX West		
	Network	411	STARZ!		
161	SOAPnet	412	STARZ! Theater		
170	Trio	413	BLACK STARZ!		
171	BBC America	414	STARZ! Family		
180	Ovation	415	STARZ! Cinema		
181	BET Jazz	431	Encore		
182	CMT	432	Encore Love		
183	MTV2		Stories		
		763	W63CU		
			(Telemundo)		
		975	Cine Latino		
		978	Video Rolla		
		979	VH Uno		
		980	MTV Español		
		981	TVE		
		982	Puma TV		
		983	mun2		
		984	Canal 24		
		985	Discovery		
			Español		
		986	Grandes		
			Documentares		
		987	EWTN Español		
		988	Utilissima		
		989	Infinito		
		990	Canal Sur		
		991	¡Sorpresa!		
		993	Time Warner		
			Cable Weather		
		995	Now Español		
			FOX Sports		
			Español		
		999	CNN Español		

November 2003

DIGITAL ACCESS • DIGIPIC 1000 • PREMIUM CHANNELS

DIGITAL MOVIE LOVERS PACKAGE • iCONTROL/PAY PER VIEW • DIGITAL SPORTS

-DIGITAL ACCESS PACKAGE

BASIC/STANDARD LINEUP

2	TV Guide
3	WTBS (Atlanta)
4	WTMJ 4 (NBC)
5	WDJT 58 (CBS)
6	WITI 6 (FOX)
7	ShopNBC
8	C-SPAN2
9	WGN 9
10	(Chicago)
11	WMVS 10 (PBS)
12	Univision
13	WISN 12 (ABC)
14	Ed. Access
15	Public Access
	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
67	Food Network

DIGITAL MUSIC

68	Outdoor Life Network	900	WFMT Chicago FM
69	Lifetime Movie Network	901	Showcase
70	National Geographic Channel	902	Today's Country
71	style	903	Classic Country
72	Golf Channel	904	Americana
73	ACN	905	Bluegrass
74	Discovery Health	906	R&B and Hip-Hop
75	Oxygen	907	Classic R&B
76	Women's Entertainment	908	Smooth R&B
95	Today's Marketplace	909	Rap
96	Access	910	Metal
99	C-SPAN	911	Rock
550	MPTV Later	912	Power Rock
551	MPTV2 Later	913	Classic Rock
552	MPTV Kids	914	Alternative Rock
553	MPTV University	915	Electronica
554	MPTV Extra	916	Dance
559	WHA 21	917	Progressive/Adult Alternative
560	TBN	918	Soft Rock
741	WMLW 41	919	Hit List
763	W63CU (Telemundo)	920	Party Favorites
1100	Food Network On Demand	921	'80s
1101	DIY On Demand	922	New Wave
1102	HGTV On Demand	923	'70s
1103	TechTV On Demand	924	Solid Gold Oldies
1110	Golf On Demand	925	Singers & Standards
1111	Wisconsin On Demand	926	Big Band & Swing
1112	Learning On Demand	927	Easy Listening
1113	Time Warner Cable Weather Now	928	Smooth Jazz
1120	CNN Showcase On Demand	929	Jazz
1121	Court TV On Demand	930	Blues
1130	A&E On Demand	931	Reggae
1150	Cartoon On Demand	932	Soundscapes
1160	BBC On Demand	933	Classical
1170	Comedy Central On Demand	934	Masterpieces
1180	iCONTROL Music	935	Opera
1999	Answers On Demand	936	Light Classical
		937	Show Tunes
		938	Contemporary Christian
		939	Gospel
		940	For Kids Only
		941	Sounds Of The Season
		942	Musica Latina
		943	Salsa y Merengue
		944	Rock En Español
		945	Latin Love Songs
			Mexicana

HDTV

500	HBO HDTV	510	MPTV HDTV
501	Showtime HDTV	512	WISN HDTV
504	WTMJ HDTV	541	Discovery HD
505	WDJT HDTV	545	INHD
506	WITI HDTV	546	INHD2

BASIC • STANDARD • iCONTROL FAVORITES
HDTV • HDTV PREMIUM

Channel Lineup subject to change.

*Optional channels requiring a converter in some communities.

Digital equipment and or subscription required to receive some channels.