



17

PRICES & PACKAGES

Durham/Chapel Hill

Butner, Carrboro, Creedmoor, Hillsborough, Pitts, Pittsboro, Stem,
and Select Areas of the Following Counties: Durham, Chatham,
Granville, Orange, and Wake

DIGIPiC Packages

DIGIPiC SM 1000 (Includes Basic, Standard and Digital Package)	\$59.25
DIGIPiC SM 1500 (Includes All Services in DIGIPiC SM 1000 PLUS choice of 1 premium)	\$70.25
DIGIPiC SM 2000 (Includes All Services in DIGIPiC SM 1000 PLUS choice of 2 premiums and corresponding Premiums On Demand)	\$77.25
DIGIPiC SM 3000 (Includes All Services in DIGIPiC SM 1000 PLUS choice of 3 premiums and corresponding Premiums On Demand)	\$84.25
DIGIPiC SM 4000 (Includes All Services in DIGIPiC SM 1000 PLUS all premiums and corresponding Premiums On Demand)	\$90.25
Add Road Runner or Digital Phone to any DIGIPiC SM package for as low as \$39.95/month	

DIGIPiC Options

Digital Programming - Choice of one included with any DIGIPiC SM Package.		
Each Additional		\$2.95
Digital Variety	Encore Movie Pak	Digital Sports
Sabor Latino	Cinema Choice	
Road Runner - add to any DIGIPiC SM Package		\$39.95
DVR - add to any DIGIPiC SM Package		\$6.95
HD Suite - add to any DIGIPiC SM Package		\$6.95

A La Carte Pricing

Basic	\$10.60 - \$14.95
Standard (Includes Basic Service)	\$30.75 - \$35.65
Digital Box (each)	\$7.62
Universal Remote Control	\$0.33
Digital Package (Choice of Digital Programming, Music Choice, On-Screen Guide, Digital Service, Digital Box and Remote Control)	\$14.80
Digital Package on Additional Outlets (each)	\$8.95
Choice of one Premium Service	\$11.95
Each additional Premium Service	\$8.00
Duplicate Premiums on Additional Outlets	FREE
Premiums On Demand (Provides On Demand Service for all Digital Premium Services subscribed to)	\$6.95

Time Warner Cable High Speed Internet Services

Earthlink High Speed Internet	\$44.95
Road Runner High Speed Online	\$44.95

Digital Phone

Digital Phone (Includes unlimited calling within the United States and Canada)	\$44.95
Voice Mail	\$3.95

Prices, packages, and programming subject to change and may vary. Basic Service is required to receive all other services. Not all services are available in all areas. Service prices shown are monthly and do not include sales tax, franchise fees, and FCC user fees. Basic and Standard Service required for Digital Package pricing. Some restrictions may apply. Digital box required to receive Digital and Premium Services. Digital Package required to receive DVR Service. Digital Service and Premium channel required to receive Premiums On Demand. Currently there is not a Premium On Demand for STARZ. Digital Phone does not include back-up power and, as in the case with an electric-powered home cordless phone, should there be a power outage, Digital Phone will not be available. Other restrictions may apply. Available in Digital Phone serviceable areas only. Additional charges apply for taxes, fees, Directory Assistance, Operator Services, and calls to international locations (excluding Canada). Offer valid for residential customers in Digital Phone serviceable areas.

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Now anything's possible.

DURHAM/CHAPEL HILL CHANNEL LINEUP

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BASIC		DIGITAL VARIETY CONT.		CONTROL**	
0/98	TV Guide Channel	184	Noggin	500	Answers On Demand
2	WNCN (NBC)	185	Boomerang	501	Movies On Demand
3	WRAL (CBS)	190	Good Life Network	800	Adult On Demand
4	Educational Programming	191	TBN	FAVORITES ON DEMAND	
5	WPAV (IND)	200	UNC-TV	535	Fine Living On Demand
8	WTVU (ABC)	202	UNC Kids	536	Tech TV On Demand
7	Home Buyers Channel	203	UNC Educational	538	Oxygen On Demand
8	Community Programming	204	UNC NC	539	Court TV On Demand
9	WUNC (PBS)	212	WTVU (ABC) D2	540	DIY On Demand
10	WLFL (WB)	213	WTVU (ABC) D3	541	HGTV On Demand
11	WUVC (Univision)	218	WNCN (NBC) SD	542	Food Network On Demand
12	WRDC (UPN)	251	WRAZ (FOX) D2	543	BBC On Demand
13	WRAZ (FOX)	252	WRAZ (FOX) Weather	544	Comedy Central On Demand
14	News 14 Carolina	256	WRAL (CBS) 24 Hr. News	545	A&E On Demand
15	HSN	310	Encore (East)	548	The Golf Channel On Demand
16	QVC	HIGH DEFINITION*		547	CNN Showcase On Demand
18	C-SPAN (Durham)/Gov.	201	UNC (PBS) HD	548	Cartoon Network On Demand
	Access/CSPAN2 (Chapel Hill)	211	WTVU (ABC) HD	549	Music On Demand
19	BET	217	WNCN (NBC) HD	550	My Music Channel On Demand
21	WGN	250	WRAZ (FOX) HD	552	Kids On Demand
22	WRPX (PAX)	255	WRAL (CBS) HD	PREMIUMS ON DEMAND**	
24	Triangle TV	280	Discovery HD Theater	412/530	HBO On Demand
STANDARD		281	TNT In HD	432/531	Cinemax On Demand
25	USA Network	285/411	HBO HD**	452/532	Showtime On Demand
26	TNT	288/451	Showtime HD**	482/533	TMC On Demand
27	A&E	HD SUITE*		IN DEMAND PAY-PER-VIEW	
28	ABC Family	290	ESPN HD	600	IN DEMAND Previews
29	CNN	291	INH	601	Events IN DEMAND
30	Discovery	292	INH2	602	Events IN DEMAND 2
31	ESPN	293	HDNet	603-610	IN DEMAND 3-10
32	ESPN2	294	HDNet Movies	ADULT	
33	Lifetime	CINEMA CHOICE		800	Adult On Demand
34	TBS	190	Good Life Network	801	Playboy
35	Discovery Health	300	Flix (East)	802	Playboy en Español
36	Comedy Central	301	Flix (West)	805	Pleasure
37	CNBC	302	Sundance (East)	806	TEN Clips
38	AMC	303	Sundance (West)	807	TEN
39	TLC	304	Fox Movie Channel	808	TEN Blue
40	Spina TV	ENCORE MOVIE PAK		809	TEN Blix
41	Headline News	310	Encore (East)	SPORTS PACKAGES	
42	Weather Channel	311	Encore (West)	701-705	ESPN GAMEPLAN (Aug-Nov)
43	Nickelodeon	312	Encore Action	701-705	ESPN FULL COURT (Nov-Mar)
44	Court TV	313	Encore Love Stories	710-721	NBA LEAGUE PASS (Oct-Apr)
45	MSNBC	314	Encore Mystery	717-720	MLS DIRECT KICK (Apr-Nov)
46	Animal Planet	315	Encore True Stories	731-740	MLB EXTRA INNINGS (Apr-Sep)
47	Lifetime Movie Network	316	Encore Westerns	731-740	NHL CENTER ICE (Oct-Apr)
48	VH1	317	Wam!	750-758	NASCAR IN CAR (Feb-Nov)
49	SoFi	DIGITAL SPORTS		MUSIC CHOICE	
50	Fox Sports Net	144	Fox Sports World	900	Showcase
51	The Golf Channel	148	Speed Channel	901	Today's Country
53	MTV	149	Outdoor Channel	902	Classic Country
54	TV Land	320	Fox College Sports Atlantic	903	Bluegrass
55	Oxygen	321	Fox College Sports Central	904	R&B and Hip-Hop
56	History Channel	322	Fox College Sports Pacific	905	Classic R&B
57	Disney	324	NBA TV	906	Smooth R&B
58	Fox News	325	Tennis Channel	907	R&B Hits
59	C-SPAN (Chapel Hill only)	326	Fuel	908	Rap
60	C-SPAN2	SABOR LATINO		909	Metal
61	Women's Entertainment	380	Discovery Español	910	Rock
62	E!	381	CNN Español	911	Arena Rock
63	SoapNet	382	Canal Sur	912	Classic Rock
64	ShopNBC	383	Cine Latino	913	Alternative
65	OLN	384	Fox Sports World Español	914	Retro-active
66	ESPN Classic	385	MTV Español	915	Electronica
67	Turner Classic Movies	386	Video Rola	916	Dance
68	RTV	387	Puma TV	917	Adult Alternative
69	CMT	388	max2	918	Soft Rock
70	National Geographic	389	Boomerang Español	919	Hit List
71	IX	PREMIUM		920	Party Favorites
72	Inspirational Network	395	HBO Latino	921	90s
73	Hallmark Channel	400	HBO (East)	922	80s
74	Travel Channel	401	HBO2 (East)	923	70s
75	Cartoon Network	402	HBO Family (East)	924	Solid Gold Oldies
76	HGTV	403	HBO Signature (East)	925	Singers and Standards
77	Food Network	404	HBO Comedy	926	Big Band & Swing
DIGITAL VARIETY		405	HBO Zone	927	Easy Listening
100	News 14 Carolina Weather Now	406	HBO (West)	928	Smooth Jazz
110	Discovery Kids	408	HBO2 (West)	929	Jazz
111	The Science Channel	409	HBO Family (West)	930	Blues
112	Discovery Wings	410	HBO Signature (West)	931	Reggae
114	Discovery Times	420	CineMAX (East)	932	Soundscapes
115	Discovery Home Channel	421	MoreMAX (East)	933	Classical Masterpieces
116	BBC America	422	ActionMAX (East)	934	Operas
117	The Biography Channel	423	ThrillerMAX (East)	935	Light Classical
118	History Channel International	424	WMax	936	Show Tunes
119	CNBC World	425	@Max	937	Contemporary Christian
120	C-SPAN3	426	5 StarMax	938	Gospel
122	NewsWorld International	427	OuterMax	939	Radio Disney
123	Q&A TV	428	CineMAX (West)	940	Sounds of the Seasons
124	Bloomberg TV	429	MoreMAX (West)	941	Musica Urbana
125	Ovation	430	ActionMAX (West)	942	Salsa y Merengue
126	Trio	431	ThrillerMAX (West)	943	Rock En Español
129	Black Family Channel	440	Showtime (East)	944	Pop Latino
130	BET on Jazz	441	Showtime Too (East)	945	Americana
131	GAC	442	Showcase (East)	Basic Service is required to receive all other services. Digital, Premium, and PPV channels are available for an additional charge and require special equipment. Digital converter, remote, and access fee required to receive Digital Cable. Multi-Channel Premium Service available only when subscribing to the corresponding traditional Premium Channel. Programming is subject to change. Effective 12/01/04. *High Definition television and HD box required. **Premium Service required.	
132	MTV2	443	Showtime Extreme		
133	Fuse	444	Showtime Beyond		
134	VH1 Classic	445	Showtime Next		
135	MTV Hits	446	Showtime Women		
140	C-SET	447	Showtime Zone		
142	ESPN News	448	Showtime (West)		
144	Fox Sports World	449	Showtime Too (West)		
148	Speed Channel	450	Showcase (West)		
149	Outdoor Channel	480	TMC		
150	Do It Yourself	481	TMC Xtra		
151	Fine Living	470	Starz!		
150	America's Store	471	Starz! Theater		
161	GSN	472	Black Starz!		
162	Style	473	Starz! Family		
170	IFC	474	Starz! Cinema		
171	Lifetime Real Women				
180	Toon Disney				
181	Disney (East)				
182	Disney (West)				
183	Game and Sports				



March 31, 2006

Mr. W. Calvin Horton
Town Manager
Town of Chapel Hill
306 N. Columbia Street
Chapel Hill, NC 27516-2124

Re: 2005 Annual Time Warner Cable Report

Dear Mr. Horton:

Please find attached Time Warner Cable's Annual Report to the Town of Chapel Hill for the calendar year 2005 as specified by section 2.13 of the franchise agreement. If you have any questions concerning this material, please call me at 654-4617.

Sincerely,

A handwritten signature in cursive script that reads "Cindy Keene".

Cindy Keene
Public Affairs Manager
Time Warner Cable

**TOWN OF CHAPEL HILL
2005 ANNUAL REPORT**

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 - Results of most recent Subscriber Survey (submitted in September 2003)
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 - Summary of Filings with FCC
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8. Completion of Construction



TIME WARNER CABLE Raleigh/Durham/Fayetteville

THE POWER OF YOU™

Chapel Hill

With Time Warner Digital Cable you can receive over 280 channels of great programming including all your local channels, 46 commercial-free music channels, over 50 premium movie channels, access to Movies On Demand and Favorites On Demand, pay-per-view channels, and exciting sports packages.

Basic Service required to get Standard Service | Basic and Standard Service required to get Digital Service.

[Click here for additional price information](#)

Package	Price
DIGIPiC Package and Road Runner 2006 Pricing	
DIGIPiC 1000 (Includes Basic, Standard and includes choice of one Digital Programming Tier)	\$61.75
DIGIPiC 1500 (Includes all services in DIGIPiC 1000 Plus One Premium Channel)	\$72.75
DIGIPiC 2000 (Includes all services in DIGIPiC 1000 Plus Two Premium Channels and Corresponding Premiums On Demand)	\$80.75
DIGIPiC 3000 (Includes all services in DIGIPiC 1000 Plus Three Premium Channels and Corresponding Premiums On Demand)	\$88.75
DIGIPiC 4000 (Includes All Services in DIGIPiC 1000 PLUS All Premiums and Corresponding Premiums On Demand)	\$96.75

Regular rate for Road Runner, when combined with a DIGIPiC package, is \$39.95. DIGIPiC packages require a digital cable box. Basic, Standard, Cable Card and non-Cable customers pay Road Runner's regular rate of \$44.95.

DIGIPiC Options

Digital Programming Tiers

Each Additional Digital Programming Tier	\$2.95
Digital Variety Encore Movie Pak Digital Sports Nuestra TELE Cinema Choice	

Road Runner - Add to any DIGIPiC Package	\$39.95
DVR Service - Add to any DIGIPiC package	\$6.95
Digital Sports	\$2.95
Nuestra TELE	\$2.95
Encore Movie Pak	\$2.95
Cinema Choice	\$2.95
HD Suite - Add to any DIGIPiC Package	\$6.95

A La Carte Pricing

\$ 10.60 -

(12)

Basic	14.95
Standard - Click here for more info (Includes Basic Service)	\$ 45.80
Digital Box (Each)	\$7.64
Universal Remote Control	\$0.31
Digital Package (Digital Service, Digital Box and Remote Control)	\$15.50
Digital Package on Additional Outlets (Each)	\$8.95
Choice of One Premium Service	\$11.95
Each Additional Premium Service	\$8.00
Duplicate Premiums on Additional Outlets	FREE
Premiums On Demand (Provides On Demand service for all Digital Premium services subscribed to)	\$4.00
Time Warner Cable High Speed Internet Services	
Road Runner High Speed Online	\$44.95
Earthlink High Speed Internet	\$44.95
Time Warner Cable Digital Phone Service	
Digital Phone (includes unlimited local and long distance calling)	\$49.95
Voice Mail	\$3.95

CABLE

HIGH-SPEED ONLINE

DIGITAL PHONE

(B)

 **TIME WARNER CABLE** Raleigh/Durham/Fayetteville
THE POWER OF YOU™**Equipment Prices**

Digital Cable Box (Each)\$7.61

Remote Control or Universal Remote Control (Digital Service Only) \$0.34

CableCARD (Each)- \$1.75

Installation Prices

New Connection \$42.95

Underground Installation \$42.95

New Aerial Drop \$42.95

Reconnect \$29.95

Apartment Installation \$29.95

Additional Outlet (During Primary Install) \$19.95

Additional Outlet (Separate Trip) \$31.95

Other Services Trip Charge \$18.95

Hourly Service Charge \$36.55

30 Day Satisfaction Guarantee

If for any reason you are not satisfied with our product, just call us within 30 days of installation.

We will cancel your service and send you a refund, guaranteed.

On-Time Guarantee

We will arrive on time for your service appointment or you will receive a \$20 credit on your account.

If we arrive late for your installation, the standard installation is free! Service guarantee is void only

in circumstances beyond our control, such as natural disasters or severe weather.

Prices, packages, and programming subject to change and may vary. Not all services are available in all areas.

Service prices shown are monthly and do not include sales tax, franchise fees, and FCC user fees.

Basic and Standard Service required for Digital Package pricing. Some restrictions may apply. Terminal required for Digital and Premium Services.

CABLE

HIGH-SPEED ONLINE

DIGITAL PHONE



Time Warner Cable - Chapel Hill



PRINT

Basic

Channel	Channel Name	Channel	Channel Name
2	WNCN NBC	13	WRAZ FOX
3	WRAL CBS	14	News 14 Carolina
4	Educational Access	15	Home Shopping Network
5	WRAY IND	16	QVC
6	WTVD ABC	18	C-SPAN 2
7	Home Buyers Channel	19	BET
8	Community Programming	20	Telefutara
9	UNC PBS	21	WGN
10	WLFL WB	22	WRPX i
11	WUVC UNIVISION	24	Triangle TV
12	WRDC UPN		

Standard

Channel	Channel Name	Channel	Channel Name
25	USA Network	51	The Golf Channel
26	TNT	53	MTV
27	A&E	54	TV Land
28	ABC Family	55	Oxygen
29	CNN	56	The History Channel
30	The Discovery Channel	57	The Disney Channel
31	ESPN	58	Fox News Channel
32	ESPN-2	59	C-SPAN
33	Lifetime Television	60	C-SPAN 2
34	TBS	61	Women's Entertainment
35	Discovery Health Channel	62	E!
36	Comedy Central	63	SoapNet
37	CNBC	64	Shop NBC
38	American Movie Classics	65	OLN
39	TLC	66	ESPN Classic
40	Spike TV	67	Turner Classic Movies
41	Headline News	68	FitTV
42	The Weather Channel	69	CMT
43	Nickelodeon	70	National Geographic
44	Court TV	71	FX
45	MSNBC	72	Inspirational Network
46	Animal Planet	73	Hallmark Channel
47	Lifetime Movie Network	74	Travel Channel
48	VH1	75	Cartoon Network
49	Sci-Fi	76	HGTV
50	Fox Sports Net	77	Food Network

Digital

Channel	Channel Name	Channel	Channel Name
100	News 14 Carolina Weather Now	151	Fine Living
101	TV One	160	America's Store
102	WAUG	161	GSN
110	Discovery Kids	162	Style
111	The Science Channel	170	IFC
112	The Military Channel	171	Lifetime Real Women
114	Discovery Times	180	Toon Disney
115	Discovery Home	181	The Disney Channel - East
116	BBC America	182	The Disney Channel - West
117	The Biography Channel	183	Nickelodeon Games & Sport
118	History International	184	Noggin
119	CNBC World	185	Boomerang
120	CSPAN 3	190	AmericanLife TV Network
122	Current	191	TBN
123	G4	192	Daystar

124	Bloomberg TV	193	The Word Network
125	Ovation	200	UNC (PBS)
129	Black Family Channel	202	UNC KIDS
130	BET on Jazz	203	UNC Educational
131	GAC	204	UNC NC
132	MTV2	212	WTVD (ABC) D2
133	fuse	213	WTVD (ABC) D3
134	VH1 Classic	218	WNCN (NBC) DT
135	MTV Hits	219	WNCN (NBC) Weather Plus
142	ESPN News	251	WRAZ (FOX) DT
144	Fox Soccer Channel	252	WRAZ (FOX) Weather
148	Speed Channel	256	WRAL (CBS) News Channel
149	Outdoor Channel	257	WRAL (CBS) DT
150	Do it Yourself Network		

High Definition

Channel	Channel Name	Channel	Channel Name
201	UNC (PBS) HD	281	TNT HD
211	WTVD (ABC) HD	285	HBO HD
217	WNCN (NBC) HD	286	Showtime HD
250	WRAZ (FOX) HD	411	HBO HD
255	WRAL (CBS) HD	451	Showtime HD
280	Discovery HD Theater		

HD Suite

Channel	Channel Name	Channel	Channel Name
290	ESPN HD	294	HDNet Movies
291	INHD	295	Universal HD
292	INHD2	299	HD Movies On Demand
293	HD Net		

Cinema Choice

Channel	Channel Name	Channel	Channel Name
300	Flix East	303	Sundance Channel West
301	Flix West	304	Fox Movie Channel
302	Sundance Channel East		

Encore Movie Pak

Channel	Channel Name	Channel	Channel Name
310	Encore East	314	Encore Mysteries
311	Encore West	315	Encore Drama
312	Encore Action	316	Encore Westerns
313	Encore Love	317	Encore Wam

Digital Sports

Channel	Channel Name	Channel	Channel Name
320	Fox College Sports Atlantic	325	The Tennis Channel
321	Fox College Sports Central	326	Fuel
322	Fox College Sports Pacific	327	College Sports TV
324	NBA TV		

Nuestra Tele

Channel	Channel Name	Channel	Channel Name
380	Discovery en Español	386	VideoRola
381	CNN Español	387	Puma TV
382	Canal Sur	388	Mun2
383	Cine Latino	389	Boomerang Español
384	Fox Sports World Español	390	Galavision
385	MTV Español		

Premium

Channel	Channel Name	Channel	Channel Name
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(16)

395	HBO Latino	430	ActionMAX West
400	HBO East	431	ThrillerMAX West
401	HBO 2 East	440	Showtime East
402	HBO Family East	441	Showtime Too East
403	HBO Signature East	442	Showtime Showcase East
404	HBO Comedy	443	Showtime Extreme
405	HBO Zone	444	Showtime Beyond
407	HBO West	445	Showtime Next
408	HBO 2 West	446	Showtime Women
409	HBO Family West	447	Showtime Family Zone
410	HBO Signature West	448	Showtime West
420	Cinemax East	449	Showtime Too West
421	More Max East	450	Showtime Showcase West
422	ActionMAX East	460	The Movie Channel
423	ThrillerMAX East	461	TMC Xtra
424	W Max	470	Starz!
425	@ Max	471	Starz! Edge
426	Five Star Max	472	Starz! Black
427	Outer Max	473	Starz! Kids and Family
428	Cinemax West	474	Starz! Cinema
429	More Max West	480	Q Television Network

Movies On Demand

Channel	Channel Name	Channel	Channel Name
501	Movies On Demand	502	Movies on Demand HD

HereTV On Demand

Channel	Channel Name	Channel	Channel Name
510	HereTV		

Free On Demand

Channel	Channel Name	Channel	Channel Name
500	Answers On Demand	546	Golf Channel On Demand
514	News 14 Carolina On Demand	547	CNN Showcase On Demand
535	Fine Living On Demand	548	Cartoon Network On Demand
536	G4 On Demand	549	Music On Demand
538	Oxygen On Demand	550	AOL Music On Demand
539	Court TV On Demand	551	TV Guide Spot On Demand
540	DIY On Demand	552	Kids On Demand
541	HGTV On Demand	553	TNT On Demand
542	Food Network On Demand	554	TBS On Demand
543	BBC America On Demand	556	Sportskool On Demand
544	Comedy Central On Demand	557	Exercise TV On Demand
545	A&E On Demand		

Premiums On Demand

Channel	Channel Name	Channel	Channel Name
412	HBO On Demand	530	HBO On Demand
432	Cinemax On Demand	531	Cinemax On Demand
452	Showtime On Demand	532	Showtime On Demand
462	TMC On Demand	533	TMC On Demand

Interactive

Channel	Channel Name	Channel	Channel Name
591	TWC News and Information	592	PassTime Games

IN DEMAND Pay-Per-View

Channel	Channel Name	Channel	Channel Name
600	Pay Per View Movie Previews	602	Events iN DEMAND 2
601	Events iN DEMAND	603 - 609	iN DEMAND Pay-Per-View

Sports Packages

Channel	Channel Name	Channel	Channel Name
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(17)

701 - 706 ESPN Full Court
 710 NBA League Pass Preview Channel
 711 - 719 NBA League Pass

731 - 740 NHL Center Ice
 750 - 756 NASCAR IN CAR

Adult On Demand

Channel	Channel Name	Channel	Channel Name
800	Adult On Demand	806	TEN Clips
801	Playboy	807	TEN
802	Playboy en Espanol	808	TEN Blue
805	The Pleasure Network	809	TEN Blox

Music Choice

Channel	Channel Name	Channel	Channel Name
900	Music Choice: Showcase	923	Music Choice: '70s
901	Music Choice: Today's Country	924	Music Choice: Solid Gold Oldies
902	Music Choice: Classic Country	925	Music Choice: Singers & Standards
903	Music Choice: Bluegrass	926	Music Choice: Big Band & Swing
904	Music Choice: R&B and Hip	927	Music Choice: Easy Listening
905	Music Choice: Classic R&B	928	Music Choice: Smooth Jazz
906	Music Choice: Smooth R&B	929	Music Choice: Jazz
907	Music Choice: R&B Hits	930	Music Choice: Blues
908	Music Choice: Rap	931	Music Choice: Reggae
909	Music Choice: Metal	932	Music Choice: Soundscapes
910	Music Choice: Rock	933	Music Choice: Classical Masterpieces
911	Music Choice: Arena Rock	934	Music Choice: Opera
912	Music Choice: Classic Rock	935	Music Choice: Light Classical
913	Music Choice: Alternative	936	Music Choice: Show Tunes
914	Music Choice: Retro-Active	937	Music Choice: Contemporary Christian
915	Music Choice: Electronica	938	Music Choice: Gospel
916	Music Choice: Dance	939	Music Choice: Radio Disney
917	Music Choice: Adult Alternative	940	Music Choice: Sounds of the Seasons
918	Music Choice: Soft Rock	941	Music Choice: Musica Urbana
919	Music Choice: Hit List	942	Music Choice: Salsa y Merengue
920	Music Choice: Party Favorites	943	Music Choice: Rock 'En Espanol
921	Music Choice: '90s	944	Music Choice: Pop Latino
922	Music Choice: '80s	945	Music Choice: Americana

CLOSE WINDOW

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Public, Governmental and Education Access

No Longer Operated By Time Warner Cable

2005 Complaint Log

Date Received From Routed To Regarding Resolution Date Resolved

1/20/2005	Town of Chapel Hill David Levine 1209 B. Hillsborough Rd	Eric Laber Chapel Hill Service	Cable line is lying on the ground outside customers home	The drop was buried on 1/28/2005	1/28/2005
3/7/2005	Town of Chapel Hill Jim Kornish 202 Pebble Spring Rd	Ian Dickey Service	Customer called to complain about poor service.	Changed a breaker in a power supply. Contacted Mr. Kornish and let him know what the issues with his service were. Customer is satisfied now.	3/8/2005

2005 Complaint Log

Date Received From Routed To Regarding Resolution Date Resolved

<p>3/16/2005</p>	<p>Catherine Lazorko Town of Chapel Hill</p>	<p>Kim Reid Engineering</p>	<p>A citizen called to complain that Time Warner has dug a trench in his yard to lay cable, and the crew encountered numerous problems. First, when they went to refill the trench they did not use enough infill dirt, so the ground sunk several inches. When they returned (after the resident complained), they packed it down and laid straw - but no grass seed. Later, the resident realized that the crew had broken a drainage pipe that was causing considerable problems.</p> <p>He has discussed these problems with Bob Fugette (?) of Time Warner, but is extremely aggravated. When he called to have them fix the pipe, he was notified that the crew dug an 11-foot trench through his yard trying to find the pipe. He would have been able to show them where, but they went in unannounced and made a mess of things. This resident is extremely and rightly frustrated.</p> <p>His name is John O'Neill of 818 Church Hill Drive. Phone in day: 967-3100.</p>	<p>03/25/05 Contact was made with Mr. O'Neill by phone this morning at approximately 8:20am. Mr. O'Neill gave permission for Ron Dillon and I to go by his home and look at the work site and he agreed to meet with us at his business afterwards. At 818 Churchill Drive, Dillon and I found the ground to be wet, some areas with old wheat straw, some areas with new wheat straw, and a very small amount of "new grass" coming up in the trench line.</p> <p>Mr. O'Neill is requesting a third party landscaper restore his drain, place a drain pipe to replace one that he placed himself 23 years ago, and rake and reseed the area. His choice of landscaper is The Potted Plant in Chapel Hill.</p> <p>I spoke with Don Levine of "The Potted Plant" and requested that he check the property and provide an estimate to me. Mr. Levine will go by early next week and call me back with the estimate. He will also call Mr. O'Neill and keep him informed.</p>	<p>3/25/2005</p>
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2005 Complaint Log

Date Received From Routed To Regarding Resolution Date Resolved

<p>3/24/2005</p>	<p>Catherine Lazorko Town of Chapel Hill</p>	<p>Kent Evans Construction</p>	<p>The director of Airport Gardens Housing Complex on the 800 block of Airport Road has called to complain about aboveground cable wires that are causing a public safety hazard to residents. The director desires that these be buried, and has made such requests to Time Warner to no avail. Can you assist with this problem? In addition to being an obstacle to pedestrians, the lines and wires are unsightly. For additional information, please contact Tina Vaughn: 968-2850.</p>	<p>Catherine, I know that Kent has left you a voicemail as well, but I wanted to let you know we have resolved the customer issue at Airport Gardens. We have buried our drops, and cleaned up our lockboxes. Kent also left messages with Bell South regarding their hazardous drops. Please let me know if you need other information. Thanks, Andi</p>	<p>3/24/2005</p>
<p>6/2/2005</p>	<p>Dr. Harvey Krasny 120 Woodbridge Lane Chapel Hill, NC 27514 Catherine Lazorko Town of Chapel Hill</p>	<p>Duane Grotheer</p>	<p>May 2005 payment for service returned by Time Warner Cable as "damaged by the US Postal Service"</p>	<p>Letter was mailed to Dr. Krasny explaining his bill. Copied to Catherine Lazorko.</p>	<p>6/2/2005</p>

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2005 Complaint Log

Date Received From Routed To Regarding Resolution Date Resolved

<p>7/25/2005</p>	<p>Catherin Lazorko Town of Chapel hill</p>	<p>Cindy Ray</p>	<p>Mr. Jennings just purchased an HD television. When he called to see what he needed to do to get his box changed out, he was told if our people came out to switch it out, it would be an \$18 charge, but if he came and picked it up himself it would be no charge. He was told it was very easy to change out. According to Mr. Jennings it was not easy at all and he was thankful he had a son that knew about computers and technology so he helped him. He didn't think we should tell people things were easy if they weren't. Also, while he was there, he asked for a Chapel Hill programming listing. He was given a slick pamphlet and went home. Once he got home, and had his son hooked up the new box, none of the channels lined up with the programming guide. He looked down and discovered he was given Carboro programming not Chapel Hill. He tried to call the office back several times, and has been receiving a constant busy signal for a while. He looked in the directory for another number and the number he called was a fax machine. He was frustrated and called the LFA to tell the</p>	<p>Talked with Mr. Jennings and apologized. He is okay and glad I called. Getting him the correct programming listing is an easy fix and I will take care of it. As we all try to take steps to put our customers first, I would recommend publishing the 1-866 number in local directories so we get the call and it is logged and people don't feel they are getting the run around. Catherine L didn't have the 4TWCNOW number. I have given it to her as well.</p>	<p>7/25/2005</p>
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2005 Complaint Log

Date Received From Routed To Regarding Resolution Date Resolved

<p>7/25/2005</p>	<p>Catherine Lazorko Town of Chapel Hill</p>	<p>Ian Dickey and Richard Lester</p>	<p>I need some assistance if you can help. I had wireless internet installed 7/13, and it still fails periodically on a regular basis. I've had a couple of technicians out, but it always works when they are here. I really need to get it to be reliable 100% of the time. Do you have any suggestions?</p>	<p>We made several attempts to reach Mr. Plow yesterday. Contact was finally made in the late evening arrangements were made to meet this morning. Customer contact was made the router was working fine it has an online percentage of 99.9%. He wanted the router changed anyway so we exchanged the router. Checked all computers they are working, educated customer on how wireless works. Informed him the operating systems on the computers are older versions and not as fast as newer versions. Customer was pleased with tech work.</p>	<p>7/26/2005</p>
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2005 Complaint Log

Date Received From Routed To Regarding Resolution Date Resolved

<p>7/19/2005</p> <p>Catherine Lazorko Town of Chapel Hill</p>	<p>Construction/ Kent Evans and Tom McQuarrie</p>	<p>Frank Deruyter, 19 Silo Drive Acct. 410780-02 (in name of Ann Deruyter) 967-2595 home 970-3061 pager 684-6271 office</p> <p>Mr. Deruyter complains that he has had internet connection problems and a poor cable signal for about three months. Crews dropped new cable line about two months ago, but this is about 600 feet from the junction box – and this still has not resolved his poor service. The cable is strwn around his house, down a driveway and into the street causing a nuisance and a hazard. He wants TWC to install a new junction box so the cable does not need to be so long. He also wants to be reimbursed for service that he has not received due to signal/connection problems.</p>	<p>- The plant extension to feed this house was completed this morning. The drop crews cut over the drop to the new pedestal and there was good signal at the splitters at the rear of the house. Tom McQuarrie has a meeting later today with the resident to make sure there are no issues with the pictures inside. The technician who spliced and activated this extension found a slight rolloff in the low frequencies that originates further back upstream. It is not enough to affect the service at this house, but we have forwarded this information to the TWC maintenance department to investigate and repair. Unless there are problems with the internal wiring, I don't expect to find any issues inside when Tom meets with the customer later today.</p>	<p>7/26/2005</p>
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System Outage Summary:

Excluding conditions beyond Time Warner Cable's control all Service Interruptions are worked on and repaired promptly and in no event later than 24 hours after the interruption becomes know to Time Warner Cable.

Attached is the Chapel Hill Engineering Summary for 2005

Chapel Hill Engineering Summary 2005

OUTAGE	PLANNED	UNPLANNED	TOTAL	%	%
	5	19	24	20.83%	79.17%
	103	390	493	20.89%	79.11%
	24	493	517	100.00%	100.00%

REASON	B	C	E	Y	TOTAL	%	%
	8	0	14	2	24	33.3%	0.0%
	108	28	320	37	493	21.9%	5.7%
	0	0	0	0	0	0.0%	0.0%
	0	0	0	0	0	0.0%	0.0%
	0	0	0	0	0	0.0%	0.0%
	0	0	0	0	0	0.0%	0.0%

TYPE	DESCRIPTION	PLANNED	UNPLANNED	TOTAL	%	%
35	BRIDGER MODULE	0	1	1	0.0%	0.2%
36	LINE EXTENDER MODULE	0	10	10	0.0%	2.0%
37	FUSE FEEDER LINE	0	2	2	0.0%	0.4%
39	TAP/TAP FACE PLATE	2	7	9	8.3%	1.4%
40	REPLACE CONNECTOR DUE TO SUCK OUT	0	4	4	0.0%	0.8%
41	REPAIR FEEDER / LAY TEMP	0	28	28	0.0%	5.7%
42	REPAIR FEEDER / PERMANENT	1	29	30	4.2%	5.9%
44	DC POWER SUPPLY	0	6	6	0.0%	1.2%
45	SPLITTER / PASSIVE FEEDER	0	9	9	0.0%	1.8%
NETWORK PROBLEMS						
50	FNT MODULE	1	4	5	4.2%	0.8%
51	FNB MODULE	0	9	9	0.0%	1.8%
52	POWER PACK	3	21	24	12.5%	4.3%
53	90V POWER SUPPLY	3	36	39	12.5%	7.3%
54	AGC MODULE	0	5	5	0.0%	1.0%
55	DC FUSE	0	4	4	0.0%	0.8%
56	A/C FUSE	2	72	74	8.3%	14.6%
58	REPAIR CABLE PERM	1	10	11	4.2%	2.0%
59	LAY TEMP TRUNK	1	17	18	4.2%	3.4%
60	SEIZURE BLOCK/INSERT ASSEMBLY	1	3	4	4.2%	0.6%
61	PASSIVE	0	22	22	0.0%	4.5%
62	CONNECTOR	1	9	10	4.2%	1.8%
63	POWER COMPANY RELATED	3	31	34	12.5%	6.3%
64	POWER SUPPLY A/C BREAKER	0	18	18	0.0%	3.7%
65	E72CLPA / PK MODULE	0	0	0	0.0%	0.0%
68	PAD	0	0	0	0.0%	0.0%
69	EQUALIZER	0	0	0	0.0%	0.0%
FIBER PROBLEMS						
81	REPAIR FIBER	0	3	3	0.0%	0.6%
82	OPTICAL CONNECTOR	0	0	0	0.0%	0.0%
83	OPTICAL RECEIVER	0	4	4	0.0%	0.8%
84	OPTICAL TRANSMITTER	0	1	1	0.0%	0.2%
85	NODE MOTHERBOARD	0	8	8	0.0%	1.6%
86	NODE DC FUSE / POWER PACK	0	0	0	0.0%	0.0%
87	NODE / SET LEVELS	0	2	2	0.0%	0.4%
88	NODE MISC REPAIR	0	2	2	0.0%	0.4%
89	HUB/ CEV	0	2	2	0.0%	0.4%
MISCELLANEOUS						
91	VANDALISM	0	2	2	0.0%	0.4%
93	INTERMITTENT PROBLEM	0	2	2	0.0%	0.4%
94	HEADEND	0	3	3	0.0%	0.6%
97	HOTEL HEADEND	0	0	0	0.0%	0.0%
CUP	CONSTRUCTION UPGRADE RELATED	0	0	0	0.0%	0.0%
CON	CONSTRUCTION	4	82	86	16.7%	16.6%
OKA	OK UPON ARRIVAL	0	2	2	0.0%	0.4%
TWC	CABLE MAINTENANCE REPAIR	1	23	24	4.2%	4.7%
STR	STATE ROAD CONSTRUCTION	0	0	0	0.0%	0.0%
TOTAL		24	493	517	100.0%	100.0%

	MONTHLY	YTD
SUB OUTAGE HOURS	1047:33:00	34085:02:00
AVG OUTAGE HRS PER SUB	0:02:12	1:11:29
MINUTES/SECONDS OUT PER SUB	2:14:01	72:40:24
OUTAGES PER 100 PLANT MILES	2.56	52.56
RELIABILITY INDEX	100.0000	100.0000
AVERAGE RESOLVE TIME	0:48:15	0:57:14
AVERAGE SUB HRS INDEX	43:38:52	69:08:17
POWER RELATED SUB HOURS	126:40:00	4602:20:00
% OF POWER RELATED	12.50%	6.29%
CUT CABLE RELATED SUB HOURS	92:20:00	6239:18:00
% OF CUT CABLE RELATED CALLS	12.50%	17.04%
ACTIVE CUSTOMERS	28,610	
PASSINGS	60,883	
PLANT MILES	938	

Subscriber Survey:

Time Warner Cable conducted a random customer service survey of a sampling of its subscribers within Chapel Hill by telephone interview in 2003. A copy was provided to the Town. Time Warner Cable plans to complete another survey of this type in 2006. Once completed Time Warner Cable will forward the results to the Town.

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Time Warner Cable had no filling with FCC. However, we filed with the Town of Chapel Hill FCC 1240 and FCC 1235



March 31, 2006

Mr. W. Calvin Horton
Town Manager
Town of Chapel Hill
306 N. Columbia Street
Chapel Hill, NC 27516-2124

Subject: Annual report of CATV system performance

Dear Mr. Horton:

The current franchise agreement between the Town of Chapel Hill and Time Warner Cable under section 10-107 requires that Time Warner Cable provide certification of performance of the cable television system.

The Plant Department of Time Warner Cable performs regular tests on the cable system at designated test locations to assure delivery of quality, service to our customers. The testing is done in conformance with generally accepted testing procedures. The items tested are similar to those listed in section 10-100 of the franchise under the heading of Technical Performance Goals. In addition, Time Warner Cable is also required to provide certification to the Federal Communications Commission that the system meets the requirements of the FCC as related to cumulative leakage, and other technical requirements related to signal off-sets, and carrier frequency specifications.

A recent review of the test data (copy attached) and filings with the FCC indicate that Time Warner Cable is meeting the technical performance standards required by the Federal Communications Commission and the Franchise Agreement with the Town of Chapel Hill.

Sincerely,

A handwritten signature in black ink, appearing to read "K.R.O.", written over a horizontal line.

Kim Reid
Senior Director of Engineering
Time Warner Cable