



## TOWN OF CHAPEL HILL

February 5, 2003

Mr. Tom Adams, President  
Time Warner Cable  
Raleigh Division-Central District  
101 Innovation Avenue, Suite 100  
Morrisville, NC 27560

Dear Mr. Adams:

At its meeting on January 13, 2003, the Chapel Hill Town Council directed the Manager to obtain a response from Time Warner Cable about the following issues:

- Customer service: At the meeting, Dr. Harvey Krasny expressed concerns about “no-shows” for scheduled service calls and Time Warner representatives who give incorrect information.
- “Bundling” of offerings, including requirements that customers purchase unwanted packages in order to receive the channels that they want: It is our understanding that under the “tier buy-through rule,” customers will no longer have to opt for service above Basic in order to get premium channels. We asked earlier that Time Warner provide this information to Chapel Hill customers, either through a separate mailing or bill insert. We repeat our request.
- Pricing trends: Please address Dr. Krasny’s comment that Time Warner’s rate increase will one day prevent low-income residents and senior citizens from being able to afford cable service.
- Durham County residents: Under the present system, Chapel Hill residents who are served by the Durham system are not able to view Town Council meetings when they occur. Town annexations in 1986 included an area in Durham County west of Pope Road and East and West Lakeview drives. The Durham cable system had its lines in place and was serving about 30 customers in the area before this annexation. Customers in this area became Chapel Hill citizens but were served from the Durham cable system because of the existing infrastructure. The Council requests that these Chapel Hill residents be able to view Town meetings when they occur, rather than at a delayed time.

We will appreciate your response to each of the matters listed above.

Sincerely,

A handwritten signature in black ink that reads "Cal Horton". The signature is written in a cursive style with a horizontal line extending from the end of the word "Horton".

W. Calvin Horton

Town Manager

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WCH/wms