



8

## TOWN OF CHAPEL HILL

March 31, 2003

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

Dear Mr. Adams:

Thank you for your letter of February 11, in which you responded to questions asked by the Chapel Hill Town Council regarding Time Warner customer service, Tier Buy-Through requirements, and pricing trends. I believe that there are a few outstanding issues that we need to resolve before proceeding with our follow-up report to the Council:

- You mentioned that on February 5, Time Warner provided an insert in Town of Chapel Hill customer bills to inform them of the Tier Buy-Through rules, as modified by the FCC. It is important for us to also receive inserts that Town customers receive, and we request a copy of this insert for our records.
- You mentioned that there are approximately 30 Chapel Hill customers who currently receive the Durham channel line-up. We believe the more accurate number is approximately 380 customers. There were 30 customers in the area before the Town annexation in 1986, but there are currently approximately 380 subscribers now in the Chapel Hill part of Durham County. These are Town citizens who are unable to view Town Council meetings when they occur. Please reconsider this request.

I am sorry that our previous meeting had to be rescheduled, and look forward to seeing you soon.

Sincerely,

W. Calvin Horton  
Town Manager  
(919) 968-2743 (phone)  
(919) 969-2063 (fax)  
[calhorton@townofchapelhill.org](mailto:calhorton@townofchapelhill.org)

WCH/wms