

City of Biddeford
Cable T.V. Committee
January 09, 2017 4:30 PM 15 Columbus Way

- 1. Roll Call**
- 2. Welcome Guests**
- 3. Approval of Minutes**
 - 3.1. Minutes of November 11, 2016
[CABLE TV Minutes for Approval - 11/14/16](#)
- 4. New Business**
- 5. Old Business**
 - 5.1. TWC Concerns & Issues - Update
[TWC/Charter Response 1 to Issues Inquiry](#)
[2012-2015 TWC/Charter Franchise Fee Reports - Landscape](#)
[TWC/Charter Map of Streets Served - Landscape](#)
[2015 TWC/Charter Price List](#)
[2016 TWC/Charter Price List](#)
[2014 TWC/Charter Price List](#)
[2013 TWC/Charter Price List](#)
 - 5.2. Streaming Report - No action, on hold
 - 5.3. Local Advertising - Policy & Authority Discussion
 - 5.4. Workshop Proposal Update
- 6. Other Business**
- 7. Next Meeting Review**
- 8. Adjourn**

CITY OF BIDDEFORD

CABLE T.V. COMMITTEE

SCHEDULED MEETING – NOVEMBER 14 2016

The meeting of the Cable T.V. Committee was called to order at 4:30 p.m. on November 14, 2016 in the Biddeford Public Access Building. Present were Committee Chairman Bob Mills, Members Toni Sipka, Mike Tremblay, Don Harper, and Lou Belanger. Members Debi Davis and Kyle Taylor were absent. Also present was the Public Access Director Steve Pulos, the City's Chief Operating Officer Brian Phinney, and guest Richard Rhames.

It was on Motion duly made by Mike Tremblay, and seconded by Don Harper, unanimously

RESOLVED: To Accept the Minutes of September 12, 2016, as written.

Brian Phinney updated the Committee on the status of the request for information from Time Warner Cable. Brian stated that he has been working with Melinda Poore and he reiterated to her she could submit the information as she gathers it and she does not have to wait until she has a complete packet. Brian reminded the Committee that when he originally asked Time Warner for the items in question they originally gave him some very general information that couldn't be used and that is why he went into detail in the more recent document. Brian then passed out copies of TWC Concerns and Information Request that consists of 10 questions that have to do mainly with service calls and subscriber issues. This is what Brian sent to Time Warner Cable.

Brian reported that he is still waiting for the Public Access streaming report. He said he has been working with Jerry Gerlach who has a software package that will look at all of the hits on the website. He continued that they currently receive the data but it doesn't come in a format that is usable so he and Jerry have been working on the data being received in a report format. Brian informed the Committee that from now on he will get the information to Pat, the Committee's secretary, so she can send it to the members when she sends out the packets which include the upcoming Agenda and Minutes from the previous meeting.

With regards to Granicus, Brian reported that it appears everyone likes the new format and all of the Department Heads and at least 2 individual members of the City's Departments have been trained to use it.

Brian Phinney informed the Committee that he met with Jeremy Ray, the School Superintendent, regarding the School paying a portion of the PA budget. Brian said Jeremy feels that since the school already has a videographer and a sound guy, he would prefer just to have them cross-trained. Brian said he told him to give him a date and it will be done

With regards to establishing a link from the PA website to YouTube, Brian stated this would be difficult because within the City's firewall, YouTube is one of the items that causes significant problems. Brian said he asked Jerry Gerlach to continue to look into this for a solution that would not compromise the security of the City's system.

Toni Sipka passed out copies of a Proposal for Local Advertising and a Proposal for a Workshop. She informed the Committee that she and Debi Davis got together and came up with these proposals. Toni went over the workshop proposal and stated that her part in this is a big part visual, how people should conduct themselves on camera. She pointed out the content and

CABLE T.V. COMMITTEE

November 12, 2016

Page Two

her qualifications and suggested this be done free of charge with donations accepted. There was a discussion regarding modifying the Public Access Website to include a link to a sign-up for this workshop with dates. Bob Mills said he would mention the workshop at the Council Meeting and once this program is up and running, he could take it to Adult Education and the Center of Technology to see if they are interested in having this course in their programs. Toni said signage could be put up and other local producers could mention the Workshop on their shows. It was decided to wait on further discussion of this proposal until Debi Davis was in attendance.

Toni then touched upon the Proposal for Local Advertising, with the goal being to bring revenue into the Public Access station. It was stated that public access television is strictly non-commercial and Brian Phinney stated advertising could be done if the City leased a channel.

Next on the Agenda was the continuation of a discussion regarding leasing a channel. Toni Sipka continued with the proposal she and Debi Davis came up with for local advertising and explained the pricing. Steve Pulos reiterated that the price of leasing a channel, when he inquired a while back, was approximately \$10,000 a year. Now that Time Warner has merged with Spectrum and there is talk of an acquisition by AT&T no one is sure what the future holds. This prompted a long discussion to which Richard Rhames commented that unless State Law is changed, Time Warner or whatever cable company comes in the area needs to go through the local franchise authority and must adhere to the current agreement which expires in 2020.

There was talk of possibly linking a survey to the PA website to see if local people would have an interest in advertising and Toni said she could visit people with the survey. Chairman Bob Mills said this could be further discussed after the workshop information is up and running in January.

Under other business, Steve Pulos informed the Committee that the hard drive at the studio crashed and there has been an interruption in service. He told the Committee that he has had to build up a couple of terabytes of programming and is still working on this problem.

It was decided to skip the Meeting in December and schedule the next Cable T.V. Committee Meeting for January 9th, 2017. Bob Mills stated this will give Brian Phinney time to get the report from Melinda Poor on the concerns and information. This will give Jerry Gerlach time for the data format Public Access streaming report and a workshop update. Also, this will give Brian Phinney and Steve Pulos more time to look into the third channel.

There being no further business, it was on Motion duly made by Mike Tremblay, and seconded by Don Harper, unanimously

RESOLVED: To adjourn.

The Meeting ended at 5:15 p.m.

Respectfully submitted by P. Conway

RECEIVED DECEMBER 9, 2016, 09:42, VIA EMAIL

Hi Brian,

Below are responses to most of the questions, I'm still tracking down some information. Please let me know if you have any questions.

Best,
Melinda

TWC Concerns and Information Request

1. The Public Access facility, located at 15 Columbus Way in Biddeford reports concerns with the integrity of the cable feed have gone unanswered.
 - a. Would you please provide a record of service calls originating from 15 Columbus Way by date, topic, and resolution?

I checked with Mike Leonard from Charter who said that Steve Pulos has only called a couple of times regarding connectivity at various venues around town but did not raise any issues specifically about 15 Columbus Way. If there have been ongoing issues, we have not been made aware.

2. The Cable TV Committee reports "significant" concern by subscribers related to "puzzle picture", "video freezing", "lost signal", "different sound quality on Channel 3 and 85", and "general poor picture quality". The reports are anecdotal in nature at this time.
 - a. Would you audit your records for Biddeford subscribers and report on the number of complaints from subscribers related to these reported issues? It would be beneficial to have street addresses so we can geocode to see if there is a particular part of the City that is experiencing an issue, if supported by data.

We do not have any written complaints on file and we can't quantify the number of calls where a customer may have mentioned signal quality issues. There was an event that impacted a number of channels on 11/18/16 that degraded our video service in multiple areas. The event began at 9am and was resolved by 3:30pm. I have checked with our engineering team and there have not been any widespread issues ongoing issues but I will look into this further.

The best way for us to effectively manage any signal level issues that customers may be experiencing is to work with them one on one, check signal levels and set up a service call for one of our technicians to go out and assess the home. There are a number of factors that could be impacting their service quality.

3. The Cable TV Committee reports that subscribers report paying for the cable box even when they are not cable subscribers. This is anecdotal at this time.

- a. Would you provide an audit of subscribers, showing service level and cable box fee (free or paid) for each year 2014-2016 YTD with subscriber totals?

Looking into this information request.

4. The Cable TV Committee reports receiving complaints from subscribers that TWC instructs subscribers to buy their own cable modem as a way of reducing the monthly charges but when a problem arises, TWC “blames” the subscriber’s equipment and says there is nothing that can be done because they have no ownership.
 - a. Would you audit your records and report on the number of subscribers that have customer-owned modems vs TWC-supplied modems?
 - b. Would you cross-reference these lists with customer complaint reports as a way of confirming or refuting the assertion that complaints from customer-owned modems go unresolved, or are unresolved at a much higher rate than TWC-supplied modem customers?

The Cable TV Committee’s authority is only related to video services, broadband services are not covered under the franchise agreement.

5. The Cable TV Committee reports receiving complaints of high TWC costs.
 - a. Please provide a summary of established customer costs for services provided by year and item (2013-2016 TYD) along with an explanation of regular billing increases. The intent is not to see the “special” or “introductory rates” but rather how fees have increased for established customers and how such increases are determined.

Attached are copies of the pricing lists from 2013-2016. The primary increase in our video services are due to an increase in programming costs to carry these channels.

6. The Cable TV Committee reports receiving reports that customers are dropping TWC as their provider due to poor service and product quality.
 - a. Would you audit your records and provide a summary of the adds/drops in customers for 2013-2016 YTD? See attached franchise fee reports for subscriber numbers.
 - b. Would you also provide a copy of the annual Franchise Reconciliation Report for 2013 through the latest franchise fee payment period?

Franchise fee reports attached. These were sent to the City to accompany the franchise fee checks.

7. As per Article 3, Section 3.1, please identify any area within the City of Biddeford not being served by the franchisee due to minimum density requirement (15 homes per mile) or other criteria.

Coverage map sent previously. There are no areas in the City that meet the density requirement that we do not serve.

8. As per Article 3, Section 3.2(a):

- i. Given the video and sound quality issues reported, please confirm that all residents of the City (served within the density criteria) have available a minimum 750 MHz Cable System, fully capable of carrying at least 110 video channels in the downstream direction and 4 video channels in the upstream direction, with the 750 MHz Cable System designed for not less than 500 MHz, or its equivalent, of video transmissions with 200 MHz reserved for future digital or analog two-way transmissions?

- ii. What is the current MHz load for the Cable System and is any of the 200 MHz reserve being used?

- iii. Please confirm that the Cable System architecture utilizes fiber to all nodes within the City, and identify and nodes not served.

Charter's cable system in the City of Biddeford is a 750 MHz system and we manage the bandwidth on our system so that we can deliver our services to customers. We do have fiber optics that feed the nodes.

2. As per Article 3, Section 3.2(c):

- i. Given the reports of poor picture and sound quality, is there a way that TWC can demonstrate that the Cable System is transmitting City-specific access programming and Franchisee's commercial programming at an appropriate quality/speed to all Biddeford customers?

Our network meets all technical specifications. If customers are experiencing signal quality issues, that is something that needs to be addressed on a case by case basis. There are multiple factors that could be impacting a customer's service.

3. As per Article 3, Section 3.3:

- i. Please provide the standard installation rate and the change in that rate from 2014 through 2016 YTD. See attached price lists.

- ii. Provide a summary of the number of subscribers by year (2014-2016 YTD), that have been charged the standard rate, and those that have been charged for a customized installation.

This information is not available.

4. As per Article 4, Section 3.4: In the process of confirming these; will follow up.

i. Please confirmation that each of the municipal and school buildings listed below receive free of charge, (1) drop and Standard Service Package

- City Hall (205 Main Street)
- Biddeford Police Station (39 Alfred Street)
- Biddeford Fire Department (152 Alfred Street)
- J. Richard Martin Community Center (189 Alfred Street)
- Biddeford Wastewater Treatment Plant (63 Water Street)
- Biddeford Public Access (15 Columbus Way)
- Biddeford Public Work (371 Hill Street)
- Biddeford High School (10-20 Maplewood Avenue)
- J.F. Kennedy School (64 West Street)
- Biddeford Primary School (320 Hill Street)
- Biddeford Middle School (335 Hill Street)
- Biddeford Middle School
- McArthur Library (270 Main Street)



TIME WARNER CABLE

New England Division

2012 Franchise Fee Worksheet

2221-821 Town of Biddeford

City manager
205 Main Street
Biddeford, ME 04005-

	January	February	March	April	May	June	July	August	September	October	November	December
Basic	\$96,917.97	\$95,072.71	\$95,208.50	\$94,774.98	\$96,746.39	\$98,176.08	\$97,994.67	\$97,050.29	\$95,250.81	\$93,242.11	\$91,033.28	\$88,948.19
Standard	\$210,861.33	\$209,311.38	\$211,142.31	\$211,777.69	\$218,591.67	\$223,345.54	\$223,577.78	\$223,496.52	\$223,210.00	\$218,734.39	\$215,125.25	\$211,192.08
Digital	\$57,195.24	\$57,498.48	\$57,585.65	\$57,642.13	\$58,743.39	\$59,508.99	\$59,713.23	\$58,299.52	\$57,689.11	\$57,126.55	\$56,994.48	\$56,277.75
Premium	\$19,843.50	\$19,688.22	\$19,785.61	\$20,160.33	\$20,315.15	\$21,318.75	\$21,222.43	\$20,267.53	\$20,561.68	\$19,985.42	\$19,930.78	\$19,445.88
Equipment	\$42,316.57	\$43,053.31	\$43,019.25	\$43,303.92	\$44,629.87	\$45,017.18	\$45,261.36	\$45,994.10	\$46,607.24	\$47,115.88	\$46,841.43	\$45,441.49
Install	\$3,896.62	\$5,700.96	\$4,856.66	\$4,187.53	\$4,579.65	\$5,877.59	\$5,774.98	\$12,036.09	\$5,665.22	\$5,515.28	\$6,340.52	\$6,289.60
Pay Per View	\$13,640.68	\$11,189.04	\$11,551.11	\$13,935.00	\$11,996.33	\$12,809.54	\$11,707.96	\$9,733.89	\$12,958.50	\$10,582.31	\$9,816.93	\$11,423.44
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$811.51	(\$50.00)	(\$55.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bad Debt	(\$6,267.17)	(\$1,435.01)	(\$872.85)	(\$910.74)	(\$1,869.78)	(\$4,790.49)	(\$5,907.26)	(\$4,746.29)	(\$8,872.01)	(\$3,848.26)	(\$5,299.04)	(\$2,803.40)
Advertising	\$16,048.86	\$18,988.42	\$17,912.35	\$21,938.62	\$21,158.91	\$22,694.02	\$20,757.98	\$20,470.66	\$26,460.57	\$35,405.29	\$32,391.77	\$17,565.58
Home Shopping	\$2,870.90	\$2,705.52	\$2,362.79	\$2,310.58	\$2,726.89	\$2,702.98	\$2,755.03	\$2,557.88	\$2,448.52	\$2,538.34	\$2,569.00	\$3,085.74
Total Revenue	\$457,324.50	\$461,773.03	\$462,551.38	\$469,120.04	\$478,429.98	\$486,610.18	\$482,803.16	\$485,160.19	\$481,979.64	\$486,397.31	\$475,744.40	\$456,866.35
Rate	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Subscribers	5950	5932	5949	5928	5928	5930	5955	5917	5884	5764	5678	5576
Revenue Fee	\$22,866.22	\$23,088.65	\$23,127.57	\$23,456.00	\$23,921.50	\$24,330.51	\$24,140.16	\$24,258.01	\$24,098.98	\$24,319.87	\$23,787.22	\$22,843.32
Total Franchise Fee	\$22,866.22	\$23,088.65	\$23,127.57	\$23,456.00	\$23,921.50	\$24,330.51	\$24,140.16	\$24,258.01	\$24,098.98	\$24,319.87	\$23,787.22	\$22,843.32

Payments and Adjustments			
Date	Description	Ref Num	Amount
03/31/2013	Payment		\$284,238.01
	Total		\$284,238.01

Year to Date Summary	
Total Revenue	\$5,684,760.16
Revenue Fee	\$284,238.01
Total Franchise Fee	\$284,238.01
Less Payments	\$284,238.01
Total Due	\$0.00



New England Division

2013 Franchise Fee Worksheet

2221-821 Town of Biddeford

City manager
205 Main Street
Biddeford, ME 04005-

	January	February	March	April	May	June	July	August	September	October	November	December
Basic	\$86,773.98	\$85,823.90	\$87,416.59	\$89,287.59	\$90,443.53	\$91,210.88	\$90,392.09	\$90,483.86	\$89,197.92	\$87,699.43	\$84,756.68	\$83,363.21
Standard	\$207,303.06	\$206,416.76	\$214,006.12	\$218,947.21	\$221,347.95	\$222,185.36	\$223,654.00	\$223,691.28	\$221,151.94	\$218,998.81	\$211,894.82	\$209,729.02
Digital	\$55,655.78	\$55,394.59	\$55,630.66	\$56,518.49	\$56,981.14	\$57,147.00	\$57,176.62	\$57,389.17	\$57,753.45	\$57,225.15	\$55,609.28	\$54,721.41
Premium	\$18,771.54	\$16,880.03	\$16,322.71	\$17,194.94	\$18,263.61	\$19,316.17	\$19,492.53	\$19,751.83	\$14,675.29	\$20,122.68	\$20,544.19	\$20,514.64
Equipment	\$44,384.93	\$44,107.94	\$44,252.95	\$44,902.86	\$45,861.46	\$46,222.00	\$45,910.74	\$45,900.94	\$45,365.87	\$44,908.57	\$44,004.47	\$43,453.99
Install	\$5,634.88	\$5,297.98	\$6,157.45	\$5,094.49	\$5,330.00	\$6,030.92	\$5,972.84	\$6,489.56	\$5,465.45	\$6,131.81	\$5,770.29	\$4,248.59
Pay Per View	\$10,371.22	\$12,333.72	\$11,760.44	\$13,108.03	\$8,710.97	\$9,823.84	\$9,491.11	\$8,928.33	\$11,506.57	\$7,665.80	\$10,615.16	\$10,007.78
Other	\$0.00	\$45.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$45.00	\$0.00	\$0.00
Bad Debt	(\$5,289.18)	(\$992.56)	\$769.47	(\$6,245.21)	(\$1,541.67)	\$685.65	(\$1,653.65)	(\$6,344.84)	(\$6,344.50)	(\$4,384.29)	(\$38.61)	(\$1,811.35)
Advertising	\$12,536.99	\$15,684.13	\$17,760.95	\$19,952.60	\$22,301.97	\$20,963.53	\$18,264.11	\$18,803.35	\$16,643.46	\$18,228.06	\$18,139.86	\$18,476.54
Home Shopping	\$2,698.97	\$2,266.13	\$2,385.66	\$2,342.21	\$2,416.51	\$2,648.35	\$2,751.58	\$2,552.24	\$2,470.67	\$2,523.66	\$2,863.36	\$2,853.38
Total Revenue	\$438,842.17	\$443,257.62	\$456,463.00	\$461,103.21	\$470,115.47	\$476,233.70	\$471,451.97	\$467,645.72	\$457,886.12	\$459,164.68	\$454,159.50	\$445,557.21
Rate	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Subscribers	5465	5440	5473	5558	5664	5707	5635	5647	5593	5478	5372	5310
Revenue Fee	\$21,942.11	\$22,162.88	\$22,823.15	\$23,055.16	\$23,505.77	\$23,811.68	\$23,572.60	\$23,382.29	\$22,894.31	\$22,958.23	\$22,707.98	\$22,277.86
Total Franchise Fee	\$21,942.11	\$22,162.88	\$22,823.15	\$23,055.16	\$23,505.77	\$23,811.68	\$23,572.60	\$23,382.29	\$22,894.31	\$22,958.23	\$22,707.98	\$22,277.86

Payments and Adjustments

Year to Date Summary

Total Revenue	\$5,501,880.37
Revenue Fee	\$275,094.02
Total Franchise Fee	\$275,094.02
Less Payments	\$0.00
Total Due	\$275,094.02



New England Division

2014 Franchise Fee Worksheet

2221-821 Town of Biddeford

City manager
205 Main Street
Biddeford, ME 04005-

10

	January	February	March	April	May	June	July	August	September	October	November	December
Basic	\$82,600.34	\$82,094.16	\$78,013.40	\$73,813.59	\$75,376.31	\$76,903.38	\$77,648.35	\$77,940.19	\$78,239.50	\$77,553.22	\$78,861.55	\$73,801.46
Standard	\$206,314.96	\$204,938.37	\$206,124.20	\$219,357.27	\$223,723.05	\$222,981.03	\$221,408.50	\$221,263.14	\$217,638.34	\$215,595.31	\$208,413.12	\$203,932.88
Digital	\$53,967.18	\$53,164.30	\$53,942.18	\$66,560.50	\$69,781.05	\$69,794.50	\$69,082.79	\$68,601.32	\$68,097.89	\$67,109.26	\$65,434.97	\$65,134.18
Premium	\$20,365.82	\$20,332.32	\$20,810.35	\$21,807.07	\$22,082.58	\$22,485.48	\$22,042.64	\$21,882.93	\$22,155.31	\$21,908.98	\$21,225.26	\$22,054.62
Equipment	\$42,999.81	\$42,565.52	\$42,252.64	\$36,906.05	\$36,959.04	\$37,382.60	\$37,109.69	\$37,268.80	\$37,106.81	\$36,390.22	\$35,512.64	\$35,144.00
Install	\$4,326.23	\$3,453.50	\$3,246.29	\$4,218.83	\$3,812.38	\$4,489.12	\$4,580.63	\$5,450.29	\$5,389.54	\$4,378.93	\$2,721.51	\$4,222.39
Pay Per View	\$10,778.68	\$10,072.96	\$8,616.06	\$12,741.47	\$8,295.53	\$8,323.07	\$8,195.55	\$10,021.53	\$8,626.11	\$8,616.00	\$9,687.82	\$11,088.62
Other	\$60.00	\$0.00	\$0.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bad Debt	(\$3,840.36)	(\$341.94)	(\$273.00)	(\$2,068.59)	(\$4,177.46)	(\$3,242.30)	(\$5,146.88)	(\$9,376.76)	(\$5,556.42)	(\$1,702.97)	(\$4,832.89)	(\$1,774.89)
Advertising	\$11,041.09	\$15,737.31	\$19,241.31	\$17,837.23	\$19,879.82	\$23,245.07	\$17,540.45	\$22,904.73	\$33,055.72	\$38,129.89	\$37,164.21	\$17,015.53
Home Shopping	\$3,048.14	\$2,684.63	\$2,504.00	\$2,504.46	\$2,828.43	\$2,851.17	\$2,773.81	\$2,729.43	\$2,699.06	\$2,798.10	\$2,762.47	\$3,041.05
Total Revenue	\$431,661.89	\$434,701.13	\$434,477.43	\$453,727.88	\$458,560.73	\$465,213.12	\$455,235.53	\$458,685.60	\$467,451.86	\$470,776.94	\$456,950.66	\$433,659.84
Rate	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Subscribers	5268	5271	5563	5531	5521	5537	5563	5545	5527	5521	5539	5559
Revenue Fee	\$21,583.09	\$21,735.06	\$21,723.87	\$22,686.39	\$22,928.04	\$23,260.66	\$22,761.78	\$22,934.28	\$23,372.59	\$23,538.85	\$22,847.53	\$21,682.99
Total Franchise Fee	\$21,583.09	\$21,735.06	\$21,723.87	\$22,686.39	\$22,928.04	\$23,260.66	\$22,761.78	\$22,934.28	\$23,372.59	\$23,538.85	\$22,847.53	\$21,682.99

Payments and Adjustments

Year to Date Summary

Total Revenue	\$5,421,102.61
Revenue Fee	\$271,055.13
Total Franchise Fee	\$271,055.13
Less Payments	\$0.00
Total Due	\$271,055.13



New England Division

2015 Franchise Fee Worksheet

2221-821 Town of Biddeford

City manager
205 Main Street
Biddeford, ME 04005-

11

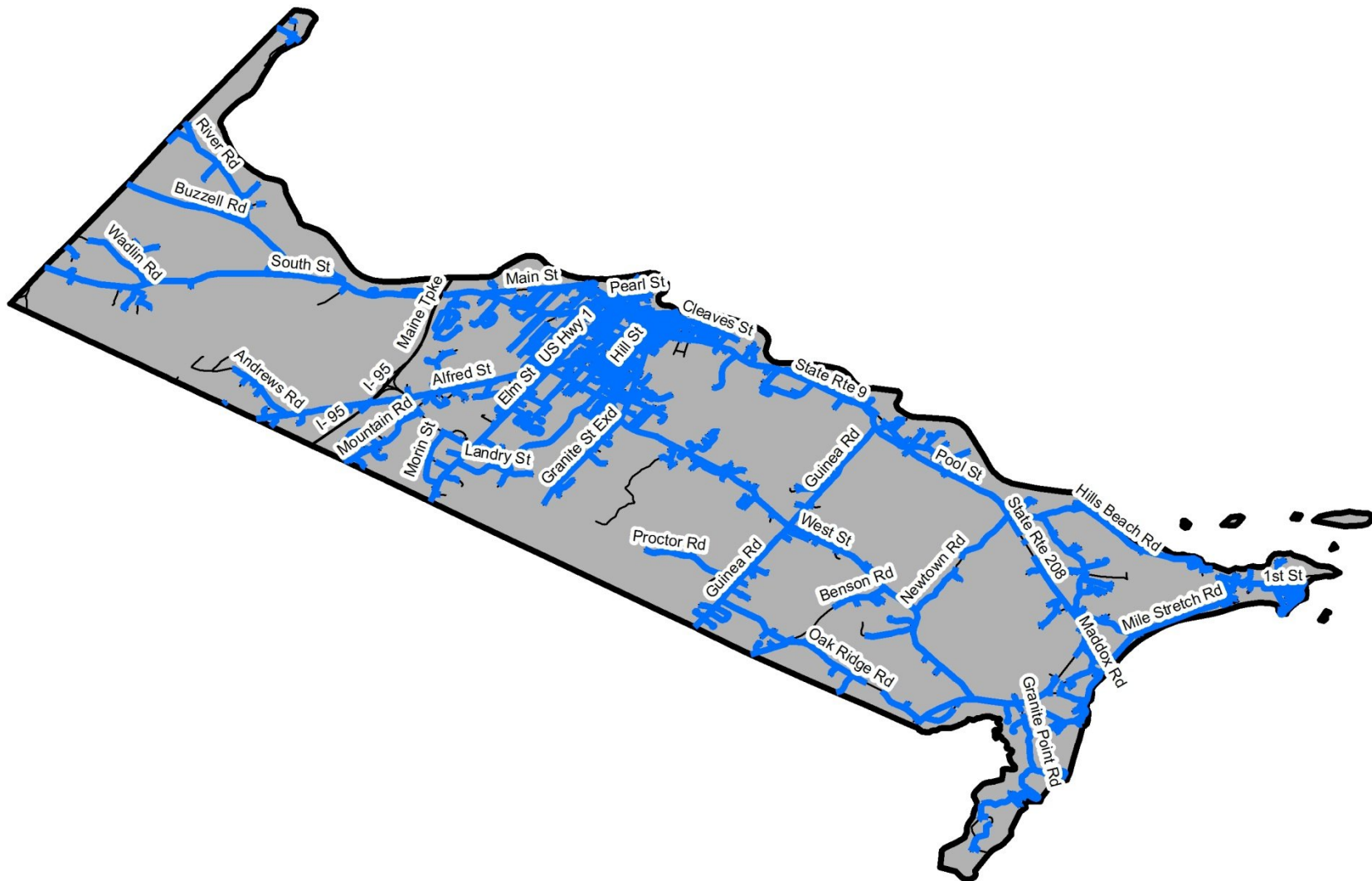
	January	February	March	April	May	June	July	August	September	October	November	December
Basic	\$78,412.08	\$78,959.21	\$80,414.64	\$82,047.34	\$83,882.84	\$85,716.86	\$86,134.81	\$85,513.45	\$85,582.69	\$84,225.97	\$81,964.28	\$80,292.43
Standard	\$199,767.20	\$197,961.11	\$201,737.44	\$205,767.28	\$210,051.00	\$211,548.01	\$210,759.33	\$209,658.07	\$206,938.89	\$206,784.00	\$198,981.28	\$197,247.28
Digital	\$65,623.98	\$64,538.56	\$64,837.93	\$65,567.75	\$66,715.37	\$66,928.92	\$65,914.92	\$65,388.38	\$65,089.78	\$65,103.39	\$63,028.87	\$61,984.64
Premium	\$23,432.93	\$24,889.50	\$25,130.70	\$26,076.39	\$26,491.45	\$27,001.90	\$27,371.53	\$27,974.89	\$27,707.96	\$27,964.60	\$27,335.81	\$27,165.81
Equipment	\$34,815.01	\$34,424.37	\$34,964.92	\$35,853.85	\$36,553.91	\$37,688.44	\$37,638.38	\$37,424.99	\$37,144.09	\$36,931.07	\$35,749.60	\$35,340.05
Install	\$3,374.18	\$3,783.44	\$3,994.11	\$5,200.57	\$3,771.17	\$5,019.46	\$5,254.08	\$5,006.62	\$4,712.06	\$4,709.53	\$5,074.31	\$4,803.28
Pay Per View	\$12,274.03	\$11,521.95	\$9,465.54	\$9,300.76	\$16,132.60	\$9,130.03	\$9,065.91	\$9,719.53	\$8,139.04	\$9,658.49	\$10,916.13	\$8,920.70
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$1,467.05	\$0.00	\$2,297.59	\$624.42	(\$2,539.12)	\$241.54	\$0.00	\$0.00
Bad Debt	(\$3,903.94)	(\$2,849.51)	(\$2,656.47)	(\$2,551.59)	(\$4,926.49)	(\$3,505.95)	(\$2,326.78)	(\$4,621.47)	(\$6,027.84)	(\$4,472.58)	(\$3,580.33)	(\$2,101.03)
Advertising	\$12,119.38	\$14,210.07	\$18,026.30	\$16,098.94	\$21,091.70	\$17,358.81	\$15,564.82	\$19,183.20	\$19,784.30	\$20,126.79	\$24,559.67	\$20,033.47
Home Shopping	\$3,037.34	\$2,940.37	\$2,844.93	\$2,564.20	\$2,999.38	\$3,022.41	\$3,026.08	\$2,972.49	\$2,911.77	\$3,021.00	\$3,171.11	\$3,114.61
Total Revenue	\$428,952.19	\$430,379.07	\$438,760.04	\$445,925.49	\$464,229.98	\$459,908.89	\$460,700.67	\$458,844.57	\$449,443.62	\$454,293.80	\$447,200.73	\$436,801.24
Rate	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Subscribers	5577	5599	5629	5647	5662	5634	5631	5634	5610	5618	5602	5588
Revenue Fee	\$21,447.61	\$21,518.95	\$21,938.00	\$22,296.27	\$23,211.50	\$22,995.44	\$23,035.03	\$22,942.23	\$22,472.18	\$22,714.69	\$22,360.04	\$21,840.06
Total Franchise Fee	\$21,447.61	\$21,518.95	\$21,938.00	\$22,296.27	\$23,211.50	\$22,995.44	\$23,035.03	\$22,942.23	\$22,472.18	\$22,714.69	\$22,360.04	\$21,840.06

Payments and Adjustments

Year to Date Summary

Total Revenue	\$5,375,440.29
Revenue Fee	\$268,772.00
Total Franchise Fee	\$268,772.00
Less Payments	\$0.00
Total Due	\$268,772.00

CHARTER TOWN OF BIDDEFORD, ME SERVED STREETS



Legend

— Charter Served Streets — Streets Municipal Boundary



By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at http://help.twcable.com/html/twc_sub_agreement.html. Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2015 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

For TWC store locations, please visit twc.com/stores



BERLIN, GORHAM, SHELburnE, LANCASTER, WHITEFIELD, DALTON, GROVETON, RANDOLPH, BIDDEFORD, SACO, OLD ORCHARD BEACH, RUMFORD, ANDOVER, DIXFIELD, HANOVER, MEXICO, PERU, ROXBURY, BOOTHBAY, SOUTHPORT, BRISTOL, SOUTH BRISTOL, NEWCASTLE, ROCKPORT, FAIRFIELD, UNITY, THORNDIKE, HARTLAND, ST. ALBANS, PALMYRA, DETRIOT, WEST GARDINER, RICHMOND, WINDSOR, WHITEFIELD, JEFFERSON, LITCHFIELD, WALES, LEEDS, TURNER, BUCKFIELD, POLAND, MINOT, OXFORD

TV SERVICES AND PACKAGES

Starter TV¹	\$ 20.99
Essential TV²	\$ 49.99
(includes Starter TV and selection of 40+ cable networks)	
Standard TV	\$ 74.99
(includes Starter TV)	
Preferred TV	\$ 82.49
(includes Starter TV, Standard TV, Variety Pass)	
Variety Pass	\$ 10.00
HD Pass	\$ 4.95
TWC Sports Pass	\$ 8.99
TWC Movie Pass	\$ 7.99
Family Choice³	\$ 12.99
Broadcast TV Surcharge	\$ 2.75
Sports Programming Surcharge	\$ 2.75

¹ Subscription to Starter TV is required for all TV Packages.

² Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

³ Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

PREMIUM SERVICES

HBO®	\$ 16.99
Showtime®	\$ 14.95
The Movie Channel™	\$ 14.95
STARZ®	\$ 14.95
Cinemax®	\$ 14.95
EPIX®	\$ 9.99
Encore Pass	\$ 6.99

ADULT PREMIUM SERVICES

Playboy TV	\$ 12.95
Penthouse	\$ 12.95
Hustler	\$ 12.95
VIVID	\$ 12.95
TEN	\$ 12.95
REAL	\$ 12.95
Manhandle	\$ 12.95
Adult 3-Pack	\$ 24.95



1-800-TWCABLE
twc.com

**For our latest special offers and promotions,
please visit twc.com**

INTERNATIONAL PREMIUMS

Arabic (ART)	\$ 12.99
Cantonese (TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	\$ 39.99
Filipino (Filipino Pass Plus - Filipino On Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio & TFC)	\$ 24.99
French (TV5MONDE)	\$ 9.99
German (DW Amerika)	\$ 9.99
Hindi (Hindi Star Pass - STAR India PLUS, STAR India GOLD, Life OK & APB News)	\$ 19.99
(Hindi Pass - STAR India PLUS, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & ITV Gold)	\$ 39.99
(Hindi Passport - STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, STAR India GOLD, Filmy, UTV Movies, ITV Gold & Eros Now)	\$ 69.99
Italian (Rai Italia)	\$ 9.99
Japanese (TV JAPAN)	\$ 24.99
Mandarin (Mandarin Language Package - CCTV -4, CTI Zhong Tian, Phoenix InfoNews & Phoenix North America)	\$ 19.99
(Mandarin ETTV Passport ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY & Yoyo TV)	\$ 19.99
(Mandarin Pass Plus - CCTV -4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America & Yoyo TV)	\$ 29.99
Polish (TV Polonia & Polskie Radio)	\$ 19.99
Russian (Russian Language Package - CIR, RTN, RTVi & TV 1000 Russian Kino)	\$ 25.99
Vietnamese (Vietnamese Pass - SBTN & TVBV)	\$ 19.99

SEASONAL SPORTS SERVICES

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
---	--------

ON DEMAND & PAY-PER-VIEW

On Demand (New Releases & Classic Movies, Adult & Special Events)	Varies
Pay-Per-View (Special Events, Adult Blocks)	Varies
Disney On Demand	\$ 3.99
Disney Family Movies On Demand	\$ 4.99
Here TV On Demand	\$ 7.99
Too Much For TV On Demand	\$ 14.99

INTERNET

Standard Internet	\$ 57.99
Basic Internet	\$ 47.99
Everyday Low Price Internet	\$ 14.99
Turbo Upgrade ⁴	\$ 10.00
Extreme Upgrade ⁴	\$ 20.00
Ultimate Upgrade ⁴	\$ 50.00
Home WiFi	\$ 4.99

⁴ Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

HOME PHONE

Home Phone National	\$ 39.95
Home Phone State	\$ 29.95
Global Penny Phone Plan (additional)	\$ 2.95
Private Listing (per phone number)	\$ 4.00

EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box and Remote Package (includes Set-Top Box and Remote)	\$ 10.25
Digital, HD, DVR or HD-DVR Set-Top A/O and Remote Package (includes Set-Top Box, Remote, and Additional Outlet Service Fee)	\$ 11.75
DVR Service Fee (per DVR)	\$ 12.95
Enhanced DVR (per DVR)	\$ 15.95
Whole House DVR or Enhanced Whole House DVR Service (per WH-DVR)	\$ 19.99
CableCARD™ (each)	\$ 2.50
Digital Adapter and Remote	\$ 2.75
The Guide	\$ 3.27
Additional Outlet (A/O) Service Fee (For 2nd and each additional Set-Top Box or CableCARD™)	\$ 1.50
Internet Modem Lease	\$ 8.00

INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	\$ 47.99
Internet Installation	\$ 47.99
Home Phone Installation	\$ 47.99
Easy Connect Rescue Fee	\$ 29.99
Easy Connect Shipping Charge	\$ 9.99
Trip Charge ⁵	\$ 39.99

⁵ Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

UNRETURNED/LOST/DAMAGED EQUIPMENT

CableCard™	\$ 50.00
Digital Set-Top Box	\$ 175.00
HD Set-Top Box	\$ 175.00
HD-DVR	\$ 250.00
Modem	\$ 75.00
MR DVR	\$ 300.00
MTA	\$ 75.00
Tuning Adapter	\$50-75.00
Wireless Modem	\$ 100.00
Wireless MTA	\$ 125.00

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at http://help.twcable.com/html/twc_sub_agreement.html. Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2016 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

For TWC store locations, please visit twc.com/stores



Berlin, Gorham, Shelburne, Lancaster, Whitefield, Dalton, Groveton, Randolph, Biddeford, Saco, Old Orchard Beach, Rumford, Andover, Dixfield, Hanover, Mexico, Peru, Roxbury, Boothbay, Southport, Bristol, South Bristol, Newcastle, Rockport, Fairfield, Unity, Thorndike, Hartland, St. Albans, Palmyra, Detriot, West Gardiner, Richmond, Windsor, Whitefield, Jefferson, Litchfield, Wales, Leeds, Turner, Buckfield, Poland, Minot, Oxford

TV SERVICES AND PACKAGES

Starter TV ¹	\$ 21.00
In Hartland Only	\$ 20.99
Essential TV ²	\$ 49.99
(includes Starter TV and selection of 40+ cable networks)	
Standard TV	\$ 77.99
In Hartland Only	\$ 71.99
(includes Starter TV)	
Preferred TV	\$ 87.99
In Hartland Only	\$ 81.99
(includes Starter TV, Standard TV, Variety Pass)	
Variety Pass	\$ 10.00
HD Pass	\$ 4.95
TWC Sports Pass	\$ 10.00
TWC Movie Pass	\$ 10.00
Family Choice ³	\$ 12.99
Broadcast TV Surcharge	\$ 3.75
Sports Programming Surcharge	\$ 5.00

¹ Subscription to Starter TV is required for all TV Packages.

² Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

³ Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

PREMIUM SERVICES

HBO®	\$ 16.99
Showtime®	\$ 15.99
The Movie Channel™	\$ 15.99
STARZ®	\$ 15.99
Cinemax®	\$ 15.99
EPiX®	\$ 9.99
Encore Pass	\$ 6.99

ADULT PREMIUM SERVICES

Playboy TV	\$ 12.95
Penthouse	\$ 12.95
Hustler	\$ 12.95
VIVID	\$ 12.95
TEN	\$ 12.95
REAL	\$ 12.95
Manhandle	\$ 12.95
Adult 3-Pack	\$ 24.95



1-800-TWCABLE
twc.com

For our latest special offers and promotions,
please visit twc.com

INTERNATIONAL PREMIUMS

Arabic	
(ART)	\$ 12.99
Cantonese	
(TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	\$ 39.99
Filipino	
(Filipino Pass Plus - Filipino On Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio & TFC)	\$ 24.99
French	
(TV5MONDE)	\$ 9.99
German	
(DW Amerika)	\$ 9.99
Hindi	
(Hindi Star Pass - STAR India PLUS, STAR India GOLD, Life OK & APB News)	\$ 19.99
(Hindi Pass - STAR India PLUS, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & ITV Gold)	\$ 39.99
(Hindi Passport - STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, STAR India GOLD, Filmy, UTV Movies, ITV Gold & Eros Now)	\$ 69.99
Italian	
(Rai Italia)	\$ 9.99
Japanese	
(TV JAPAN)	\$ 24.99
Mandarin	
(Mandarin Language Package - CCTV -4, CTI Zhong Tian, Phoenix InfoNews & Phoenix North America)	\$ 19.99
(Mandarin ETTV Passport ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY & Yoyo TV)	\$ 19.99
(Mandarin Pass Plus - CCTV -4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America & Yoyo TV)	\$ 29.99
Polish	
(TV Polonia & Polskie Radio)	\$ 19.99
Russian	
(Russian Language Package - CIR, RTN, RTVi & TV1000 Russian Kino)	\$ 25.99
Vietnamese	
(Vietnamese Pass - SBTN & TVBV)	\$ 19.99

SEASONAL SPORTS SERVICES

ESPN Full Court , ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
--	--------

ON DEMAND & PAY-PER-VIEW

On Demand	Varies
(New Releases & Classic Movies, Adult & Special Events)	
Pay-Per-View (Special Events, Adult Blocks)	Varies
Disney On Demand	\$ 3.99
Disney Family Movies On Demand	\$ 4.99
Here TV On Demand	\$ 7.99
Too Much For TV On Demand	\$ 14.99

INTERNET

Everyday Low Price	\$ 14.99
Basic	\$ 49.99
Standard	\$ 59.99
Turbo Upgrade ⁴	\$ 10.00
Extreme Upgrade ⁴	\$ 20.00
Ultimate Upgrade ⁴	\$ 50.00
Home WiFi	\$ 4.99

⁴ Turbo, Extreme or Ultimate Upgrade can be added to Standard.

HOME PHONE

Home Phone National	\$ 39.95
Home Phone State	\$ 29.95
Global Penny Phone Plan (additional)	\$ 2.95
Private Listing (per phone number)	\$ 4.00

EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box and Remote Package (includes Set-Top Box and Remote)	\$ 11.75
DVR Service Fee (per DVR)	\$ 12.99
Enhanced DVR (per DVR)	\$ 15.99
Whole House DVR or Enhanced Whole House DVR Service (per WH-DVR)	\$ 19.99
The Guide	\$ 3.25
CableCARD™ (each)	\$ 2.50
Digital Adapter and Remote	\$ 3.25
Internet Modem Lease	\$ 10.00

INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	\$ 47.99
Internet Installation	\$ 47.99
Home Phone Installation	\$ 47.99
Additional Outlet at Time of Installation	\$ 24.99
WH-DVR Installation	\$ 49.99
Home WiFi Installation (per device)	\$ 49.99
Easy Connect Rescue Fee	\$ 29.99
Easy Connect Shipping Charge	\$ 9.99
Trip Charge ⁵	\$ 39.99

⁵ Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

OTHER SERVICE CHARGES

Deposit Fee	\$50-100.00
Equipment Reactivation Fee	\$ 5.99
Field Collection/Trip Charge Fee	\$ 25.00
Late Fee	1.5%
Reconnect Fee	\$ 29.99
Returned Payment Fee	\$ 25.00

UNRETURNED/LOST/DAMAGED EQUIPMENT

CableCARD™	\$ 50.00
Digital Set-Top Box	\$ 175.00
HD Set-Top Box	\$ 175.00
HD-DVR	\$ 250.00
Modem	\$ 75.00
MR DVR	\$ 300.00
MTA	\$ 75.00
Tuning Adapter	\$50-75.00
Wireless Modem	\$ 100.00
Wireless MTA	\$ 125.00

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at http://help.twcable.com/html/twc_sub_agreement.html. Time Warner Cable leases CableCARDs™ for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: <http://www.twc.com/CableCARD>.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees. ©2014 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license. All other trademarks are property of their respective owners.

For TWC store locations, please visit twc.com/stores



Service Rates

EFFECTIVE MARCH 2014

BERLIN, GORHAM, SHELburne, LANCASTER, WHITEFIELD, DALTON, GROVETON, RANDOLPH, BIDDEFORD, SACO, OLD ORCHARD BEACH, RUMFORD, ANDOVER, DIXFIELD, HANOVER, MEXICO, PERU, ROXBURY, BOOTHBAY, SOUTHPORT, BRISTOL, SOUTH BRISTOL, NEWCASTLE, ROCKPORT, FAIRFIELD, UNITY, THORNDIKE, HARTLAND, ST. ALBANS, PALMYRA, DETRIOT, WEST GARDINER, RICHMOND, WINDSOR, WHITEFIELD, JEFFERSON, LITCHFIELD, WALES, LEEDS, TURNER, BUCKFIELD, POLAND, MINOT, OXFORD

TV SERVICES AND PACKAGES

Starter TV ¹	\$ 20.99
Essential TV ²	\$ 49.99
(includes Starter TV and selection of 40+ cable networks)	
Standard TV	\$ 74.99
(includes Starter TV)	
Preferred TV ³	\$ 82.49
(includes Starter TV, Standard TV, Variety Pass)	
Variety Pass	\$ 10.00
HD Pass	\$ 4.95
TWC Sports Pass	\$ 8.99
TWC Movie Pass	\$ 5.95
Family Choice ⁴	\$ 12.99
Broadcast TV Fee	\$ 2.25

¹ Subscription to Starter TV is required for all TV Packages. Starter TV-only customers requiring equipment to view certain channels may obtain it for that purpose at no charge.

² Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

³ Viewing on certain television sets may require additional equipment that can be provided by Time Warner Cable or that may be available for purchase from retail stores in certain locations.

⁴ Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

PREMIUM SERVICES

HBO®	\$ 14.95
Showtime®	\$ 14.95
The Movie Channel™	\$ 14.95
STARZ®	\$ 14.95
Cinemax®	\$ 14.95

ADULT PREMIUM SERVICES

Playboy TV	\$ 12.95
Penthouse	\$ 12.95
Hustler	\$ 12.95
TEN	\$ 12.95
REAL	\$ 12.95
Manhandle	\$ 12.95
Adult 3-Pack	\$ 24.95



1-800-TWCABLE
twc.com

For our latest special offers and promotions,
please visit twc.com

INTERNATIONAL PREMIUMS

Arabic (ART)	\$ 12.99
Cantonese (TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	\$ 39.99
Filipino (Filipino Pass Plus - Filipino On Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio & TFC)	\$ 24.99
French (TV5 Monde)	\$ 9.99
German (DW Amerika)	\$ 9.99
Hindi (Hindi Star Pass - Star Plus, Star Gold, Life OK & APB News)	\$ 19.99
(Hindi Pass - Star Plus, Sony & Zee TV)	\$ 24.99
(Hindi Pass Plus - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & ITV Gold)	\$ 39.99
(Hindi Passport - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, Star Gold, Filmy, UTV Movies, ITV Gold & Bollywood On Demand)	\$ 69.99
Italian (Rai Italia)	\$ 9.99
Japanese (TV Japan)	\$ 24.99
Mandarin (Mandarin Language Package - CCTV -4, CTI Zhong Tian, Phoenix InfoNews & Phoenix North America)	\$ 19.99
(Mandarin ETTV Passport ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY & Yoyo TV)	\$ 19.99
(Mandarin Pass Plus - CCTV -4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America & Yoyo TV)	\$ 29.99
Polish (TV Polonia & Polskie Radio)	\$ 19.99
Russian (Russian Language Package - CIR, RTN, RTVi & TV 1000 Russian Kino)	\$ 25.99
Vietnamese (Vietnamese Pass - SBTN & TVBV)	\$ 19.99

SEASONAL SPORTS SERVICES

ESPN Full Court , ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies
--	--------

ON DEMAND & PAY-PER-VIEW

On Demand	Varies
(New Releases & Classic Movies, Adult & Special Events)	
Pay-Per-View (Special Events, Adult Blocks)	Varies
Disney On Demand	\$ 3.99
Disney Family Movies On Demand	\$ 4.99
Here TV On Demand	\$ 7.99
Too Much For TV On Demand	\$ 14.99

INTERNET

Standard Internet	\$ 57.99
Basic Internet	\$ 47.99
Everyday Low Price Internet	\$ 14.99
Turbo Upgrade ⁵	\$ 10.00
Extreme Upgrade ⁵	\$ 20.00
Ultimate Upgrade ⁵	\$ 50.00
Home WiFi	\$ 9.95
Music To-Go	\$ 14.95
Music Pack	\$ 9.95
Variety Pack	\$ 7.95
Funways	\$ 4.95

⁵ Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

HOME PHONE

Home Phone National	\$ 39.95
Home Phone State	\$ 29.95
Global Penny Phone Plan (additional)	\$ 2.95
Private Listing (per phone number)	\$ 4.00

EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box Package (includes Set-Top Box and Remote)	\$ 10.25
Digital, HD, DVR or HD-DVR Set-Top A/O Package (includes Set-Top Box, Remote, and Additional Outlet Service Fee)	\$ 11.75
DVR Service Fee (per DVR)	\$ 12.95
CableCARD™ (each)	\$ 2.50
The Guide	\$ 3.27
Additional Outlet (A/O) Service Fee (For 2nd and each additional Set-Top Box or CableCARD™)	\$ 1.50
Internet Modem Lease	\$ 5.99

INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	\$ 47.99
Internet Installation	\$ 47.99
Home Phone Installation	\$ 47.99
Easy Connect Rescue Fee	\$ 29.99
Easy Connect Shipping Charge	\$ 9.99
Trip Charge ⁶	\$ 39.99

⁶ Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

UNRETURNED/LOST/DAMAGED EQUIPMENT

CableCARD™	\$ 50.00
Digital Set-Top Box	\$ 175.00
HD Set-Top Box	\$ 175.00
HD-DVR	\$ 250.00
Modem	\$ 75.00
MR DVR	\$ 300.00
MTA	\$ 75.00
Tuning Adapter	\$ 50 -75.00
Wireless Modem	\$ 100.00
Wireless MTA	\$ 125.00



Service Rates

YORK

INDIVIDUAL MONTHLY SERVICE RATES

Basic†	\$ 20.99
Classic (includes Basic)	\$ 73.29
Over 75 channels of local programming and cable networks.	
Digital Cable Package (Equipment included)	\$ 82.49
Digital Tier (Requires Classic Cable and Equipment)	\$ 8.99
TV Essentials (Equipment is not included)	\$ 49.99
TV Essentials with Lite Internet (Equipment is not included)	\$ 74.99
Equipment package, first outlet	\$ 8.99
Converter	\$ 7.99
Remote	\$ 0.50
Navigator	\$ 0.50
Additional converter, each	\$ 7.99
Additional remote, each	\$ 0.50
DVR or HD/DVR Service	\$ 12.95
Whole House DVR Service (per server)	\$ 19.99
Time Warner Cable Sports Pass	\$ 8.99
Time Warner Cable Movie Pass	\$ 5.95
Time Warner Cable HD Pass	\$ 4.95
Family Choice Tier	\$ 12.99
CableCARD™	\$ 2.50
Standard Internet (with any other service)‡	\$ 49.99
Ultimate Internet (add on to Standard Internet)	\$ 50.00
Extreme Internet (add on to Standard Internet)	\$ 20.00
Lite Internet (with any other service)##	\$ 25.99
Basic Internet (with any other service)###	\$ 34.99
Turbo Internet (add on to any Internet Standard price)	\$ 9.95
Earthlink (with any other service)	\$ 49.99
Home WiFi	\$ 9.95
Internet Modem Leasing	\$ 3.95
Phone	\$ 39.95
Global Penny Phone Plan	\$ 2.95
Private Listing Fee	\$ 4.00
Unlimited In State Phone Service	\$ 29.95

PREMIUM CHANNELS

First Movie Channel	\$ 14.95
Each Additional Movie Channel	\$ 12.95

Contact us to learn how you can save money by bundling our services. TWC.com

INTERNATIONAL PREMIUM CHANNELS - PACKAGES

Mandarin Passport (Includes CCTV-4, CTI Zhong Tian Channel, Phoenix, Phoenix, NA)	\$ 19.99
Hindi Passport (Includes ZEE TV, SET Asia, TV Asia)	\$ 29.99
Filipino Pass Plus (Includes GMA Pinoy, GMA Life, DWLS, DZBB, TFC)	\$ 24.99
Russian Passport (Includes Channel One Russia, RTV, RTN, TV 1000 Russian Kino)	\$ 25.99

INTERNATIONAL PREMIUM CHANNELS - ALA CARTE

Rai Italia	\$ 9.99	TV5MONDE	\$ 9.99
ART	\$ 12.99	SBTN	\$ 14.99
TV JAPAN	\$ 24.99	DW Amerika	\$ 9.99
TV Polonia	\$ 19.99	Bollywood Hits On Demand	\$ 9.99

SUBSCRIPTION SERVICES

Time Warner Cable 3D Pass	\$ 10.00
Here! TV (Here! TV On Demand included)	\$ 7.99
Howard TV On Demand	\$ 13.99
Too Much For TV	\$ 14.99
The Disney Channel On Demand	\$ 3.99
Disney Family Movies On Demand	\$ 4.99

ON DEMAND PRICING

Movies On Demand-New Releases (each)**	\$ 3.99
Movies On Demand-Movie Favorites (each)**	\$ 1.99
Movies On Demand-Adult (each)**	\$ 13.99

** Some channels and services not available in all areas.

PAY PER VIEW PRICING

Pay Per View Movies (each).....	\$ 3.99
Pay Per View Events	varies by event
Pay Per View Adult (each).....	\$ 13.99

INSTALLATION CHARGES

Installation of one product.....	\$ 47.99
Installation of two products	\$ 44.99
Installation of three products.....	\$ 29.99
EZ Connect Shipping Fee	\$ 9.99
EZ Connect Rescue OTC.....	\$ 39.99
Professional Home Visit.....	\$ 39.99

OTHER CHARGES

Unreturned Tuning Adapter	\$50.00 - \$75.00
Unreturned Cable Card.....	\$ 50.00
Unreturned Digital Converter	\$ 175.00
Unreturned HD Converter	\$ 175.00
Unreturned HD-DVR	\$250.00
Unreturned MR DVR	\$300.00
Unreturned Modem	\$ 75.00
Unreturned Wireless Modem.....	\$100.00
Unreturned MTA	\$ 75.00
Unreturned Wireless MTA.....	\$125.00



* EarthLink may be used as the Internet choice in any monthly package. Lease of a modem or purchase of an approved modem required for Internet service. Approved modems can be found at www.twc.com/approveddevices.

† Basic cable rates may vary by town, please call for actual rates. Rates subject to change. Some restrictions may apply. Not all services are available in all areas. Digital programming and channels are subject to change without notice. Applicable fees and taxes are not included.

‡ Internet Standard price is \$51.00 as a stand alone service.

§ EarthLink price is \$54.95 as a stand alone service.

Lite Internet price is \$29.95 as a stand alone service.

Basic Internet price is \$39.95 as a stand alone service.

Time Warner Cable leases CableCARD™s for \$2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™ compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a \$2.50 imputed charge for the CableCARD™. From time to time we may offer bundled packages that include one or more digital converters within the base package price. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates digital converters and CableCARD™s. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: www.twc.com/cablecard.

Offers not available in all areas and may not be combined with any other offer. Savings based on retail pricing. Other restrictions apply. Prices and channels may vary by area. Additional charges apply for services not included in packages. All prices subject to applicable tax and fees. Additional charges apply for installation of equipment including modem, applicable taxes and fees may apply. Internet options include Time Warner Cable Internet and Earthlink (where available). Rates subject to change without notice. Time Warner Cable reserves the right to discontinue any feature or offer at any time. All other corporate brands and logos are trademarks or registered trademarks of their respective companies. TM & © Warner Bros. Entertainment, Inc. Phone service is not available in all areas. Phone service does not include backup power, and as in the case of an electric powered home cordless phone, during an outage, Phone will not be available. Applicable taxes and fees, including charges for directory assistance, operator assisted calls and calls placed outside of the U.S. and Canada, apply. Unlimited calling applies to United States, Canada and Puerto Rico.

UPDATED CHANNEL LINEUPS

Get the latest lineups online

We continually update our channel lineup to provide you with a robust variety of services.

To view the current line up visit our website at:

twc.com

Effective 3/1/2013 NE-RC-7089 York