

## **Performance Evaluation Questions and Information Requests**

1. We would like to have all information that Time Warner has on viewership of the PEG channels on the Lincoln system for the last 3 years.
  - a. What kinds of information would you have
  - b. Have you done or had done any surveys on the number of people viewing the PEG channels at any time?
  - c. Do you have the capability with your current system to determine how many people are or were watching any particular channel at any particular time?
    - (a) Time Warner Cable does not have any information on PEG viewership on the Lincoln system.
    - (b) Time Warner Cable has not conducted any surveys on the number of people viewing PEG channels.
    - (c) Time Warner Cable does not currently have the capability on its system in Lincoln to determine how many people are or were watching a particular channel at a particular time.

2. What kinds of information does Time Warner collect or survey with regards to other channels (non PEG) on the Lincoln system?

Any such information would likely be held as proprietary and confidential.

3. We would like to know how many subscribers in the Lincoln system
  - a. Requested digital adapters
  - b. Had the adapters installed by Time Warner
  - c. Returned the adapters
  - d. Didn't use the adapters they were given

Time Warner Cable has distributed 3,332 digital adaptors in Lincoln. We do not have information on how many digital adaptors were installed by Time Warner Cable, or returned to Time Warner Cable.

4. We would like to know how many cable television system complaints have been received, oral, email or written, over the last year involving
  - a. Customer service complaints
  - b. Pricing
  - c. Picture/signal quality
  - d. Billing problems

Please see the attached reports of the written complaints received by Time Warner Cable (between April 1, 2013 and March 31, 2014) and their resolution, as required under section 7.3 of the franchise agreement.

5. If the City requested Time Warner to provide quarterly reports on all cable television complaints received, oral, email and written, would Time Warner comply?

Time Warner Cable will continue to comply with the requirements outlined in section 7.3 of the franchise agreement with the City.

6. We have heard for many years of the Time Warner plans to convert from an analog system to a digital line-up but it has not happened yet. Are there any firm plans to convert the Lincoln system to a completely digital line-up? What are those plans?

The process of converting the Lincoln system to an all-digital is already underway, but at this point in time Time Warner Cable does not have a timeline when this conversion will be complete.

7. We have a great deal of concern that the channel identification we have built up over the years has been lost with the latest partial conversion of the PEG channels to the higher tiers. What specific information can you provide to us to allay that fear?

First, the PEG channels remain on Time Warner Cable's basic tier of service and are available to all customers with the appropriate equipment. Second, the PEG channels are being "channel mapped", meaning customers with digital equipment (including digital converters and digital adapters) are able to see the PEG channels on the same channel as they did prior to the conversion. Only customers who are utilizing television receivers with a digital tuner to view programming are unable to view PEG channels on their pre-conversion location on the channel line-up. Since March 1, 2007, the Federal Communications Commission (FCC) has mandated that all television receivers must include digital tuners.

8. If the City requested Time Warner to return the PEG channels to their pre-conversion line-up location, would Time Warner comply?

No, the PEG channels remain on Time Warner Cable's basic tier of service and are available to all customers with the appropriate equipment. In addition, the PEG channels are also being "channel mapped", meaning customers with digital

equipment (including digital converters and digital adaptors) are able to see the PEG channels on the same channel as they did prior to the conversion.

9. We would like to know the average annual gross income, net profit, system investment and community service expenditures of the Lincoln cable tv system for the last 4 years. While some of these terms are not defined, please respond and tell us how you would define the terms for your answers.

Time Warner Cable considers information such as annual gross income, net profit and system investment as they relate to the Lincoln system to be proprietary and confidential.

Time Warner Cable has invested almost \$1.5 million in the Lincoln community since 2009, including \$150,000 in cash grants and more than \$1.3 million of in-kind support (production and airing of public service announcements) to local non-profit organizations. The majority of these grants were related to Science, Technology, Engineering and Math (STEM) education, which is the focus of Time Warner Cable's Connect a Million Minds Initiative. Some of our major community partners include Nebraska 4-H, the Lincoln Children's Zoo and the Lied Center for the Performing Arts. In addition, Time Warner Cable employees in Lincoln have volunteered thousands of hours at TWC-sponsored community events and in service of other local non-profit organizations.

Time Warner Cable provides free video services to public and parochial schools, libraries, fire stations and government buildings in Lincoln.

Since 2010, Time Warner Cable has made franchise fee payments of almost \$13.3 million to the City of Lincoln.

10. What likely impacts would there be to the other services besides cable television, such as telephony and broadband, brought on by a transfer to Comcast?

Time Warner Cable has forwarded this question to Comcast for a response.

11. What is the average length from the date of request to time of connected service does time Time Warner takes to provide service to the following customers:
  - a. Residential
  - b. Business

Time Warner Cable's average number of days to installation for residential customers in Nebraska is less than the 7 days required by the FCC customer service standards. This average includes incidents where a customer schedules an installation for a specific date, often a week or more in the future. In commercial

situations, the length of time between request for service and the installation is determined as part of a contractual agreement between the customer and Time Warner Cable.

12. How do the service metrics in Question 11. for Lincoln compare with other Time Warner serviced markets?

Other Time Warner Cable markets are also compliant with the FCC customer service standards.

13. What is the average price (expressed in dollars per megabit) for broadband services charged by Time Warner to the following customers?

- a. Residential
- b. Business

Please see the attached residential rate card for Lincoln. The marketplace for commercial services is very competitive, and for this reason we do not make our rates publically available.

14. How do the prices in Question 13 for broadband services compare to other markets serviced by Time Warner?

To view prices in other Time Warner Cable markets, please visit [www.timewarnercable.com](http://www.timewarnercable.com) and enter the corresponding zip code.