

**IX. Appendices**

- a. Board questions and responses (Page A1)**
- b. Citizen complaints (Page B1)**
- c. Survey results (Page C1)**

## **Board questions and responses**

## 2018 Telecommunications/Cable Advisory Board Performance Evaluation

### Areas of Interest

April 30, 2018

#### I. Cable Television

*As provided in City of Lincoln Cable TV Franchise agreements, the Telecommunications/Cable Advisory Board may conduct performance evaluations, but no more frequently than annually. The last performance evaluation was in 2014.*

- a. Overarching questions (to be answered by the Board)
  - i. Does the City of Lincoln have an acceptable, competitive compliment of franchisees?
  - ii. Are the cost, service levels, quality, reliability, and customer service of cable television available within Lincoln comparable to similar sized cities?
  - iii. Are there acceptable provisions for persons of limited means to obtain service?
  - iv. Are cable TV services made available to City government and LPS adequate, reliable, and cost effective?
  - v. Are our citizens satisfied with cable TV service price, quality, reliability, customer service, and level of competition?
    1. Customer service is based on FCC requirements and citizen perception
- b. Franchisee specific questions (to be answered by the Franchisees)
  - i. Do you have a method of collecting, qualifying, and quantifying complaint data from customers?
    1. If so, please provide a prioritized list summarizing major complaints, the type of effort involved in resolving those complaints, and the amount of time required to resolve those complaints.
    2. If not, please explain what company metrics are used to understand your ability to meet service commitments and provide a summary of those metrics to help us ascertain quality of service.
  - ii. Have you had large geographic (more than 100 customers) or long period (longer than 24 hours) service outages over the past 12 months?
    1. What caused the outages?
    2. How long did it take to resolve them?
    3. What is planned or in place to avoid such outages in the future?
  - iii. How does your company implement the Emergency Alert System?
    1. What has been your experience in terms of EAS reliability?
    2. How do you assure that citizens can rely on your implementation of EAS for emergency notification?
  - iv. Please provide a map of your cable television coverage in Lincoln.
    1. Include an indication of geographic variations in the number of channels or the technology used to deliver television signals.
    2. Include plans for future build-out or upgrades.
  - v. Are there any impediments to providing services to any parts of the City or in providing uniform service quality throughout the City?
    1. Can the City help resolve these problems?
  - vi. What cable TV services do you offer to persons of limited financial means or with visual or hearing impediments?

- vii. Please summarize your participation in and contributions to the Public, Education, and Government Access (PEG) Channels in Lincoln.
  - 1. Are PEG and community channels available over all means of distribution provided by your company (cable channels, streaming, etc.)?
    - a. Are these channels presented in your cable TV or online channel guides?
- viii. Are there issues that could be resolved or opportunities made available by modifying our franchise agreements?

## II. Internet/Broadband Services

*Authorized by Lincoln Municipal Code 5.17.575, the Telecommunications/Cable Television Advisory Board is authorized to "advise the City Council and Mayor regarding general policy issues of community-wide interest relating to telecommunications and technology, including issues related to cable television franchises, technology access, broadband availability, internet, Universal Service Fund topics, wireless technology, and appropriate regulation within the City's authority regarding telecommunications systems." In compliance with this authorization, the Board deems it appropriate to examine the state of Internet/Broadband access, reliability, cost, and related issues as part of this performance evaluation. This will allow us to combine surveys, hearings, and related activities thereby optimizing the effort and time spent by all involved.*

*Broadband services include Internet services but, by FCC definition must provide minimum bandwidths of 25 Mb/s downlink and 3 Mb/s uplink.*

- a. Overarching questions (to be answered by the Board)
  - i. Does the City of Lincoln have an acceptable, competitive compliment of Internet/Broadband service providers?
    - 1. Do these services meet the criteria for Broadband?
    - 2. Does the City of Lincoln have access to Internet/Broadband services at bandwidths commensurate with other cities of similar size and with the needs of our citizens?
  - ii. Does the City of Lincoln provide WiFi access in public areas at a level commensurate with other cities our size and with the needs of our citizens?
  - iii. Are there acceptable provisions for persons of limited financial means to obtain Internet/Broadband services?
    - 1. What is the level of service in terms of bandwidth?
  - iv. Are Internet/Broadband services made available to City government and LPS adequate in terms of coverage, bandwidth, reliability and cost effectiveness?
  - v. Are our citizens satisfied with Internet/Broadband service price, bandwidth, quality, reliability, customer service and level of competition?
    - 1. Customer service is based on citizen perception.
  - vi. Is there a need for a city-wide high speed wireless (as opposed to coax, twisted pair, or fiber) Wide Area Network broadband service?
- b. Provider specific questions (to be answered by Internet/Broadband providers)
  - i. What Internet/Broadband bandwidths do you deliver within the City?
  - ii. Do you have a method of collecting, qualifying, and quantifying complaint data from customers?
    - 1. If so, please provide a prioritized list summarizing major complaints, the type of effort involved in resolving those complaints, and the amount of time required to resolve those complaints.



2. If not, please explain what company metrics are used to understand your ability to meet service commitments and provide a summary of those metrics to help us ascertain quality of service.
- iii. Have you had large geographic (more than 100 customers) or long period (longer than 24 hours) service outages over the past 12 months?
  1. What caused the outages?
  2. How long did it take to resolve them?
  3. What is planned or in place to avoid such outages in the future?
- iv. Please provide a map of your Internet/Broadband service coverage in Lincoln.
  1. Include an indication of geographic variation in the bandwidth available or the technology used to deliver Broadband services.
  2. Include plans for future build-out or upgrades.
- v. Are there any impediments to providing services to any parts of the City or in providing services of achievable quality to any parts of the City?
  1. Can the City help resolve these problems?
- vi. What Internet/Broadband services do you offer to persons of limited financial means?
- vii. Does your company support Net Neutrality?
  1. Would you be comfortable with the City requiring that providers within the City subscribe to Net Neutrality?
- viii. The City would like to assure that all Internet/Broadband service providers are treated equally by the City. In particular, the City would like to assure that providers are meeting City tax and fee obligations as well as municipal and industry service standards. In the converse, the City would like to assure that the City is meeting its obligations to service providers for right of way access, etc. Would your company support a city requirement that all Internet/Broadband providers hold a City franchise?

## Charter/Spectrum Response to Questions

### I. Cable Television

*As provided in City of Lincoln Cable TV Franchise agreements, the Telecommunications/Cable Advisory Board may conduct performance evaluations, but no more frequently than annually. The last performance evaluation was in 2014.*

#### a. Overarching questions (to be answered by the Board)

- i. Does the City of Lincoln have an acceptable, competitive compliment of franchisees?
- ii. Are the cost, service levels, quality, reliability, and customer service of cable television available within Lincoln comparable to similar sized cities?
- iii. Are there acceptable provisions for persons of limited means to obtain service?
- iv. Are cable TV services made available to City government and LPS adequate, reliable, and cost effective?
- v. Are our citizens satisfied with cable TV service price, quality, reliability, customer service, and level of competition?
  1. Customer service is based on FCC requirements and citizen perception

#### b. Franchisee specific questions (to be answered by the Franchisees)

- i. Do you have a method of collecting, qualifying, and quantifying complaint data from customers?

Yes

1. If so, please provide a prioritized list summarizing major complaints, the type of effort involved in resolving those complaints, and the amount of time required to resolve those complaints.

A core value of Charter Communications is to earn the trust of our customers so we take customer complaints seriously. Upon receipt of a customer complaint, a representative will make contact with the customer within 24 hours and come to a resolution in 7 days unless additional follow-up is necessary. As part of this process, a leader is assigned to each complaint who is accountable for the customer's experience as well as resolving the root cause of the complaint to prevent future problems. The majority of complaints are about billing/pricing and customer service.

2. If not, please explain what company metrics are used to understand your ability to meet service commitments and provide a summary of those metrics to help us ascertain quality of service.

N/A

- ii. Have you had large geographic (more than 100 customers) or long period (longer than 24 hours) service outages over the past 12 months?

See below.

### **1. What caused the outages?**

<b>Reason</b>	<b>Avg Duration (h:mn)</b>
Commercial Power Outages	9:31
Fiber Cuts	21:27
Events in Maintenance Window	2:23
Events Outside Maintenance Window <1 Hr	0:32
Events Outside Maintenance Window >1 Hr	2:46

Fiber cuts and commercial power outages, all of which were outside of the control of Charter, have the most significant impact to the network. To the extent there are outages we can anticipate, every effort is made to move all customer impacting work into the maintenance window (Midnight to 6AM). Events outside the maintenance window usually are the result of minor incidents that happen for a variety of reasons, with equipment failures and damage to our cable resulting from water damage, lightning, rodents chewing on cable, commercial tree trimmers, and damage caused by excavators.

### **2. How long did it take to resolve them?**

The table above shows the average time for service to be restored.

### **3. What is planned or in place to avoid such outages in the future?**

The cable system servicing the Lincoln area has historically been very reliable. Charter continues to invest significant capital into the network each year to improve this reliability. With commercial power issues being a key driver of network issues, Charter has and continues to invest significant capital into power management, backup generators, battery backup and other equipment which allows the company to minimize impact to customers and speed up restoration following commercial power events.

Charter also takes a number of actions reduce the number of issues tied to network damage including: 1) build more and more of its plant as underground, 2) repair and replace infrastructure and equipment, and 3) protect aerial cable areas which have a history of suffering from rodent damage. Finally, planned network updates are scheduled for the maintenance window to reduce service interruptions.

### **iii. How does your company implement the Emergency Alert System?**

Our local cable systems have Monroe Electronics One-Net equipment that monitors alerts from at least two radio sources and also monitors the FEMA IPAWS server. The equipment is programmed with the FIPS codes for the appropriate counties in our local footprint.

**1. What has been your experience in terms of EAS reliability?**

I has been very reliable, and has passed all testing.

**2. How do you assure that citizens can rely on your implementation of EAS for emergency notification?**

Our units pass through required weekly tests, and we also transmit the required monthly test. This assures us that the equipment is operational and passing alerts as required. In addition, we participate in the yearly national test and provide the required test results to the FCC.

**iv. Please provide a map of your cable television coverage in Lincoln.**

City Code 5.15.410 (c) requires Charter to “maintain accurate as built maps and improvement plans which show the location, size and a general description of all facilities installed in the public ways and any power supply sources (including voltages and connections).” The franchise agreement with the City of Lincoln also requires Charter to maintain records “showing the location of Cable System Plant installed or in use” and make this information “available for local inspection by the City upon request.” Consistent with its franchise obligations, Charter will make a map of the facilities available for inspection to appropriate City officials at a mutually agreeable time and place.

**1. Include an indication of geographic variations in the number of channels or the technology used to deliver television signals.**

There is no variation in the number of channels or delivery technology to subscribers resident in the City.

**2. Include plans for future build-out or upgrades.**

Since 2014, Charter has invested more than \$25 billion in infrastructure and technology across the nation. And last year we committed to investing \$25 billion in capital infrastructure over the next few years. These investments enable us to improve and expand our network and provide better and faster products and services to our customers. For example, last year we upgraded our channel lineup to an all-digital format. The franchise agreement with the City requires Charter so extend service to all areas with a density of 25 homes per mile. Charter will continue to meet its obligations under the franchise agreement as the City of Lincoln grows.

- v. **Are there any impediments to providing services to any parts of the City or in providing uniform service quality throughout the City?**

No

1. **Can the City help resolve these problems?**

N/A

- vi. **What cable TV services do you offer to persons of limited financial means or with visual or hearing impediments?**

Consumers in Lincoln have multiple choices for their cable and satellite service provider; however, Charter offers a number competitive video service options to customers based on their needs. Consumers can also stream video services and access over-the-air channels at no cost. Charter continues to offer a low cost, basic tier of service, and is developing innovative new video products designed to meet the changing needs of the community.

Charter meets FCC requirements that video distributors have the technical capabilities deliver of captioning; video programmers are responsible for the preparation and quality of captioning. In addition, Charter is developing a voice control capable remote that will assist those with physical limitations.

- vii. **Please summarize your participation in and contributions to the Public, Education, and Government Access (PEG) Channels in Lincoln.**

Charter participates in and contributes greatly to PEG in Lincoln. In addition to providing channel capacity for PEG channels, Charter has provided more than \$400,000 in studio equipment pursuant to the terms of its franchise.

In addition, Charter provides monthly support for PEG access in the amount of \$0.41 per subscriber. This amount is passed through to subscribers in accordance with applicable law.

1. **Are PEG and community channels available over all means of distribution provided by your company (cable channels, streaming, etc.)?**

The four Public, Education, and Government (PEG) Access channels are available through all Spectrum television packages on the following channels:

- LNKTV City – 1300
- LNKTV Health – 1301
- LNKTV Education – 1303
- Public Access – 1304

LNKTV programs are also available at [lnktv.lincoln.ne.gov](http://lnktv.lincoln.ne.gov).

- a. Are these channels presented in your cable TV or online channel guides?

PEG channels are listed on the Spectrum Guide and channel lineup at [www.spectrum.com](http://www.spectrum.com).

**viii. Are there issues that could be resolved or opportunities made available by modifying our franchise agreements?**

The current franchise agreement between Charter and the City of Lincoln expires in November of 2020. Since the existing franchise agreement was signed in 2005, the competitive landscape in the City has changed dramatically. In 2005, Time Warner Cable was the only cable provider in Lincoln; today, customers not only have a choice among three competing, franchised cable service providers. Customers can also stream video content on their phone, TV and computer or instantly live-stream the events in their lives to the world. In addition, both major national satellite television providers serve City residents.

Separate and apart from the changed competitive landscape, advances in technology have dramatically changed the landscape for cable providers like Charter and for customers. In June of 2017, we upgraded our channel lineup to an all-digital format. This allow us to deliver TV channels with even better picture and sound quality; offer a more expansive channel offering; and offer new products and services, including access to thousands of free on demand choices.

Given these and many other factors, Charter will continue to abide by the terms of the existing franchise, but we believe it is time to update the franchise agreement to reflect current technologies and the competitive environment in Lincoln. Charter looks forward to working cooperatively with the City to craft a long-term franchise renewal agreement that reflects these concerns.

**II. Internet/Broadband Services**

***Authorized by Lincoln Municipal Code 5.17.575, the Telecommunications/Cable Television Advisory Board is authorized to “advise the City Council and Mayor regarding general policy issues of community-wide interest relating to telecommunications and technology, including issues related to cable television franchises, technology access, broadband availability, internet, Universal Service Fund topics, wireless technology, and appropriate regulation within the City’s authority regarding telecommunications systems.” In compliance with this authorization, the Board deems it appropriate to examine the state of Internet/Broadband access, reliability, cost, and related issues as part of this performance evaluation. This will allow us to combine surveys, hearings, and related activities thereby optimizing the effort and time spent by all involved.***

***Broadband services include Internet services but, by FCC definition must provide minimum bandwidths of 25 Mb/s downlink and 3 Mb/s uplink.***

- a. Overarching questions (to be answered by the Board)**
  - i. Does the City of Lincoln have an acceptable, competitive complement of Internet/Broadband service providers?**
    - 1. Do these services meet the criteria for Broadband?**
    - 2. Does the City of Lincoln have access to Internet/Broadband services at bandwidths commensurate with other cities of similar size and with the needs of our citizens?**
  - ii. Does the City of Lincoln provide WiFi access in public areas at a level commensurate with other cities our size and with the needs of our citizens?**
  - iii. Are there acceptable provisions for persons of limited financial means to obtain Internet/Broadband services?**
    - 1. What is the level of service in terms of bandwidth?**
  - iv. Are Internet/Broadband services made available to City government and LPS adequate in terms of coverage, bandwidth, reliability and cost effectiveness?**
  - v. Are our citizens satisfied with Internet/Broadband service price, bandwidth, quality, reliability, customer service and level of competition?**
    - 1. Customer service is based on citizen perception.**
  - vi. Is there a need for a city-wide high speed wireless (as opposed to coax, twisted pair, or fiber) Wide Area Network broadband service?**
- b. Provider specific questions (to be answered by Internet/Broadband providers)**
  - i. What Internet/Broadband bandwidths do you deliver within the City?**

Charter is fully committed to bringing faster internet speeds to the communities it serves. On April 25th, Charter announced the launch of Spectrum Internet Gig to residential customers in Lincoln. Spectrum Internet Gig is offered with no data caps or contracts, includes a modem and free in-home WiFi, and is backed by a 30-day money back guarantee.

Charter also provides Spectrum Ultra (400 x 20) and Spectrum Internet (100 x 10) in Lincoln.

During the City of Lincoln's 2014 performance evaluation, Time Warner Cable reported a basic broadband speed of 3 Mbps and a maximum broadband speed of 50 Mbps. Since this time, Charter has made significant investments in our network in Lincoln, resulting in more than a 3,200% increase in our flagship broadband speed and 1,900% increase of our maximum broadband speed.

As consumer demands for bandwidth and capacity grow, our world-class network is best-positioned to meet these demands, today and into the future.

- ii. Do you have a method of collecting, qualifying, and quantifying complaint data from customers?**
  - 1. If so, please provide a prioritized list summarizing major complaints, the type of effort involved in resolving those complaints, and the amount of time required to resolve those complaints.**

2. **If not, please explain what company metrics are used to understand your ability to meet service commitments and provide a summary of those metrics to help us ascertain quality of service.**

The information sought in this request is outside of the scope of the City's authority under its cable franchise with Charter.

- iii. **Have you had large geographic (more than 100 customers) or long period (longer than 24 hours) service outages over the past 12 months?**

1. **What caused the outages?**
2. **How long did it take to resolve them?**
3. **What is planned or in place to avoid such outages in the future?**

The information sought in this request is outside of the scope of the City's authority under its cable franchise with Charter.

- iv. **Please provide a map of your Internet/Broadband service coverage in Lincoln.**

1. **Include an indication of geographic variation in the bandwidth available or the technology used to deliver Broadband services.**
2. **Include plans for future build-out or upgrades.**

The information sought in this request is outside of the scope of the City's authority under its cable franchise with Charter.

- v. **Are there any impediments to providing services to any parts of the City or in providing services of achievable quality to any parts of the City?**

No

1. **Can the City help resolve these problems?**

N/A

- vi. **What Internet/Broadband services do you offer to persons of limited financial means?**

Although this question extends beyond the scope of Charter's franchise obligations, Charter notes that Spectrum Internet Assist (SIA) is available to eligible households in Lincoln (and across the 41 states we serve). This low-cost broadband option for eligible families, students and seniors delivers the fastest speeds of any comparable industry offering (30/4 Mbps), which meets and even exceeds the FCC's definition of high-speed broadband. Helping bridge the digital divide for families through Spectrum Internet Assist is creating life-changing opportunities for individuals to apply for jobs, complete homework or start their



own businesses. For more information, visit:  
<https://www.spectrum.com/browse/content/spectrum-internet-assist.html>

**vii. Does your company support Net Neutrality?**

Charter has consistently and publicly stated on many occasions that it supports an open Internet as an essential element to growing its business. Charter does not block, slow down, or discriminate against lawful content in the provision of its wireline broadband service. We offer customer-friendly wireline broadband products without data caps, usage based pricing, or extra fees, under a model of simple, uniform pricing and packaging. Simply put, we want our customers to use and value our broadband service by accessing the content of their choice. Notwithstanding the preceding, the information sought in this request is outside of the scope of the City's jurisdiction. As such, the provision of this information should not be construed as a waiver of any rights or objections available to Charter in this or other proceedings. Charter respectfully reserves all rights without limitation with respect to this matter.

**1. Would you be comfortable with the City requiring that providers within the City subscribe to Net Neutrality?**

No, for the reasons stated above.

**viii. The City would like to assure that all Internet/Broadband service providers are treated equally by the City. In particular, the City would like to assure that providers are meeting City tax and fee obligations as well as municipal and industry service standards. In the converse, the City would like to assure that the City is meeting its obligations to service providers for right of way access, etc. Would your company support a city requirement that all Internet/Broadband providers hold a City franchise?**

Charter's cable franchise permits us to access to access to the rights-of-way to deploy our cable system facilities. Federal law prohibits the City from imposing a separate franchising requirement in connection with Charter's provision of internet service using it cable system facilities already deployed along the public rights of way. For this reason, Charter does not believe the City should require it to enter into a separate franchise for services other than cable service.



# 2018 Telecommunications/Cable Advisory Board Performance Evaluation

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## AREAS OF INTEREST

JUNE 1, 2018

PREPARED FOR:

**Lincoln Telecommunications/Cable Advisory Board**

Dr. Arthur Zygielbaum, Ph.D.

Chair



## I. Cable Television

As provided in City of Lincoln Cable TV Franchise agreements, the Telecommunications/Cable Advisory Board may conduct performance evaluations, but no more frequently than annually. The last performance evaluation was in 2014.

### Franchisee specific questions (to be answered by the Franchisees)

- i. ***Do you have a method of collecting, qualifying, and quantifying complaint data from customers?***
- 1. If so, please provide a prioritized list summarizing major complaints, the type of effort involved in resolving those complaints, and the amount of time required to resolve those complaints.***
  - 2. If not, please explain what company metrics are used to understand your ability to meet service commitments and provide a summary of those metrics to help us ascertain quality of service.***

ALLO uses our operations software to track customer trouble tickets which includes built-in reporting. We also utilize a tool to proactively monitor customers with issues. This report is reviewed weekly; the data is used to develop strategies to improve the customer experience.

Complaints are received by customer service representatives and technicians are dispatched for resolution. Quality Assurance/Quality Control personnel or management get involved as needed to ensure a resolution that meets the needs of the customer. Each complaint is discussed with the impacted party to determine the timing of the resolution.

In addition, customer satisfaction surveys are conducted and a Net Promoter Score is calculated after several touch points, as shown below. The surveys include customer metrics with ratings scales and comments areas to allow the customer to elaborate on any areas of concern. ALLO documents and conducts daily reviews of the customer metrics and comments, including complaints, to ensure that issues are handled in a timely manner. The results help us determine areas that need improvement; service levels are adjusted accordingly to meet service commitments and maintain quality of service.

Survey	Trigger	Frequency
Installation Survey	48 hours from install	Daily
First Bill Survey	5 days after first bill	Twice Monthly
Tech Support Survey	7 days post resolution date	Daily
Customer Satisfaction Survey	One year service anniversary; Annually thereafter	Monthly

Please see **Attachment A** for copies of the surveys.



**ii. Have you had large geographic (more than 100 customers) or long period (longer than 24 hours) service outages over the past 12 months?**

ALLO had one service outage which lasted more than 24 hours in the past 12 months. The outage occurred on January 12, 2018 and affected internet, television, and phone for a subset of static Dynamic Host Configuration Protocol customers across all markets.

**1. What caused the outages?**

A power surge caused our servers in Omaha to go down briefly. However, once restored, our transport servers were not communicating with a subset of components in our neighborhood fiber equipment, causing some customer-based equipment to operate inappropriately, which in turn flooded the network. The issue was resolved once the equipment normalized and synched up to process the pending transport requests.

**2. How long did it take to resolve them?**

The issue was fully resolved in 56 hours, 38 minutes.

**3. What is planned or in place to avoid such outages in the future?**

Our transport equipment is in the process of being upgraded to a new platform.

**iii. How does your company implement the Emergency Alert System?**

ALLO utilizes its cable system to notify customers of emergency alerts. We monitor NET Radio, NOAA, and XM Radio sources for these alerts and forward them to our customer Set Top Boxes (STB). The EAS Alert will display the alert text and playback the alert audio.

**1. What has been your experience in terms of EAS reliability?**

The ALLO EAS system has proven to be very reliable. We find that tuning into multiple sources for the alerts keeps our customers as safe as possible.

**2. How do you assure that citizens can rely on your implementation of EAS for emergency notification?**

ALLO participates in weekly and monthly tests to ensure the system is functioning properly.

**iv. Please provide a map of your cable television coverage in Lincoln.**

**1. Include an indication of geographic variations in the number of channels or the technology used to deliver television signals.**

ALLO's Fiber-to-the-Home (FTTH) ubiquitous network allows the entire city of Lincoln to benefit from the capabilities with no geographic variations.

A map of ALLO's construction progress in Lincoln is available at

<https://www.allocommunications.com/locations/lincoln/>. Areas highlighted as "Ready for Install" (currently more than two thirds of the city) are fiber-ready for services, including television.



The map is frequently updated as we work towards completion of our network fiber buildout in Lincoln. With construction ahead of schedule, the network will be substantially completed by the end of the year.

***2. Include plans for future build-out or upgrades.***

ALLO is continuously evaluating our products and services and working to improve our network to meet the current and future needs of our customers. Video additions or upgrades that are planned include:

- )] Additional Video on Demand (VOD) capacity to increase our VOD library.
- )] Speech menu feedback to support the Century Communications and Video Accessibility Act (CVAA) for visually impaired customers.
- )] STB software upgrades, including Program Poster Art, Channel Bouquets and Filters, and a new VOD Storefront for easier navigation.
- )] Bluetooth remote controls and a new small form factor wireless STB with wireless AC.

***v. Are there any impediments to providing services to any parts of the City or in providing uniform service quality throughout the City?***

***1. Can the City help resolve these problems?***

There are no impediments to providing services to any parts of the City or in providing uniform service quality throughout the City.

***vi. What cable TV services do you offer to persons of limited financial means or with visual or hearing impediments?***

ALLO offers a lower priced Economy television package for \$35, which includes more than 20 local channels. The Economy package includes features such as Start-Over TV, Instant Channel Change, Whole Home HD, and more.

As mentioned above, a future video upgrade will include speech menu feedback to provide CVAA support for visually impaired customers.

To assist customers with hearing impediments, ALLO provides on-screen caller ID (for customers who have ALLO home phone).

***vii. Please summarize your participation in and contributions to the Public, Education, and Government Access (PEG) Channels in Lincoln.***

***1. Are PEG and community channels available over all means of distribution provided by your company (cable channels, streaming, etc.)?***

Lincoln provides access to the PEG and community channels via our cable channels, which are offered in high-definition and are listed in both our TV guide and online channel guide. ALLO does not offer PEG channels over a streaming service; however, the City of Lincoln provides streaming via its website.



**a. Are these channels presented in your cable TV or online channel guides?**

The channels are presented in both ALLO's on-screen TV guide and online channel guide.

**viii. Are there issues that could be resolved or opportunities made available by modifying our franchise agreements?**

None.

## **II. Internet/Broadband Services**

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***Broadband services include Internet services but, by FCC definition must provide minimum bandwidths of 25 Mb/s downlink and 3 Mb/s uplink.***

### **Provider specific questions (to be answered by Internet/Broadband providers)**

**i. What Internet/Broadband bandwidths do you deliver within the City?**

ALLO offers ubiquitous 1G service with symmetrical speeds (delivering the same download and upload speeds). All speeds referenced below are for symmetrical services.

ALLO's network model is Gigabit Passive Optical Network (GPON)-based with active availability. Our GPON network is designed to be upgradeable for faster broadband speeds.

ALLO's network is designed to provide 1G service to all homes throughout the city; upgrades to provide 10G to the home are being developed for a future offering. ALLO currently offers and supports broadband services to commercial entities up to 100G.

**Residential:** ALLO's standard internet speed is 300 Mbps. We also offer internet bandwidth options of 20 Mbps and 1G. Residents can choose the speed that best fits their needs.

**Business:** ALLO provides business internet speeds of 50 Mbps to 10G, and broadband speeds of 10 Mbps to 100G for metroEthernet and MPLS.

**ii. Do you have a method of collecting, qualifying, and quantifying complaint data from customers?**

- 1. If so, please provide a prioritized list summarizing major complaints, the type of effort involved in resolving those complaints and the amount of time required to resolve those complaints.**
- 2. If not, please explain what company metrics are used to understand your ability to meet service commitments and provide a summary of those metrics to help us ascertain quality of service.**

Please see our response in Section I. Cable Television.

**iii. Have you had large geographic (more than 100 customers) or long period (longer than 24 hours) service outages over the past 12 months?**

- 1. What caused the outages?**
- 2. How long did it take to resolve them?**
- 3. What is planned or in place to avoid such outages in the future?**

Please see our response in Section I. Cable Television.

**iv. Please provide a map of your Internet/Broadband service coverage in Lincoln.**

- 1. Include an indication of geographic variation in the bandwidth available or the technology used to deliver Broadband services.**

ALLO's FTTH ubiquitous network allows the entire city of Lincoln to benefit from the capabilities with no geographic variations.

A map of ALLO's construction progress in Lincoln is available at <https://www.allocommunications.com/locations/lincoln/>. Areas highlighted as "Ready for Install" (currently more than two thirds of the city) are fiber-ready for services, including internet/broadband.

The map is frequently updated as we work towards completion of our network fiber buildout in Lincoln. With construction ahead of schedule, the network will be substantially completed by the end of the year.

- 2. Include plans for future build-out or upgrades.**

ALLO is continuously evaluating our products and services and working to improve our network to meet the current and future needs of our customers. As an example, we recently increased our standard symmetric internet offering to 300 Mbps from 100 Mbps at no additional cost to our customers.

As mentioned earlier in our response, we are currently testing 10 Gigabit residential service.



**v. Are there any impediments to providing services to any parts of the City or in providing services of achievable quality to any parts of the City?**

**1. Can the City help resolve these problems?**

There are no impediments to providing services to any parts of the City or in providing services of achievable quality to any parts of the City.

**vi. What Internet/Broadband services do you offer to persons of limited financial means?**

For persons of limited financial means, ALLO offers a lower-priced tier package (20 Mbps symmetric) for \$45 per month.

In addition, as part of our ability to offer cost-effective services for price-sensitive customers, ALLO provides subsidized services to low-income residents and free bandwidth to some non-profits. As an example, ALLO has partnered with the City to provide economy broadband (20 Mbps symmetric) at a substantially reduced cost for residents on government assistance.

ALLO has utilized local, state, federal, and ALLO corporate programs to encourage the adoption of world-class communication through education and financial contributions. As an example, Lincoln Public Schools, the Nebraska Public Service Commission, and ALLO are providing service to students at a school with a large population of students who qualify for free or reduced lunch discounted service.

**vii. Does your company support Net Neutrality?**

**1. Would you be comfortable with the City requiring that providers within the City subscribe to Net Neutrality?**

Yes, ALLO would be comfortable with the City requiring that providers within the City subscribe to Net Neutrality. ALLO invests in a fiber network and therefore, big bandwidth. As such, we have consistently applied net neutrality practices. We do not disadvantage any source or type of legal traffic. While the rules have changed through the years, our net neutrality views have not and we will continue to do what is right.

**viii. The City would like to assure that all Internet/Broadband service providers are treated equally by the City. In particular, the City would like to assure that providers are meeting City tax and fee obligations as well as municipal and industry service standards. In the converse, the City would like to assure that the City is meeting its obligations to service providers for right of way access, etc. Would your company support a city requirement that all Internet/Broadband providers hold a City franchise?**

Yes, ALLO would support a city requirement that all Internet/Broadband providers hold a City franchise.



Install Survey:

Hello,

Thank you for joining ALLO! We hope you're enjoying your new fiber connection. We'd love to hear how we did at your recent installation. We hope you'll take a moment to provide feedback for our team.

Please click the link below to begin a confidential survey. The survey takes about two minutes to complete and helps ensure we continue to meet your needs.

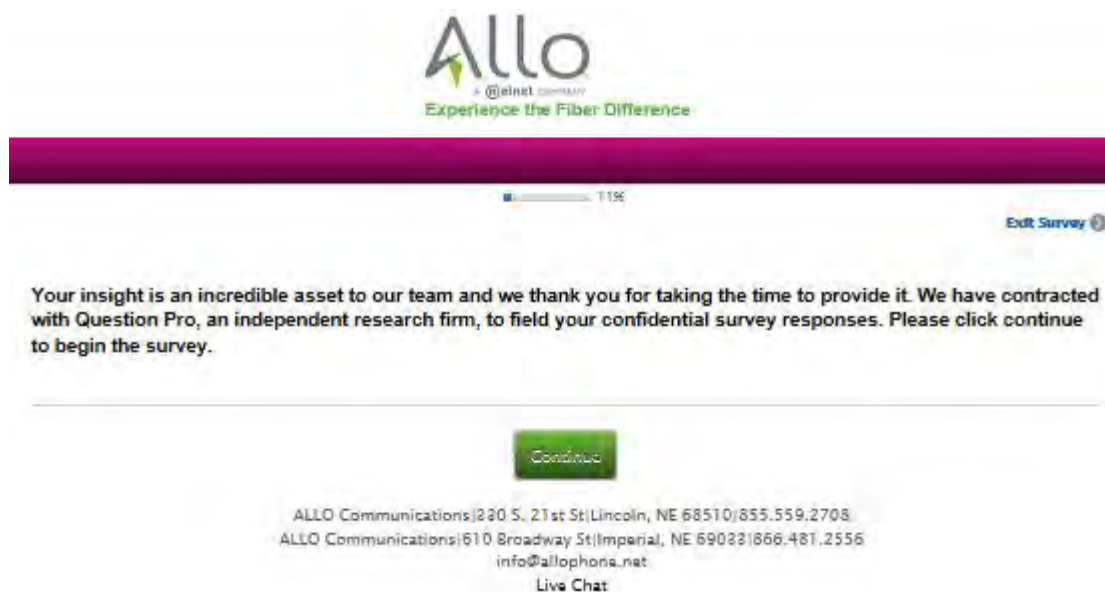
Thank you in advance for your valuable insight!

<SURVEY\_LINK>

Please contact [info@allophone.net](mailto:info@allophone.net) with any questions.

Thank You!

ALLO Customer Support





\* How easy was it to become a part of the ALLO Family?

←Very Difficult										Very Easy→	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

\* How satisfied were you with our installation process?

←Unsatisfied										Very Satisfied→	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

\* Did we clean up after ourselves

- ☐ Yes
- ☐ No

\* Was ALLO on-time for your appointment and did we finish within a reasonable time?

- ☐ Yes
- ☐ No

\* Regarding our services, has ALLO met your expectations thus far?

←Unsatisfied										Very Satisfied→	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

\* How likely are you to recommend ALLO to others?

←Very Unlikely										Very Likely→	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

\* Please rate your overall satisfaction?

←Very Unsatisfied										Very Satisfied→	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Continue



[Back](#)

[Exit Survey](#)

Comments/Suggestions:

Done

ALLO Communications|320 S. 21st St|Lincoln, NE 68510|855.539.2708  
ALLO Communications|610 Broadway St|Imperial, NE 69022|866.481.2556  
info@allophona.net  
[Live Chat](#)

First Bill:

Hello {FIRST\_NAME},

We recently installed your new ALLO service and you probably just received your first bill. We hope the breakdown is clear and that our team did an A+ job helping you understand what to expect before you received it.

In an effort to continue providing exceptional service, we'd appreciate it if you'd take two minutes to answer some questions about your first bill. Please click the link below to begin a confidential survey.

Thank you in advance for your valuable insight!

<SURVEY\_LINK>

Please contact [info@allophone.net](mailto:info@allophone.net) with any questions.

Thank You!

ALLO Customer Support



[Back](#)

Questions marked with a \* are required

[Exit Survey](#)

\* How clearly was your first month's billing explained to you?

<Unclear										Very Clear>	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

\* Is our billing statement clear and comprehensive?

☒ Yes

☐ No

\* Was the billing statement accurate?

☒ Yes

☐ No

\*  
Is the ALLO online self-service portal called Smart Hub easy to use?

☒ Yes

☐ No

☐ NA

\* How likely are you to recommend ALLO to others?

<Very Unlikely										Very Likely>	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

\* Please rate your overall satisfaction?

<Very Unsatisfied										Very Satisfied>	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

[Continue](#)



[Back](#)

100%

[Exit Survey](#)

Comments/Suggestions:

Done

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info@allophona.net  
[Live Chat](#)

Tech Support:

Hello,

We're sorry to hear you had some recent trouble with your ALLO service. Our team marked the ticket as resolved but we'd like to take it a step further and make sure you are totally satisfied with how we handled the issue.

If you have two minutes, please help us improve our service by providing some quick feedback. Please click the link below to begin a confidential survey.

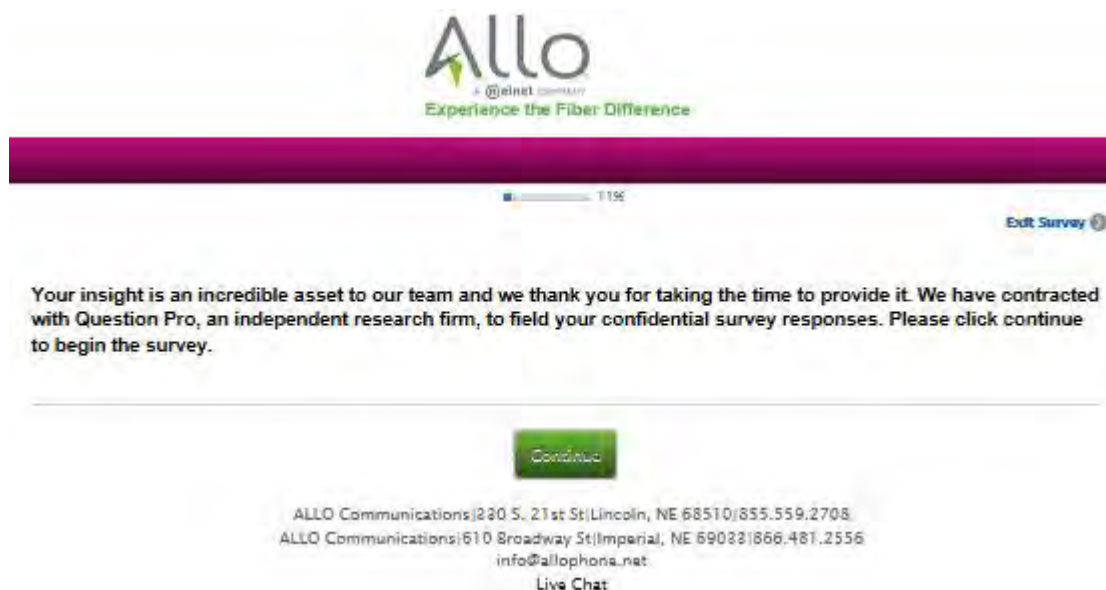
Thank you in advance for your valuable insight!

<SURVEY\_LINK>

Please contact [info@allophone.net](mailto:info@allophone.net) with any questions.

Thank You!

ALLO Customer Support



[Back](#)

Questions marked with a \* are required

[Exit Survey](#)

\* Did ALLO understand your issue?

☐ Yes☐ No

\* Did ALLO properly resolve your issue?

☐ Yes☐ No

\* Did the issue occur again after the resolution was implemented?

☐ Yes☐ No

\* How likely are you to recommend ALLO to others?

«Very Unlikely										Very Likely»
0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* Please rate your overall satisfaction?

«Very Unsatisfied										Very Satisfied»
0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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ALLO Communications|610 Broadway St|Imperial, NE 69033|866.481.2556  
[info@allophone.net](mailto:info@allophone.net)  
[Live Chat](#)





[Back](#)

100%

[Exit Survey](#)

Comments/Suggestions:

Done

ALLO Communications|330 S. 21st St|Lincoln, NE 68510|855.559.2708  
ALLO Communications|610 Broadway St|Imperial, NE 69033|866.481.2556  
info@allophone.net  
[Live Chat](#)

CSAT:

Hello,

Happy ALLOversary! We are so pleased to have you with ALLO and hope you've enjoyed the last 365 days of fiber optic service.

In an effort to continue providing exceptional service, we'd appreciate it if you'd take a few minutes to answer some questions about your experience with ALLO. Please click the link below to begin a confidential survey.

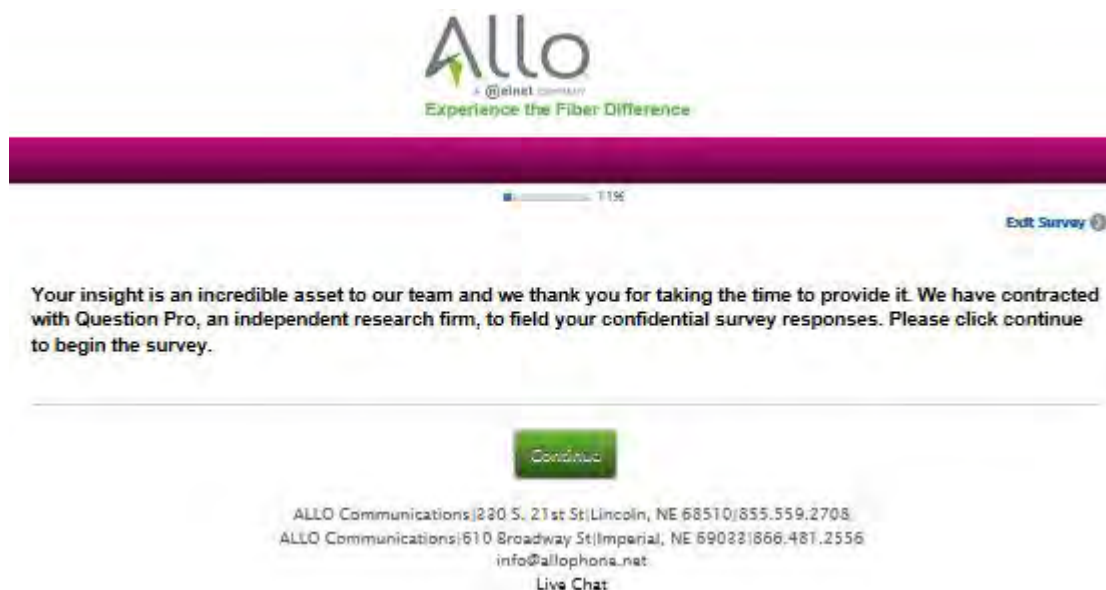
Thank you in advance for your valuable insight!

<SURVEY\_LINK>

Please contact [info@allophone.net](mailto:info@allophone.net) with any questions.

Thank You!

ALLO Customer Support





[Back](#)

Questions marked with a \* are required

[Exit Survey](#)

\* Select your current ALLO services:

- ☐ TV
- ☐ Internet
- ☐ Phone

\* How likely are you to recommend ALLO to others?

«Very Unlikely										Very Likely»	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

\* Please rate your overall satisfaction?

«Very Unsatisfied										Very Satisfied»	
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

[Continue](#)

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ALLO Communications|610 Broadway St|Imperial, NE 69033|866.481.2556  
info@allophone.net  
Live Chat



[Back](#)

100%

[Exit Survey](#)

Comments/Suggestions:

Done

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ALLO Communications|610 Broadway St|Imperial, NE 69033|866.481.2556  
info@allophone.net  
[Live Chat](#)

## Windstream Nebraska, Inc.'s Responses to the City of Lincoln's 2018 Telecommunications/Cable Advisory Board Performance Evaluation

### I. Cable Television

*As provided in City of Lincoln Cable TV Franchise agreements, the Telecommunications/Cable Advisory Board may conduct performance evaluations, but no more frequently than annually. The last performance evaluation was in 2014.*

#### a. Overarching questions (to be answered by the Board)

- i. Does the City of Lincoln have an acceptable, competitive compliment of franchisees?
- ii. Are the cost, service levels, quality, reliability, and customer service of cable television available within Lincoln comparable to similar sized cities?
- iii. Are there acceptable provisions for persons of limited means to obtain service?
- iv. Are cable TV services made available to City government and LPS adequate, reliable, and cost effective?
- v. Are our citizens satisfied with cable TV service price, quality, reliability, customer service, and level of competition?
  1. Customer service is based on FCC requirements and citizen perception

#### b. Franchisee specific questions (to be answered by the Franchisees)

- i. Do you have a method of collecting, qualifying, and quantifying complaint data from customers?

**Windstream's Response:** Windstream does have a way to track and analyze customer complaint data.

1. If so, please provide a prioritized list summarizing major complaints, the type of effort involved in resolving those complaints, and the amount of time required to resolve those complaints.

**Windstream's Response:** Windstream understands that our success depends on the faith placed in us by our customers. That's why we start work each day determined to provide the premium entertainment and communications experiences that our customers expect and deserve. When issues arise, our entire team is accountable for resolving them promptly and professionally. Since Windstream's Kinetic service is relatively new to the Lincoln market the majority of complaints received are related to customer's not understanding the technology. Windstream's call center representatives as well as its technicians are armed with customer education tips and collateral to ensure our customers

not only understand but are able to use all of the benefits of their Kinetic TV service.

2. If not, please explain what company metrics are used to understand your ability to meet service commitments and provide a summary of those metrics to help us ascertain quality of service.

**Windstream's Response:** N/A

- ii. Have you had large geographic (more than 100 customers) or long period (longer than 24 hours) service outages over the past 12 months?

**Windstream's Response:** Windstream has not experienced in large service outages over the past 12 months.

1. What caused the outages?

**Windstream's Response:** N/A

2. How long did it take to resolve them?

**Windstream's Response:** N/A

3. What is planned or in place to avoid such outages in the future?

**Windstream's Response:** N/A

- iii. How does your company implement the Emergency Alert System?

**Windstream's Response:** Windstream's local head end uses Trilithic Emergency Alert System ("EAS") equipment that monitors EAS alerts from multiple radio sources as well as IPAWS. The system is programed with the appropriate FIPS codes for the counties that we provide service in order to handle local EAS alerts. Windstream also has state and national codes programed to cover those alerts as well. Windstream is currently in the process of implementing the new FCC required "blue alerts" for law enforcement.

1. What has been your experience in terms of EAS reliability?

**Windstream's Response:** The Trilithic equipment Windstream uses has been in place for almost four (4) years now with zero failures to date.

2. How do you assure that citizens can rely on your implementation of EAS for emergency notification?

**Windstream's Response:** Windstream participates in all required tests (weekly, monthly and yearly) to ensure the alerting equipment is functioning properly. Windstream monitors these alerts in two separate network operation centers to ensure insight into what information is being displayed to customers. Windstream also uses these network operation centers to test any new county codes that are

added to the system before customers in those areas are brought onto the system.

- iv. Please provide a map of your cable television coverage in Lincoln.

**Windstream's Response:** Attached as Exhibit A, please find Windstream's coverage map. This is the same version Windstream provided as a response in its 2017 annual report filing.

1. Include an indication of geographic variations in the number of channels or the technology used to deliver television signals.

**Windstream's Response:** There is no geographic variations in the number of channels or technology used to deliver services within Windstream's Lincoln service territory.

2. Include plans for future build-out or upgrades.

**Windstream's Response:** Windstream continues to actively make network improvements to expand the geographic coverage for service availability and ensure our customers are receiving reliable service.

- v. Are there any impediments to providing services to any parts of the City or in providing uniform service quality throughout the City?

**Windstream's Response:** None at this time.

1. Can the City help resolve these problems?

**Windstream's Response:** N/A

- vi. What cable TV services do you offer to persons of limited financial means or with visual or hearing impediments?

**Windstream's Response:** Windstream's Kinetic services has a Basic tier package that it offers at low cost. Windstream also provides closed captioning and secondary audio for all programs that include those services. In addition, Windstream has a recommended compatible remote control with larger buttons to assist customers that are visually challenged. (*Universal Remote Control model SR3 with the STB code 253 for our Arris receiver.*) As customer needs arise Windstream takes all efforts to find a solution that will accommodate the customer's request.

- vii. Please summarize your participation in and contributions to the Public, Education, and Government Access (PEG) Channels in Lincoln.

**Windstream's Response:** Windstream carries LNKTV City, LNKTV Health, and LNKTV Education, as well as LCC TV – Public Access in conjunction with Charter and PBS programming from KUON. Windstream has upgraded its carriage of the City, Health, and Education channels to HD Format.

Windstream provides monthly support to the Lincoln PEG Channels through an assessment of \$0.41 per cable subscriber. This amount is passed through to Windstream's end user as allowed by law. In addition, as part of our agreement with Charter we made an annual payment of approximately \$11,000 to cover our proportionate cost to operate the Lincoln Public Access studio.

1. Are PEG and community channels available over all means of distribution provided by your company (cable channels, streaming, etc.)?

**Windstream's Response:** PEG Channels are distributed in the same IPTV format as all other channels provided on Windstream's network on all Windstream service tiers. LNKTv programs are also available at [lnktv.lincoln.ne.gov](http://lnktv.lincoln.ne.gov).

- a. Are these channels presented in your cable TV or online channel guides?

**Windstream's Response:** These channels are presented in Windstream's channel guides.

- viii. Are there issues that could be resolved or opportunities made available by modifying our franchise agreements?

**Windstream's Response:** At this time Windstream does not have any suggested or needed changes.

## II. Internet/Broadband Services

*Authorized by Lincoln Municipal Code 5.17.575, the Telecommunications/Cable Television Advisory Board is authorized to "advise the City Council and Mayor regarding general policy issues of community-wide interest relating to telecommunications and technology, including issues related to cable television franchises, technology access, broadband availability, internet, Universal Service Fund topics, wireless technology, and appropriate regulation within the City's authority regarding telecommunications systems." In compliance with this authorization, the Board deems it appropriate to examine the state of Internet/Broadband access, reliability, cost, and related issues as part of this performance evaluation. This will allow us to combine surveys, hearings, and related activities thereby optimizing the effort and time spent by all involved. Broadband services include Internet services but, by FCC definition must provide minimum bandwidths of 25 Mb/s downlink and 3 Mb/s uplink.*

- a. Overarching questions (to be answered by the Board)
  - i. Does the City of Lincoln have an acceptable, competitive complement of Internet/Broadband service providers?
    1. Do these services meet the criteria for Broadband?



2. Does the City of Lincoln have access to Internet/Broadband services at bandwidths commensurate with other cities of similar size and with the needs of our citizens?
- ii. Does the City of Lincoln provide WiFi access in public areas at a level commensurate with other cities our size and with the needs of our citizens?
- iii. Are there acceptable provisions for persons of limited financial means to obtain Internet/Broadband services?
  1. What is the level of service in terms of bandwidth?
- iv. Are Internet/Broadband services made available to City government and LPS adequate in terms of coverage, bandwidth, reliability and cost effectiveness?
- v. Are our citizens satisfied with Internet/Broadband service price, bandwidth, quality, reliability, customer service and level of competition?
  1. Customer service is based on citizen perception.
- vi. Is there a need for a city-wide high speed wireless (as opposed to coax, twisted pair, or fiber) Wide Area Network broadband service?

**b. Provider specific questions (to be answered by Internet/Broadband providers)**

- i. What Internet/Broadband bandwidths do you deliver within the City?  
**Windstream's Response:** Windstream recently announced its ability to provide internet speeds up to 1 gigabyte in the City of Lincoln.
- ii. Do you have a method of collecting, qualifying, and quantifying complaint data from customers?  
**Windstream's Response:** Windstream does have a method to track and analyze complaint data.
  1. If so, please provide a prioritized list summarizing major complaints, the type of effort involved in resolving those complaints, and the amount of time required to resolve those complaints.  
**Windstream's Response:** The information requested is outside the scope of the City's authorization under the parties' franchise agreement.
  2. If not, please explain what company metrics are used to understand your ability to meet service commitments and provide a summary of those metrics to help us ascertain quality of service.  
**Windstream's Response:** N/A
- iii. Have you had large geographic (more than 100 customers) or long period (longer than 24 hours) service outages over the past 12 months?
  1. What caused the outages?

2. How long did it take to resolve them?
3. What is planned or in place to avoid such outages in the future?

**Windstream's Response:** The information requested is outside the scope of the City's authorization under the parties' franchise agreement.

- iv. Please provide a map of your Internet/Broadband service coverage in Lincoln.

1. Include an indication of geographic variation in the bandwidth available or the technology used to deliver Broadband services.
2. Include plans for future build-out or upgrades.

**Windstream's Response:** The information requested is outside the scope of the City's authorization under the parties' franchise agreement.

- v. Are there any impediments to providing services to any parts of the City or in providing services of achievable quality to any parts of the City?

**Windstream's Response:** None at this time.

1. Can the City help resolve these problems?

**Windstream's Response:** N/A

- vi. What Internet/Broadband services do you offer to persons of limited financial means?

**Windstream's Response:** Windstream provides a variety of service packages to fit our customer's needs at various price points. Including an offering for existing voice Lifeline customers to add internet for a very low cost.

- vii. Does your company support Net Neutrality?

**Windstream's Response:** Windstream supports an open internet and does not block or slow down any internet traffic such as streaming or web browsing. We stand by our mission to provide a fast, secure and reliable high-speed internet connection to allow our customers to do everything they love on the internet without interference.

1. Would you be comfortable with the City requiring that providers within the City subscribe to Net Neutrality?

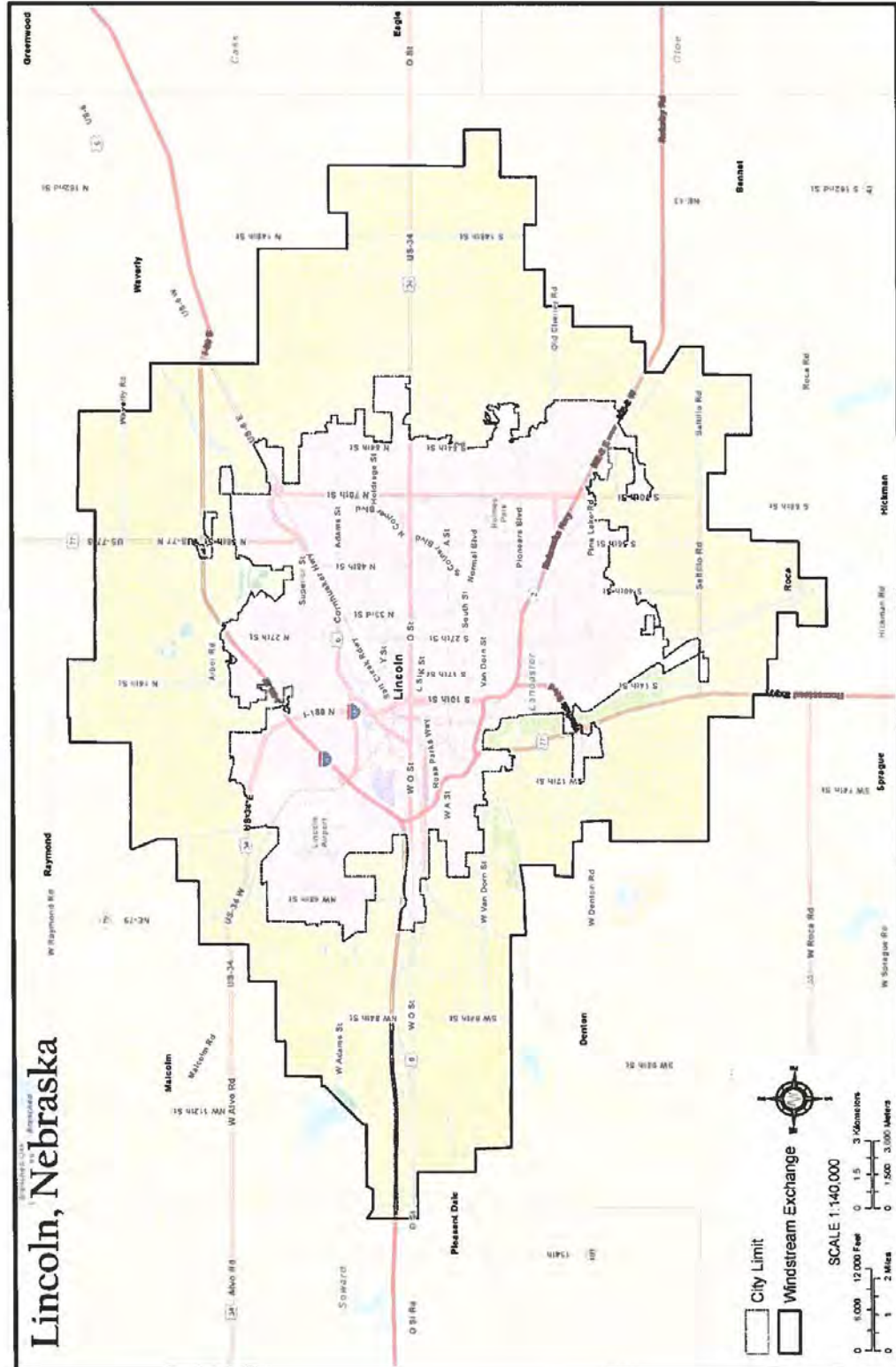
**Windstream's Response:** Since the FCC has exclusive jurisdiction over the internet, Windstream does not believe the City could legally impose net neutrality requirements as a franchise condition. States that are imposing such requirements in way that might be upheld by courts are doing so in a "purse strings" manner- if the provider wants to be awarded state contracts.

- viii. The City would like to assure that all Internet/Broadband service providers are treated equally by the City. In particular, the City would like to assure that providers are meeting City tax and fee obligations as well as municipal and industry service standards. In the converse, the City would like to assure that the City is meeting its obligations to service providers for right of way access, etc. Would your company support a city requirement that all Internet/Broadband providers hold a City franchise?

**Windstream's Response:** As a matter of non-discriminatory, equal treatment, all service providers using City rights-of-way should be required to obtain a franchise agreement, not just those in the internet/broadband service category. That said, federal law prohibits the City from imposing a separate franchising requirement in connection with Windstream's provision of internet service using any facilities already deployed along the public rights-of-way. For this reason, Windstream does not believe the City should require it to enter into a separate franchise for internet/broadband services.

# EXHIBIT A

## Lincoln City Limits vs. Windstream Lincoln Exchange



## **Citizen complaints**

#1  
Herb Friedman email

August 24, 2018

To: Arthur I. Zygielbaum

Subject: Cable Advisory Board

To CAB, to be read aloud.

Art:

My views about Spectrum .

I write this as a concerned citizen and angry consumer.

I am a life-long resident of Lincoln, and former member and chair of the CAB. I was on the negotiating team for the last franchise renewal of what was then known as Time Warner Cable, which has merged into what is now known as 'Spectrum.' I regret the day I voted for renewal of the franchise.

During the last few years, service has almost evaporated, all executive officers have moved out of Lincoln, and prices have continuously gone up. You cannot talk to any local employee above the grade of private first class.

I have been in business for 55 years, and do not expect perfection. But the way this franchisee does business is not acceptable.

For example:

Starting last Friday when I tried to turn on one of our tv sets, up popped a sign advising that there was a problem, and I was to call an 800 number (not the local number.) I tried to call numerous times, and could never get a live person, or even a non-live voice. I was placed on hold for about 20 minutes, several times, I tried again the next day, same issue. Then called the local number, same drill, placed on hold, bad music, and told how great the company is and would I like to buy more services. In the meantime there was nobody on the other end of the phone.

For some mystic reason the problem TV started to work about 4 days later.

But the kitchen TV then inherited the illness that debilitated its big brother.

Same song, second verse. This time I was connected to a male voice in San Antonio TX with a first name of EDEA ,no last name (against company policy) and no phone number but he did give me his 'extension' but without giving me a phone number so I could reach this extension (424-1311). He was 'so sorry' and 'promised' that a repair person would be at our home between 3/4PM and all would be well. Well the repair person did not show, nobody called and all was not well. Later that day my wife tried to call and 'they were on their way'; but failed to say to where they were on their way; and it certainly wasn't our house.

We have had this issue for over a week.

We have had continuous problems since the new merged company came to town.

Spectrum does not deserve to be in business, let alone have a franchise from our city.

Herb Friedman

**Diane K. Gonzolas**

---

**From:** Sonny Stewart <sonnystewart0@gmail.com>  
**Sent:** Wednesday, August 29, 2018 10:36 AM  
**To:** Diane K. Gonzolas  
**Subject:** Cable tv hearing

#2

I would very much like to have this read at the hearing Tuesday. I am a long term retiree from Lincoln. Because of health issues, One of my hobbies and pastimes is watching tv. I enjoy a most diverse list of programming as well as Netflix etc.

I decided some time ago to have 4 televisions in our house. All 4 are the latest greatest digital, hi def etc. have a whole house DVR. All are smart TVs as well. Also have spectrum internet and phone. No corners cut on the hardware. Over the years as cable vision became Time Warner and Time Warner became spectrum I have had continual problems. I know the trouble number by heart! 421-0300. I would guess the whole fleet of repair people have been in my house at one time or another. Almost always a cable box problem.

My most recent experience was last night. Was told they could not fix on the phone, and could not get here till Friday, 3 days. I find this kind of service, being without my tv for 3 days unacceptable. I eventually got it working by myself. Also seems like most of the time I get repair people overseas that do not speak English well or someone in North Carolina.

I pay \$200 a month for this service every month forever! and I expect it to work. I have found spectrum to be unreliable and unacceptable in view of the cost. Unfortunately I am not sure windstream or allo are any better. Very frustrating! Thank you for your time. I think these companies should be accountable for their service.

Virg Stewart, lincoln,

Sent from my iPad

**Diane K. Gonzolas**

---

**From:** Doug Landstrom <DJLandstrom@aol.com>  
**Sent:** Wednesday, August 29, 2018 9:47 AM  
**To:** Diane K. Gonzolas  
**Subject:** Cable TV Hearing

#3


My hope is that consideration will be given to restoring KETV to our basic cable package. I find it ridiculous & amazing that in Lincoln we have no coverage of Omaha news & events when it is the largest city in the state. I would be surprised if there is other cable companies in the country that don't have coverage of their largest city. Another consideration in Spectrum's decision to drop KETV was the fact that in doing so they failed to lower my monthly bill to reflect the lesser product. Thank you for this opportunity to express my views & I hope strong consideration will be given to restoring KETV. Per Doug Landstrom 402-450-3346

Sent from my iPhone



**Diane K. Gonzolas**

---

**From:**  Phyllis Jensen <pjensen42@me.com>  
**Sent:** Thursday, August 30, 2018 4:14 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable complaint

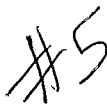
I am upset that channel 7 was dropped from our plan. Rachel Rae is a good show and it is the only channel it airs on in our area. Too many channels have duplicate shows of other channels.

Phyllis Jensen

Sent from my iPhone

**Diane K. Gonzolas**

---

**From:**  Colette Magwire <magwirecoe@neb.rr.com>  
**Sent:** Thursday, August 30, 2018 9:21 AM  
**To:** Diane K. Gonzolas  
**Subject:** Cable TV complaint

Re: Cable television


My complaint is with Spectrum Cable. We pay \$91 a month for TV and use only about four channels. We loved using TCM but they took away the Turner Classic Movie channel and gave us 450 other channels that we have never used. AND THE ADS. Why do we pay \$91 a month for TV that has 50% ads. We are sick of no decent channels and all the advertisement you push down our throats. No wonder the young kids are dropping regular TV and going to streaming.

Give us fewer channels and let us pick and choose which channels we can watch and actually use.

Dean and Colette Magwire  
402-435-0136

**Diane K. Gonzolas**

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**From:**  mdunning@inebraska.com  
**Sent:** Monday, September 3, 2018 10:59 AM  
**To:** Diane K. Gonzolas  
**Subject:** Telecommunications comment

Hello,

The Journal Star had an article about the hearing concerning our cable companies. Your email address was provided for people to comment.

I am disappointed with Spectrum because they stopped carrying the Omaha TV stations, NBC, ABC, CBS. My wife is from Omaha and much prefers the Omaha stations. We don't care at all for the Hastings channel.

Also, when Allo dug the hole for their cable in my backyard they cut the Windstream cable. It has never been fixed. This happened 11/29/2017.

A ticket was issued #173331241. A Windstream repair man came out a few days later to look at it. He asked if I was a Windstream customer. I said no. He left. I called Windstream several times. I don't think they want to repair the cable unless I become a Windstream customer.


I'm not happy with Allo for cutting the cable. I'm not happy with Windstream for not fixing it. If I ever want to become a Windstream customer they'll have to fix the line. If I ever sell my house I'll have to let the new owner know the Windstream cable is broke.

Thanks for listening,

Mark Dunning  
9000 Colby street  
Lincoln, NE 68505

**Diane K. Gonzolas**

---

**From:**  Karyn Maxey <kmmaxey@yahoo.com>  
**Sent:** Wednesday, August 29, 2018 10:40 PM  
**To:** Diane K. Gonzolas  
**Subject:** TV service

All the companies charge way too much for the service we receive. We should be able to choose which channels we want to watch and pay only for them. Stop putting tiers together and just let us pay for what we want. They all have a racket going and the cost is way too much!

Karyn Maxey  
2812 S st.  
402-438-3046  
Sent from my iPad

## Diane K. Gonzolas

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**From:** Sheryl Schultz <sas8843@gmail.com>  
**Sent:** Wednesday, August 29, 2018 4:12 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable TV hearing Tues. Sept. 4th

I won't be attending but would like to comment. I have had cable since moving to Lincoln in 1986 & I think by far Spectrum has been the most difficult to deal with.

Being a Senior citizen I live on a very fixed income & when I call EVERY year to renegotiate my mo. bill I tell them that. I try to stay around \$125.00 per mo. for all 3 items, phone, cable & internet. Usually they can figure "special" pkgs. that will keep my rates down, but this last March I got my bill & it had gone up to \$190 as my year's "special" had run out. So I called & got a young CS rep in either Puerto Rico or the Philippines but after about an hr. trying to make her understand what I was asking for I finally asked to speak to her supervisor. She did get him on the line & it took him quite awhile but he finally came up w/a pkg. for this next yr. that is \$128 per mo. all taxes, etc. included. I know the higher up you go on the chain the better deals they can offer but its such a hassle!! I'm not in a situation that I can do my own Roku, Hulu, etc. so I just deal with the hassle every yr.

Thanks for your time & I don't expect anything to change & I feel sorry for the Senior citizens that can't negotiate for themselves or have someone who can.

Sheryl Schultz  
Lincoln, Ne.

## Diane K. Gonzolas

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**From:** Syl Finke <dwf\_sjf@yahoo.com>  
**Sent:** Friday, August 31, 2018 5:07 PM  
**To:** Diane K. Gonzolas  
**Subject:** Spectrum feed back @dgonzolas@lincoln.ne.gov.

I want to voice our opinion about Spectrum:

We have "bundled" package for TV, Internet & phone paying \$156.83 monthly! Yet in numerous adds they quote the bundle is \$29.95 for each which would be \$89.85 (plus tax) but when I called they said that was for just NEW customers!!!!?

Next concern is when a problem arises there is just automated reply and if you do get thru to a "live" person they put you on hold, one time I held for 48 minutes then it went to dial tone !! This has happened many time when the problem isn't listed in their automated system and the reply is "we do not see an outage in your area"!!!! That it so we can NOT explain or get the problem fixed! It has been with the TV and Phone service at different times.

Sincerely  
Donald & Sylva Finke  
402-464-3851  
5425 Knox St  
Lincoln, Ne 68504

I tried emailing this but couldn't find an email address????

## Diane K. Gonzolas

---

**From:** Susan Lewis <splewis224@hotmail.com>  
**Sent:** Tuesday, September 4, 2018 2:29 PM  
**To:** Diane K. Gonzolas  
**Subject:** Telecom/cable public hearing

#10

I recently had spectrum out to fix a phone line. They were 5 hours late without a courtesy call, and their customer service could not contact the tech or tell me why he was late. When he arrived he had no excuse or apology for being so late. 4 hours later, having to call in help, he was done, leaving clumps of mud all over my house and front porch. I am so done with spectrum and their poor service.

Susan Lewis

Get [Outlook for Android](#)

**Subject:** FW: Allo  
**From:** Colin McWilliams <Colin.H@McWilliams.cc>  
**Date:** 8/24/2018 9:06 AM  
**To:** "Arthur I. Zygielbaum" <aiz@ctwsoft.com>

**From:** Pat Heyen [mailto:PHeyen@friedmanlaw.com]  
**Sent:** Thursday, August 23, 2018 9:33 AM  
**To:** Colin McWilliams  
**Subject:** RE: Allo

Just spent 1 ½ hours on hold trying to reach TWC with phone problems this morning. Also went online to live chat. Never connected me to a "chat", put me on hold online too.  
UGH  
SO DONE WITH TWC and Spectrum

**From:** midekalb@aol.com  
**Sent:** Wednesday, August 29, 2018 2:00 PM  
**To:** Diane K. Gonzolas  
**Subject:** Spectrum franchise and reliability

#12

I have Spectrum bundled service (phone, tv, internet). I have some level of outage every year, sometimes 3 - 4 times a year. It always takes a couple days to get a tech out to make the repairs, sometimes more than that. I have asked for adjustments to my bill at times but it has never happened. A poor level of service but I expect there is nothing you can do.

Sincerely  
Mike DeKalb  
6015 Huntington Ave  
Lincoln NE 68507  
402-466-6357

**Diane K. Gonzolas**

---

**From:** frobyne@aol.com  
**Sent:** Friday, August 31, 2018 2:33 PM  
**To:** Diane K. Gonzolas  
**Cc:** frobyne@aol.com  
**Subject:** Telecommunications/Cable Television Advisory Board Hearing Sept. 4, 2018

Ms. Gonzolas:

Thank you for the opportunity to comment on the quality of service provided by Charter/Spectrum in Lincoln, NE.

Since Charter/Spectrum terminated the internet arrangement with Internet Nebraska in June 2016, I have been less than satisfied with the internet service provided by Charter/Spectrum.

First, the monthly cost of Charter/Spectrum internet service has increased from \$39.99, plus tax to \$54.99 plus tax. That is an increase of 37.5% per month. That's an annual increase of \$180.00. For seniors on a fixed income, that is an exorbitant amount.

Next, during the past 14 months, there have been numerous internet outages, ranging from five minutes to more than four hours. Yet, Charter/Spectrum never offers an explanation, nor a credit.

Lastly, and possibly most important, is the "local" TV channels offered in the Lincoln Market. Originally, Charter/Spectrum carried the ABC, CBS, NBC and FOX TV Stations from Omaha, NE. However, presently, none are carried by Charter/Spectrum. In their place Charter/Spectrum added the NBC affiliate, KHAS-TV, from Hastings, NE. Charter/Spectrum's explanation is that the ABC, CBS, NBC and FOX TV Stations from Omaha are not in the Lincoln market.

I ask you, how can a Hastings, NE TV station be in the Lincoln, NE market? Hastings is over 100 miles from Lincoln. Further, Omaha is half that distance. Hastings is a rural community, whereas Lincoln is an urban community with suburbs, i.e., Bethany, College View, University Place, etc.

Lincoln's population is tenfold more than Hastings. According to Google Lincoln's is 280,364 (2016). [https://www.google.com/search?client=firefox-b-1&ei=HpSJW\\_C-IYfysAXXtK\\_IAG&q=lincoln+ne&oq=linco+ne&gs\\_l=psy-ab.1.1.0i13k1I10.88457.89433.0.91679.5.5.0.0.0.170.562.3j2.5.0....0...1.1.64.psy-ab..1.4.467...0j0i7i30k1.0.gjwJLCHaZOM](https://www.google.com/search?client=firefox-b-1&ei=HpSJW_C-IYfysAXXtK_IAG&q=lincoln+ne&oq=linco+ne&gs_l=psy-ab.1.1.0i13k1I10.88457.89433.0.91679.5.5.0.0.0.170.562.3j2.5.0....0...1.1.64.psy-ab..1.4.467...0j0i7i30k1.0.gjwJLCHaZOM)

Yet, Hastings population is 24,991 (2016).

[https://www.google.com/search?client=firefox-b-1&ei=S5OJW8egFI2StQWL3oH4Dg&q=hasting+ne&oq=hasting+ne&gs\\_l=psy-ab.3..0i10k1l10.209075.209946.0.210129.7.7.0.0.0.0.106.603.3j3.6.0....0...1.1.64.psy-ab..1.6.602...0j0i7i10i30k1j0i7i30k1j0i13i10k1.0.ROBWgT8hJrg](https://www.google.com/search?client=firefox-b-1&ei=S5OJW8egFI2StQWL3oH4Dg&q=hasting+ne&oq=hasting+ne&gs_l=psy-ab.3..0i10k1l10.209075.209946.0.210129.7.7.0.0.0.0.106.603.3j3.6.0....0...1.1.64.psy-ab..1.6.602...0j0i7i10i30k1j0i7i30k1j0i13i10k1.0.ROBWgT8hJrg)

Lincoln has more in common with Omaha than Hastings. The Omaha population is 446,970 (2016). [https://www.google.com/search?client=firefox-b-1&ei=HpSJW\\_C-IYfysAXXtK\\_IAG&q=omaha+ne&oq=omaha+ne&gs\\_l=psy-ab.3..0i67k1j0i131i67k1j0i131k1j0i7.42146.44271.0.45184.7.7.0.0.0.0.138.694.6j1.7.0...0...1.1.64.psy-ab..0.7.691...0i10i67k1j0i10k1j0i7i30k1.0.fKePkLEJ7HI](https://www.google.com/search?client=firefox-b-1&ei=HpSJW_C-IYfysAXXtK_IAG&q=omaha+ne&oq=omaha+ne&gs_l=psy-ab.3..0i67k1j0i131i67k1j0i131k1j0i7.42146.44271.0.45184.7.7.0.0.0.0.138.694.6j1.7.0...0...1.1.64.psy-ab..0.7.691...0i10i67k1j0i10k1j0i7i30k1.0.fKePkLEJ7HI)

Additionally, the Omaha TV stations cover events Lincoln residents have an interest. Charter/Spectrum needs to compare like markets. Like the old saying goes, compare apples to apples; not apples to oranges.

I propose the Telecommunications/Cable Television Advisory Board require Charter/Spectrum offer to the Lincoln viewers, **at no additional cost to subscribers**, the ABC, CBS, NBC and FOX TV Stations from Omaha, NE.

Respectfully,

Franklin Roby  
402-420-1169

"Doing what's right isn't the problem. It is knowing what's right." —  
Lyndon Baines Johnson, 36th President of the United States (1908-1973).

Diane K. Gonzolas

---

**From:** bm93558@windstream.net  
**Sent:** Wednesday, August 29, 2018 10:14 AM  
**To:** Diane K. Gonzolas  
**Subject:** Cable TV service

Ms Gonzolas---as a comment to your public meeting next week, as a Spectrum customer---I am upset at losing Omaha Ch 7, KETV. I am not the only one; we have a neighborhood blog, and a few weeks ago there were over 30 comments expressing displeasure. I know it's not just Spectrum, but if I recall---you're a former reporter for Ch 10, and Ch 10 and 8 are just not as professional in their programming as Omaha TV. To replace WOWT with Hastings TV is ridiculous, and with the loss of Ch 7---we no longer have professional newscast stations to watch.

Recent and true examples from Ch 10 news:

- 1) Our Town Fairbury stories from August 20ND to Aug 26TH. (It should be Aug 20th, and not "ND.")
- 2) Brad Anderson's "Visibile Satellite images." (It took three calls over a two-week period for "Visible" to be spelled correctly.)
- 3) A story about two women from "stormburg" and "Stormburg" being killed in a traffic accident. (It should have been "Stromsburg.")
- 4) A traffic accident sending people to the "hopsital."

I have called Ch 10 on each of the examples.

I could go on and on, but I call about these errors in spelling, and they're not always corrected or corrected promptly. It reflects on the City of Lincoln and a lack of professionalism. We also miss out on other items, and **I will send you an email** I sent to Letters to the Editor and copied to Ch 7. I also mailed it to Spectrum, and no reply. They're lousy on Customer Service, and I just got a billing issue resolved after FOUR YEARS of effort.

My thanks for your considerations.

Respectfully---

Bruce McKeag  
2500 S 79 St  
Lincoln, NE 68506  
(402) 488-3379

**Diane K. Gonzolas**

---

**From:** bm93558@windstream.net  
**Sent:** Wednesday, August 29, 2018 10:17 AM  
**To:** Diane K. Gonzolas  
**Subject:** Fwd: Spectrum dropping Omaha Channel 7

This is a followup to my prior email. As you can see, it took four MINUTES for Ch 7 to reply. That is professional.

Again, thanks.

Bruce McKeag

---

**From:** "Bane, Katie" <kmbane@hearst.com>  
**To:** "Bruce McKeag" <bm93558@windstream.net>, "KETV.COM NEWS" <news@theomahachannel.com>  
**Sent:** Friday, June 15, 2018 8:28:20 AM  
**Subject:** RE: Spectrum dropping Omaha Channel 7

Good morning and thank you for reaching out,

It is Charter's option to remove KETV from it's out of market channel lineup and they have chosen to do so. This is their business decision and if there are any questions you should reach out to your Charter representative. KETV's regularly scheduled newscasts, severe weather and breaking news is always available to you on line or through the KETV app. We value our Lincoln viewers and we hope they can continue to connect with us through the digital platforms.

Regards,

Katie Bane  
Executive Producer  
KETV NewsWatch 7  
(402) 522-7718  
kmbane@hearst.com

**From:** bm93558@windstream.net [mailto:bm93558@windstream.net]  
**Sent:** Friday, June 15, 2018 8:24 AM  
**To:** oped@journalstar.com  
**Cc:** KETV.COM NEWS <news@theomahachannel.com>  
**Subject:** Spectrum dropping Omaha Channel 7

I've never been a fan of Spectrum Cable TV (or their predecessor Time Warner Cable), but have maintained a business relationship with them because Spectrum has carried Omaha TV station KETV, Channel 7. Spectrum stopped broadcasting Channel 7 as of Thursday, June 14, and without any apparent warning to their cable customers. Reasons were not stated.

As someone who has lived in Lincoln for over 50 years, I have often seen Omaha television stations do a far better job of covering local Lincoln news than Channel's 10 and 8. KETV's Lincoln Bureau

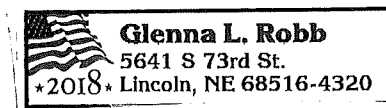


Chief, Andrew Ozaki, has great connections in his 30+ years of reporting on the Lincoln community, and his excellence in reporting has been recognized. Other Channel 7 personnel also excel with news, weather and sports---and locally produced efforts that are not repeated on another Nebraska station. KETV anchors Rob McCartney, Julie Cornell, Chief Meteorologist Bill Randby and Sports Director Andy Kendeigh and their supporting teams have also been recognized for their excellence in journalism.

On June 11, at the very beginning of the CBS Evening News 5:30 newscast, Channel 10 chose to break into the important news about President Trump and North Korean leader Kim Jong Un meetings for Ken Siemek to cover six minutes of weather. (Taking nothing away from the importance of severe storm warnings, but couldn't a scroll at the bottom of the screen be shown given the world-wide importance of the lead story?) Channel 3 (CBS Omaha) was not an option, so I switched to Channel 8 (Lincoln) until Channel 10 rejoined the network newscast.

I don't know if Spectrum's decision was based on their cost to carry Channel 7, but with the elimination of Channel 7 from Spectrum, there are fewer choices for consumers in our Capital City, and the three main network stations in Omaha are not available to Spectrum viewers. (Watching the NBC station from Hastings is a joke.) This decision also eliminates an hour or so of any local news on Saturday and Sunday mornings from the Spectrum line-up. I would appreciate the two parties resolving their issues so informed viewers have a better choice of professional local programming.

Bruce McKeag  
2500 S 79 St  
Lincoln, NE 68506  
(402) 488-3379



I would like to comment on SPECTRUM Cable Co.

I have had all kinds of trouble with SPECTRUM which took over Time Warner. Originally installed by the

SPECTRUM take over of Time Warner, I got defective black boxes, have had all kinds of TV problems.

Once I called SPECTRUM and asked for a representative to speak to, and the girl told me I could talk to

one "IF I AGREED TO A CHARGE OF \$5.00 WHICH WOULD BE ON MY BILL". I said "HELL NO!" So to get

my problem answered, a couple days later I HAD TO DRIVE TO THEIR OFFICE AND STATE MY CASE. Even

then the gal was rude and said, because my bill was so darn high, I was still on Time Warner & she would

put me on Spectrum & lowered the price, which was \$153.00 to \$120.51. BUT that price never stays the

same, it just keeps going up. You press a channel button number and you'll get Channel 3.

Other people

say they have the same problem. Most of my neighbors don't even have Cable, they refuse to watch

TV. Nor do they have Internet.

I have bundled TV, Telephone & Internet. I rarely use the telephone, there's N O T H I N G worth watching

on TV, its murder murder murder or stupid stuff I'm not interested in. I have the "Golden Girls" shows

memorized til I can quote their lines before they do. I watch some of channel 44, 58, 66, 77, 80 and 83. Thats

a pretty high price for most of that stuff on those channels I've seen over and over and over. I use to watch

the Omaha news on channel 7 and they took that off. Channel 11 in Lincoln, the news guy has such a high

voice you can't hear him. Channel 8 is next to worthless. Any local news happenings, they go out side the

door & PRETEND to be reporting on bad roads or anything. Fowler always looks like he's ready to take a nap.

Fortunately I lived most of my life in Indianapolis, never had Cable until I came to Lincoln, for which I had to

come to care for the elderly who's taxes & expensive cost of living about puts them in the poor house and also

doing the same to me in this money grabbing state & city. In fact this last week, I had two business people

tell me it was cheaper to live in Omaha than Lincoln.

Indiana cares about their people, Nebraska cares about all the money they can rake out of

people. I had  
a much better home in Indiana & annual property taxes were \$311.00 I come here and a lesser  
house with  
no yard, the property taxes were \$3900,00 a year. Auto taxes were more than double here, as  
were everything  
else. Now there's no decent family restaurants, all Bars & Grills. Downtown is nothing but a  
LIQUORED up  
Bar & Grills & the Haymarket is a disgrace, which I along with alot of others refuse to go near.  
Even the churches, are nothing I experienced in Indiana!! Last Sunday the church I went to sang  
"the  
NEBRASKA FOOTBALL song!! Nearly all the churches here you can't tell whether your in a bar or  
a church,  
with the screamin' songs and sermons that don't even relate to the Bible.  
As I was printing this, all of the sudden it disappeared, which also happens when I'm reading an  
item on some  
news paper or channel. I nearly gave up, but after digging & digging I finally found it and  
retreaved it. This  
happens often as well as similar disappearing channel's on TV. I professionally have this  
computer cleaned  
and checked once a month, so since stuff happens on the computer or TV it is SPECTRUM!!

## Randy & Linda Fitch

**From:** Randy & Linda Fitch <rfitch2@neb.rr.com>  
**Sent:** Wednesday, August 29, 2018 10:00 PM  
**To:** 'dgonzolas@lincoln.ne.gov.'  
**Subject:** Cable Service

**Tracking:**

**Recipient**

'dgonzolas@lincoln.ne.gov.'

**Delivery**

Failed: 8/29/2018 10:00 PM

email  
was returned  
as "unable to  
deliver"

Our main complaint is the high price, and it seems to creep up monthly. We have been on TWC, now Spectrum, for years. We keep hearing about using Roku or firestick devices to avoid the cable companies, but we're not tech savy and are afraid to try that. We're older citizens and are about to decide cable is a want and not a need. We are on a bundle(phone, internet and TV{basic}, and they advertise these are available for 29.99 each monthly, but we pay much more than that. When I inquired about getting service for 29.99 each, they told me this was for new customers only, and not available to us. This amounts to false advertising. When they changed to all digital, we were required to get a Spectrum Box for each T.V., and now that a year has passed, we must pay a rental fee for each. Thank you in advance for your consideration. Randy & Linda Fitch.



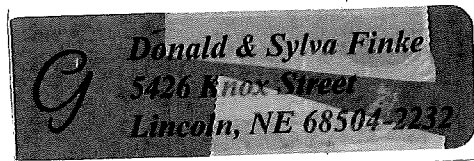
Randall Fitch  
5501 S 80th St  
Lincoln, NE 68516

- Billings - (No change in services)

DATE:	Amount:
12-27-2016	\$131.18
1-27-2017	\$139.99
3-27-2017	\$126.87
7-27-2017	\$148.55
11-27-2017	\$144.17
2-27-2018	\$164.89
6-27-2018	\$172.77
7-27-2018	\$180.66

18 months /  
38%  
increase

Find messages, documents, photos or people



Home

Inbox

People

Compose

To dgonzolas@lincoln.ne.gov.

CC / BCC

Spectrum feed back @dgonzolas@lincoln.ne.gov.

I want to voice our opinion about Spectrum:

We have "bundled" package for TV, Internet & phone paying \$156.83 monthly! Yet in numerous adds they quote the bundle is \$29.95 for each which would be \$89.85 (plus tax) but when I called they said that was for just NEW customers!!!??

Next concern is when a problem arises there is just automated reply and if you do get thru to a "live" person they put you on hold, one time I held for 48 minutes then it went to dial tone!! This has happened many times when the problem isn't listed in their automated system and the reply is "we do not see an outage in your area"!!! That is so we can NOT explain or get the problem fixed! It has been with the TV and Phone service at different times.

Sincerely  
Donald & Sylva Finke  
402-464-3851  
5425 Knox St  
Lincoln, NE 68504

I tried emailing this but couldn't find an email address????

## Cable TV hearing set for Tuesday

The Telecommunications/Cable Television Advisory Board will conduct a public hearing Tuesday to help evaluate the quality of services provided by the city's three cable television franchisees.

The hearing, from 5:30-7:30 p.m. in the City Council chambers, 555 S. 10th St., is part of the board's periodic performance evaluation of Charter/Spectrum, Windstream and Allo.

Residents are encouraged to tell the board about their positive and negative experiences with providers. Those who wish to speak at the hearing are required to sign in. Public testimony will be limited to five minutes. Sign-in begins at 5 p.m.

The hearing will be aired live on LNKTV (Charter channel 1300, Windstream channel 1005 and Allo channel 2) and streamed live at [lincoln.ne.gov](http://lincoln.ne.gov) and on YouTube and Facebook.

In addition to the public hearing, residents may comment in the following ways:

- Email: [dgonzolas@lincoln.ne.gov](mailto:dgonzolas@lincoln.ne.gov).
- Fax: 402-441-7120.
- Mail: Telecommunications/Cable TV Comments, City Communications, 555 S. 10th St., Lincoln, NE 68508.

Send



...

Saved



Phyllis R. Knosp  
1740 Saint James Rd.  
Lincoln, NE 68506

1740 St. James Rd.,  
Lincoln, Nebraska 68506  
August 31, 2018

Telecommunications/Cable TV Comments,  
City Communications,  
555 South 10th Street,  
Lincoln, Nebraska 68506

To Whom It May Concern:

I am writing to express my negative experiences with Charter/Spectrum/Time Warner. Service is impossible to receive because one cannot speak to a human being. Their phone answering system is all recorded message in which one cannot fully explain your problem. The installation of the cable boxes has been nothing but a botched-up affair. If I dare move any of the miles of cable behind my TV's to dust or clean, then my TV will not activate. Just recently when I had a problem, I spent two days filled with numerous calls to try to get service, and finally gave up in despair. Thus, one of my three TV sets only works spasmodically. And, yet, I am paying \$80.00 per month for cable TV only, and that price has to be negotiated annually, or the cost is even more. The picture and sound I receive is oftentimes choppy.

I do not see Spectrum Cable as an acceptable franchisee for Lincoln's television viewing.

Sincerely,  
Phyllis Knosp



C4

**Pete Ricketts**  
Governor

**Jeremy Fitzpatrick**  
Chairman of the Board  
Omaha

**Candice Arteaga**  
Vice Chair  
Greenwood

**Dr. Peter Seiler**  
Secretary  
Omaha

**Dr. Marc Brennan**  
Board Member  
Lincoln

**Margie Propp**  
Board Member  
Lincoln

**Dr. Frank Turk**  
Board Member  
Omaha

**Dr. Stacie Ray**  
Board Member  
Lincoln

**Norm Weverka**  
Board Member  
Brainard

**Diane Schutt**  
Board Member  
Fairbury

**John Wyvill**  
Executive Director  
john.wyvill@nebraska.gov

September 26, 2018

City Communications  
555 South 10<sup>th</sup> St.  
Lincoln, NE 68508

RE: Telecommunications Cable TV Comments

Dear Telecommunications/Cable Television Advisory Board:

This letter is to submit comments regarding the quality of services provided by the City's three cable television franchisees. It is the Nebraska Commission for the Deaf and Hard of Hearing's agency mission to advocate for Nebraskan's who are Deaf and Hard of Hearing.

Comments our agency has been made aware of include the need and importance of more accessible customer service in-person and at businesses related to the cable franchisees for Nebraskans who are Deaf or Hard of Hearing. This also includes advertisements and state-wide communications to be provided with full communication access in mind; such as open captioning. As you move forward, please consider addressing the needs of communication for all Nebraskans in relation to the cultural competency of today's society.

We would also like to express our appreciation for the responsiveness city employees have shown for questions, concerns or repair inquiries. We would like to encourage employee training on how to best serve all consumers in the area of communication access. Please contact me directly if you have any questions.

Sincerely,

John Wyvill  
Executive Director, NCDHH

10-2-2018  
Cable Advisory Board  
555 S. 10<sup>th</sup> St.  
Lincoln, NE 68508

LS

RE: History with Time Warner Cable/Spectrum  
Converted to digital only Aug. 1, 2017

Appointments:

Wed., July 26, 2017, 10-11a  
Wed., Aug. 2, 3-4p (came after 4:30p)  
Sun., Aug. 20, 10-11a (came after 11:30)  
Tues., Aug. 22, 10-11a new box  
Sun., Aug. 27, 3-4p new box  
Wed., Sep. 6, 12-1p DVR installed  
Fri., Sept. 8, 2-3p, removed DVR, new box  
Tues, Apr 17, 2018, 4-5p  
Sat., July 14, 6-7p  
Sun., July 15, 5-6p (TWC too busy, no staff available that day)  
Tues., July 17, 1p  
Fri., July 20, cable out 11:35am-12:25pm  
Sat., July 21, 3-4p  
Thurs. Aug 2, 1-2p

2017

Wed. July 26      service cuts out to black screen  
Wed. Aug. 2      new box #1 installed. Tech removed splitter and special tape. Inferred VCR caused problems  
Fri., Aug. 11      Guide only extended to 24 hours (Sat., midnight)  
Sat., Aug. 12      Guide to Sunday midnight. Called (San Diego) and told to reboot. Search function limited to On Demand only programs. Rebooted every day until Thursday, Aug. 17 when system 'popped.' No search or info functions and TV screen kept freezing. Functions returned somewhat later in day except for limited Search function.  
Mon., Aug. 14      Called Lincoln tech indicated some limited Search function at site. Would report to engineering.  
Sun., Aug. 20      Another new box #2, smaller yet. The found Search function for On Demand only programming and reported to supervisor. Called again for tech support (Texas Asian?) we argued and she disconnected call. Called again, was told would be called back and box replaced that day (Sun., Aug. 20).  
Mon., Aug. 21      Called tech support in Lincoln. New box to be delivered Tues., Aug. 22  
Tues., Aug. 22      New box #3 and smaller yet. Still limited Search function. Reported to supervisor and forwarded as engineering problem. After tech left noticed a long time lag using remote. No response for several seconds when changing channels, selecting info page comes up in pieces.  
15 minutes each time to reboot. Next available apt. Sun., Aug. 27, 3-4.  
Service keeps getting poorer with each box getting smaller.  
Aug. 27, new box #4 smaller with no time display or channel screen display  
Mon., Aug. 29, 2pm Cable out, frozen screen, pixels. Channel 9 lost until 4pm  
Tues., Aug. 20      requested one day credit.

Wrote complaint letter to Spectrum Customer Service about screen turning black, freezing, pixels, limited Search function.

Sept. 5    Went to Spectrum to change remote, agreed to change from TWC to Spectrum programming.  
3-45p Channel 126 pixeled out,  
4:45pm Called (Texas) about complaint of limited Search functions (since Aug. 1)  
6:30pm VP Regional Mgr called about Search function



7:05 lost Channel 99 and 310, screens totally black (NFL football)

Sept. 6 Changed to DVR service, still limited search . No 'Reminder' function with a DVR (another downgrade).  
6:20p called Spectrum to change out DVR.

7pm Perry Watson, area VP called. Working on Search function; would be fixed by 9-8

Fri., Sept. 8 DVR removed and new box installed. Reminder works. Remote very slow to respond. Box like #3 w/display. Still limited Search except for On Demand. Can't search for NFL football, other current sports, upcoming or current programs on guide.

5:10p Perry Watson called to report working on Search. Engineers isolated broken link. Mon. or Tues.? Remote with new box very slow.

Tues., 9-12 Search finally works.

4:18 Channel 9 crashed. Pixeled and frozen screen. All channels lost.

Wed., 9-13 Cable box turned itself off at 9:30p.

Sun., 9-17, 2:30p Lost channel 9.

Tues., 9-19 6:10-6:15 channels freezing. Lost all channels until 7pm

Sept. 24 6:50p Channel 315 screen pixels.

Sun., Oct. 1 Noon: no search function, rebooted. Limited scroll forward through Guide. Cannot hold arrow down for continual scroll. Audion cuts out, called 12:20p

Oct. 4, 9:55 Channel 625 Lost audio.

Oct. 6 Noon Channel 18 screen pixels constantly through program.

Oct. 9 2pm channel 137 screen pixels, audio cuts out.

Oct. 10 10:45 tech visit. Problem with toggle and outside service.

## 2018

July 17 tech found nothing. Screen freezing while here, still found nothing.

July 18 9:58a screen froze (missed end of program)  
10am, 10:02, 10:03, 10:15, 10:17, 10:18, 10:20 channel 125 screen froze over and over  
Quit watching at 10:30a  
Channel 11, lost, screen pixeled

July 20 Channel 166 5:03p all screen pixeled  
Channel 11 11:35 froze  
Channel 166 black, all channels black  
11:45a Called TWC, rebooted from TWC. Scheduled appt. 3-4pm  
12:10 recalled, reboot locked, unplugged box, tech said signal problem.  
2:36p Channel 18, froze, lost audio. Channel 9 4-5pm no audio

July 21 channel 130 2:10p audio cuts out, bad HDMI cable, changed out.

July 30 Channel 130, Lost channel, quit @ 7pm

July 31 Channel 9, 3:50 screen froze, lost all channels, returned after 4pm

Aug. 2, TWC at apt. lowered signal.

Aug. 7 Chnl 175 2:16p screen froze pixeled.  
Chnl 107 5:05 to 5:07p screen froze, pixeled.  
Chnl 6 8:45, 8:55 screen froze

Aug. 8 Chnl 9 4:30-5, screen pixeled, audio cut out  
Chnl 8 5pm " " " "  
Chnl 138 6:30p " " " "  
Chnl 132 6:54p " " " "  
Chnl 8, 10-10-10p, ongoing pixels through screen, audio out

Aug. 10 chnl 18 12:16 screen pixels.

Mon Aug. 3 chnl 166 10:21, 10:22, 10:31, 10:32, 10:36, 10:38, 10:40, 10:42, 10:43, screen freezes, audio cuts out, screen black out.

Chnl 11: 11:02a, blackout

Chnl 18: 1pm audio cuts out

Chnl 184 1:09pm screen freeze, pixels

Wed., Aug. 15 Chnl 6/1203 9:23a screen blip

Sat., Aug. 18, 8:50p chnl 8 lost channel, screen freeze until 9:10pm

Mon., Aug., 20 Channel 9 7:05p screen pixeled

Tues., 8-21 Chnl 172 1:39p, cable out

Chnl 6 8:35p big blip in audio

Aug. 24 Chnl 18 12:24, 12:33, 12:33:05 screen freezes

9:20a cannot Search

Aug. 25 9:50a cannot Search

4:25p Returned home, sat down and cable box rebooted without being turned on.

Aug. 31 chnl 132, 9am Animal Planet audio blips throughout program

Sept. 1 Chnl 8 off air (rain?)

Sept. 11 chnl 166 1:25p Screen freeze, audio cutting out

**9-17-18 Received letter from Spectrum that promotion was ending, rate increasing. Called and told that quality not guaranteed. Rates increasing regardless.**

Sept. 18 Chnl 11 11:24am screen froze: 11:30a audio blip

Chnl 130, 6:38, 6:44, 6:52, 6:53, 6:59p audio cuts out, screen freezes

Chnl 6 7:33p audio cuts out

Sept. 19 Chnl 6 7:06 audio cuts out

Sept. 20 Chnl 155 5:47p screen froze

Sept. 24 Chnl 8 9pm off air

Sept. 26, Chnl 138 9:20, 9:21, 9:26, 9:27p new program. Screen froze, audio blips

Sept. 17 chnl 18 2-4 audio cuts out

Oct. 1 Chnl 6 audio cut out throughout program (the Voice)

Respectfully submitted



Connie Guillaume

841 S. 9

Lincoln, NE 68508

402-476-0447

**Diane K. Gonzolas**

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**From:** bm93558@windstream.net  
**Sent:** Tuesday, September 25, 2018 7:52 AM  
**To:** Diane K. Gonzolas  
**Subject:** Cable TV comments

HC

Diana---short and sweet: **Bring back Omaha TV station KETV.**

Since Channel 7 was bumped in June, we have NO local news on Saturday or Sunday mornings. The professionalism of WOWT and KETV is far superior to KLKN and KOLN, and we also lose many "local" Omaha-produced stories about Husker sports, etc. Replacing an Omaha station with a Hastings station is a total joke. (I recall you once worked for Ch 10, and I know you were always professional.)

**MANY** people share my views, and I have previously sent you two emails. You were out of the office at the time, and I forwarded to your designated person. I will re-send and just in case.... Thanks for listening.

Bruce McKeag  
2500 S 79 S  
Lincoln. NE 68506  
(402) 488-3379

## Diane K. Gonzolas

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**From:** Terry & JoAnn Adair <tjadair@windstream.net>  
**Sent:** Friday, September 28, 2018 1:49 PM  
**To:** Diane K. Gonzolas  
**Subject:** Spectrum Cable Subscriber

I have Spectrum cable and would like to voice my concerns about the poor quality of product I receive. There has been a long ongoing issue with the sound not synced to the picture. I have complained to Spectrum about this and the only answer they have is to reboot the cable box that does not change anything. I am also experiencing sound that breaks up and cuts out for short periods and pixilating picture.

I general I think for the money that Spectrum charges they could provide a much more dependable cable experience.

Terry Adair

**From:** WebForm [mailto:none@lincoln.ne.gov]  
**Sent:** Tuesday, September 11, 2018 7:22 AM  
**To:** Jon Camp <jcamp@lincoln.ne.gov>; Roy A. Christensen <RChristensen@lincoln.ne.gov>  
**Subject:** InterLinc - Contact

### City Council - Contact

Date : 9/11/2018 7:22:08 AM

**name** Donna Becker  
**address** 3000 Orwell St  
**city** Lincoln  
**state** NE  
**zip** 68516  
**email** [drbecker@ymail.com](mailto:drbecker@ymail.com)

**comments** I have spent 6 days trying to get Spectrum to come out and service my Cable feed. I talked to 10 people in those 6 days. (no local phone number available) They supposedly expedited my service call 3 times and no

tech has shown up. I noticed on the BBB website that Spectrum has over 16000 complaints with them. I have friends that can back this up, as they have had issues as well. The cable feed is terrible, with hesitation and skipping in the feed and some TV's not even getting reception at all. I highly suggest someone on the council do something about Spectrum's service. We, citizens, are paying a VERY HIGH cable bill with Spectrum and for what???.....a very poor service. Please do the public a service and either make Spectrum own up to their issues or move out and get a reputable Cable company in Lincoln. I chose to contact you two, because I believe of all the council members your two have it together.

IP: 76.84.117.195

Form: <https://lincoln.ne.gov/city/council/contact.htm>

User Agent: Mozilla/5.0 (Windows NT 6.1; Win64; x64; rv:62.0) Gecko/20100101 Firefox/62.0

**Diane K. Gonzolas**

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**From:** Rodrick Bruce <rrwjbruce@gmail.com>  
**Sent:** Tuesday, September 4, 2018 6:22 PM  
**To:** Diane K. Gonzolas  
**Subject:** Comments regarding Charter/Spectrum TV Cable provider in Lincoln NE

Regarding the performance evaluation TV cable provider **Charter/Spectrum** in Lincoln NE.

**Charter/Spectrum** My last Billing and final billing for the 12 month period ending in May of 2018 was \$190.19. This billing did include a movie package of HBO, Cinemax, and Showtime. Tried to negotiate for the upcoming next 12 month period. Not negotiable at all take it or leave it. Billing per month keeping the same package would be more than \$208.00 per month for the next 12 months. This would be over a 9% increase for the next 12 month billing cycle. Do realize that they have increases that have to be passed on to their customer regarding high payments to franchises like Disney and the NFL, etc. We the customer also have to pay for their ever so increasing Spectrum advertising TV commercials and flyers, too. Prior years under Charter, they were more flexible and much better monthly option packages available. Have been told by several ex Charter/Spectrum customers that they have lost many previous TV cable customers. Please submit this to the Telecommunications/Cable Television Advisory Board. Thanks!

Best regards,

Rod Bruce  
7710 Glynoaks Dr  
Lincoln NE. 68516

(402) 261-62678

[rrwjbruce@gmail.com](mailto:rrwjbruce@gmail.com)

**Diane K. Gonzolas**

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**From:** Croghan, John <JCroghan@immanuelcommunities.com>  
**Sent:** Wednesday, September 26, 2018 3:51 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable



Telecommunications/Cable Television Advisory Board:

The Landing at Williamsburg Village has their services contracted with Spectrum.

Their transition to digital by Spectrum was poorly organized and communicated. The technicians they had on site were slow and not all had significant knowledge of their end task. Our maintenance team was essential to assure a high level of customer satisfaction. We continue to have many issues in a multi resident retirement community with the Spectrum digital boxes, if Spectrum were providing even par customer service they would be on our site 3 to 5 times a day resetting their boxes. Our residents receive the support for their Spectrum boxes through our maintenance team. When we have customer service related items that are unable to be corrected by our team, it can be extremely frustrating to get service from them as a provider. Then it can sometimes be several days, depending on the issue, before they are onsite. Our residents are not out working 8 to 9 hours a day, so when there is a cable or phone disruption it becomes a significant disruption for their day.

I was asked by our residents to send a note, since they saw the posting in LJS for the upcoming board meeting.

Please let me know if you have other questions.

John Croghan  
Executive Director, The Landing at Williamsburg Village  
3500 Faulkner Drive, Lincoln, NE 68516  
Telephone: (402) 328-2220  
[www.immanuel.com](http://www.immanuel.com)



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## Diane K. Gonzolas

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**From:** bcrosier@neb.rr.com  
**Sent:** 19 Tuesday, September 25, 2018 4:25 PM  
**To:** Diane K. Gonzolas  
**Subject:** Spectrum service comments

My biggest complaint, aside from the exorbitant costs, are the quality of the broadcasts I receive on the local channels. Pixelization is predominant on a daily basis, at almost any time of the day. As I am creating this email my wife is watching Dr. Phil (UGH) and I can hear the broadcast almost constantly breaking up and freezing; this has gone on now for twenty minutes. This is one of the hot topics of anyone I talk to who also has Spectrum. My son, daughter and brother-in-law have all cut the cords and now have no pixelization thru their streaming services. I will soon be joining them.

Bill Crosier Jr.

**From:** Ken Curtis <kcurtis@neb.rr.com>  
**Sent:** 20 Thursday, September 6, 2018 8:10 PM  
**To:** Diane K. Gonzolas  
**Subject:** Time Warner volume complaint

The volume for programs on Time Warner channels is much lower than commercials. Volume increases greatly when commercials come on.

Time Warner failed to correct the problem when notified in June 2018. Told me to change settings on tv to compensate. My tv does not have that feature.

Kenneth Curtis  
1400 Crestline Drive  
Lincoln, NE 68506

402 853-8544  
kcurtis@neb.rr.com

**From:** Ann Cusick <acusick@me.com>  
**Sent:** 21 Tuesday, October 2, 2018 3:27 PM  
**To:** Diane K. Gonzolas  
**Subject:** Omaha ABC /Channel 7

I thought by now I would have gotten used to not getting Ch. 7 but no such luck. I'm an early bird so not getting any local news on weekends or during the week until 7 am is tough. I now watch/listen to Ch. 7 on my phone, not exactly ideal. The news-staff on Ch. 7 are SO far superior to Ch. 8 its not even comparable. Just because we don't live in Omaha doesn't mean we don't want to watch their TV channels. I still miss their NBC channel. I would be willing to pay to get Ch. 7 and so would my aunt out in York! I'm a quality, not quantity person and would rather get fewer decent channels instead of a gazillion channels with nothing but garbage and reality shows.

Please, please, please bring back Ch. 7, you would make so many people happy ☺

Thanks,

Ann

## Diane K. Gonzolas

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**From:** Dale <skycam9000@aol.com>  
**Sent:** Wednesday, September 26, 2018 7:47 PM  
**Cc:** Diane K. Gonzolas  
**Subject:** Comments on Spectrum

22

We have spectrum TV with one box. We are charged seven dollars a month for that one box that spectrum says we have to have. The box is not necessary to receive their signal by using their app, but Spectrum says we have have one box. We assume they are charging us so they can collect data. Spectrums app and signal doesn't work at times or the signal drops out so you have to reload the app. The HD drops off from time to time and comes back on after 30 sec to one minute. We are looking at leaving Spectrum.

Sent from my iPad

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**From:** Susan Diers <susandiers@neb.rr.com>  
**Sent:** Friday, September 28, 2018 5:49 PM  
**To:** Diane K. Gonzolas  
**Subject:** Spectrum issues/thoughts

23

In the newspaper you asked for issues with Spectrum... this is what I can think of.

I have had Time Warner forever, and of course now Spectrum, and for the most part get along fine with everything. They are usually helpful on the phone and when they need to stop by. But these are some issues I have had with Spectrum/Time Warner that are mainly just irritating:

- The TV picture often pixilates and then the sound drops while it resets. I know this can be weather-related and nothing can really be done about this problem. But it seems to be happening more and more.
- Needing a 'box' for every TV you own in order to get cable channels sucks. It's almost \$12 a month per box. I get one box free with the bundle I have, but the bedroom TV has to have a box to work and get the channels. You used to be able to just attach the cable to the TV and then you got some of the TV channels... I think just the basic ones... but it didn't cost you. I feel like they nickel and dime us.
- I can't believe how much I pay for it monthly. I have phone/tv/internet in a bundle which is cheaper but being retired now \$160 a month hurts. I don't use their phone answering service, actually no one has ever talked to me about that but I think it's covered in my bundle. I don't have DVR... I still have a VHS recorder that I use sometimes.
- When changing channels the station you pick many times just stays black... you get nothing. Sometimes it drops in eventually but other times... not so much. Some of my friends have noticed this too.
- I was trying to check the temps this past week and usually go to the Classified Channel on Ch. 490... today was the first time in 4 or 5 days that it worked. It has just been black.



- One problem I have had several times is when the channel I am watching changes to a different channel by itself. When I check the guide ... it says I am on the channel I was watching... but the show has been switched to a VH1 show. I talked to Spectrum about this and they were clueless.
- I'm little frustrated with On Demand... sometimes I want to watch a show I missed the night before, but it isn't available until after the next week's show has played. Sometimes it is available the next day but not always. Also several of the channels/stations I have in my bundle don't put their shows on the On Demand. This might not be a problem with Spectrum just the individual network. With no DVR I miss some things. This week I missed a show or two and went to watch it On Demand but had to pause it for a little bit and then couldn't get it to resume. I had to go to my other TV with a box in the house to see the show, from the start of course. No fast forwarding on new shows.
- I think it was two weeks ago when the Civil Defense Warning test they run was very irritating. (Whoever *they* are.) I know they need to do this but one night I was up late about 2 AM watching a movie and I think it ran 6-10 times during that hour. It was so loud and of course the movie sound drops off. It typically runs around 10 AM. I don't think they need to run it over and over and over. Just pick one time on Wed. and run it.
- My internet is fine... just popping off every now and then. I can reset the router and the box for the TV if need be.
- My daughter has trouble with her Spectrum internet a lot more that I do at her house.
- My friend has trouble with both the TV and internet. She lives in an apartment and Spectrum claims the connections are old. She pays a lot for really bad service.

Susan Diers  
[susandiers@neb.rr.com](mailto:susandiers@neb.rr.com)  
 Lincoln, NE

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**From:** Alan Doster <adoster@neb.rr.com>  
**Sent:** Monday, September 24, 2018 8:11 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable TV



Dear Sir or Madam:

I am responding to the requests regarding cable TV. In my opinion, cable service is way too expensive for what a subscriber gets in turn. In my household, we get basic and second tier TV, basic internet, and telephone. Cost is approximately \$179/month. Every year Spectrum raises the rate \$30-40/month until I complain that I am going to switch to DISH. Spectrum "discounts" it \$20.00 and gives me the impression that they are doing me a favor but the overall price still goes up.

I would survey different municipalities including Omaha and see what others pay for similar services. We need more competition to drive prices down to acceptable levels. I feel bad for lower income families that have to have internet in order that their children can do their home work. I know that Spectrum's charges consume a large portion of their disposal income which is a burden.

Sincerely,

Alan R. Doster

Sent from my iPad

## Diane K. Gonzolas

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**From:** Joe Eisenberg <joe@k0neb.com>  
**Sent:** Sunday, September 30, 2018 6:43 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable TV performance comments



I am Joe Eisenberg, a past member of the Cable TV Advisory board and I wanted to file my comments for the current periodic service review. I have lived in Lincoln since 1972 and have subscribed to Cable TV and telephone services since then and to internet services since 1984. We have certainly come a long way since 12-channel cable TV and rotary dial telephones and dial-up modem internet service in Lincoln. Ever since I came to Lincoln, I found myself envious of those in my home town of Omaha having much higher quality service from the providers available there. No longer is that the case. When I saw that fiber to the home service was going to be brought to this city, I knew that Lincoln was about to take a quantum leap over Omaha in terms of service quality and speed.

My experiences with my previous providers really didn't meet up to my expectations considering the level of technology that was and is now available. When Allo fiber service became available in my neighborhood, I jumped at the chance to change all of my services over to them. Throughout the process of signing up for service, the installation, and operation of my subscription, Allo has been a model of excellence. Appointments for installation were kept with remarkable timeliness. As an amateur radio operator, I had a unique problem of unmarked buried copper ground wiring as well as RF transmission lines I had placed in my yard. I was very pleased to have a supervisor, Justin Williamson from Allo visit my home and work with me to mark where my underground connections were to avoid any kind of problems during the burial of fiber to my house. The subsequent indoor installation also went smoothly, and within a couple hours, I had everything working perfectly.

As an IT professional working in both Omaha and Lincoln, I have had 3 of my Lincoln customers switched to Allo, and the network performance has been flawless for their businesses, saving them and myself the headaches of troubleshooting issues outside of our control. I have received not one single trouble call related to internet service from these customers since they connected to Allo. In addition, my calls to Allo tech support have been promptly answered, many times on the first or second ring by local or Nebraska-based technicians who solved my installation issues in less than 2 or 3 minutes on the phone. With the other providers, I have had to make sure my cell phone was fully charged and that I had taken a bathroom break before initiating contact with them. The simple task of providing me the correct fixed IP address information and making sure that I could connect to the networks of Spectrum and Windstream are long and cumbersome procedures. The Omaha area providers I have had to deal with as part of my work were at least as difficult. Allo has made this the easiest part of my tasks when installing or configuring firewalls at my customer sites.

A recent brief TV service outage on Allo was instructive as to how they handle problems. When I called them to report my problem, there was already a recording to inform me that it was a systemwide outage, and that I could register my problem if needed. I didn't have to wait on hold for an extended period to find out what the issue was, nor deal with overseas technical support. I frequently appear on online webcasts dealing with amateur radio, and prior to changing to fiber service, I had difficulty with my upstream data rate on DSL not being sufficient or reliable enough to provide both quality audio and video. I can now make HD video appearances on these webcasts with no problems at all. My friends worldwide now envy the level of service we have available here in Lincoln.

In my years on the Cable TV Advisory Board, we could only dream of such quality service and now it is a reality. As a member of the Board, I used to listen to a litany of complaints about poor service and only could bring each to the attention of our single provider and hope they could address these customer problems. Lincoln is fortunate to now have such a high quality provider in Allo and I will hope that their current quality of service will continue long into Lincoln's future. Allo is a model that other companies should strive to follow. There is really no reason why the other providers in

Lincoln could not have upgraded their facilities and service. I wish for my comments to be included in the filed comments for this periodic review.


Joe Eisenberg  
7133 Yosemite Dr.  
Lincoln, NE 68507  
402-440-7873

[joe@k0neb.com](mailto:joe@k0neb.com)

## Diane K. Gonzolas

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**From:** Syl Finke <dwf\_sjf@yahoo.com>  
**Sent:** Sunday, September 9, 2018 5:09 PM  
**To:** Diane K. Gonzolas  
**Subject:** Episode that happened Sunday, Sept 9th @ 1:00 pm



Diane Gonzolas

I want to bring attention to (again) the problem we are having with Spectrum!

The Ne and Iowa volley ball game was to be on television channel # 370 at 1:00 PM. We turned the set on at 1:10 and for 5 min or so NO Volleyball...so I dialed Time Warner (Spectrum) at 402-421-0300 to see if it had been postponed or what the problem was...eventually after all the commercials someone came on and said they'd switch me to right person who could tell me but the volume of callers were high and I was put on HOLD!!! That was at 1:00, I waited 20 mins put home phone on speaker and called Spectrum # 1-800-892-4357 with cell phone!! Guess what I was put on hold and had the same advertisements on BOTH phones!! Volleyball game finally came on but I left the home phone on speaker to see if Spectrum would ever pick up....it was 2:05 pm when they a person finally answered that's 55 minutes in HOLD!! This seems to happen whenever we try to call for a specific problem that is different from what their automated answering covers!!

I appreciate being able to to tell someone,

Sincerely  
Donald and Sylva Finke  
5426 Knox St  
Lincoln, Ne 68504

402-464-3851

## Diane K. Gonzolas

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**From:** JDGarrett <jdgarrett@windstream.net>  
**Sent:** Friday, September 7, 2018 6:53 AM  
**To:** Diane K. Gonzolas  
**Subject:** My email statement for the September 4, 2018 Public Hearing on Cable TV.

Cable Advisory Board.

The following is my email statement for the September 4, 2018 Public Hearing on Cable TV.

As a subscriber to cable provider Spectrum I am requesting the Cable Advisory Board to require Spectrum to offer the Omaha television channels.  
Currently Spectrum subscribers are not able to receive any Omaha television stations via Spectrum.  
They recently pulled the last Omaha station from their offering.  
Lincoln Spectrum subscribers are forced to watch the local news from a middle Nebraska channel and watch local ABC and CBS from only the Lincoln channels.  
I have nothing against middle or western Nebraska since I grew up there however I now live in Lincoln and have interests in eastern Nebraska that includes Omaha.  
There is tremendous demand and preference by Lincoln Spectrum viewers to be able to view Omaha television channels rather local news in middle of Nebraska.  
Even the interstates 3 lanes between Lincoln and Omaha speak volumes in the preference of Lincolnites interest in Omaha and to be able to know what is going on in Omaha.

Please require Spectrum to offer Omaha television station.

Thank You

Jim Garrett

[jdgarrett@windstream.net](mailto:jdgarrett@windstream.net)

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**From:** Karie Irions <kariekji@yahoo.com>  
**Sent:** Tuesday, September 25, 2018 8:41 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable

I just recently received my Spectrum bill and another increase appears -my bill is now \$196-approximately \$130 of this that is for tv which is absurd. The only way to get the bill down is to give up "the box" which I use for recording shows since I work a lot of nights. If I don't give up the box I can only save about \$30 but then I give up channels I really want. They trap you. My internet is about \$65 which isn't bad but \$130+for tv is criminal. It is clear that most TV providers are criminals and take advantage of the public. I rank them right up there with insurance and pharmaceutical companies. I will likely be forced due to high medical bills to have to give up cable and go with Hulu or Netflix and learn to enjoy delayed access to shows. It is all very frustrating and irritating.

Karie Irions  
Lincoln

Sent from my iPhone

## Diane K. Gonzolas

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**From:** Luanne Jones <LuanneSJones@aol.com>  
**Sent:** Monday, September 24, 2018 1:19 PM  
**To:** Diane K. Gonzolas  
**Subject:** Spectrum

29

I pay an enormous amount for tv, phone and internet through Spectrum and receive really crappy internet service which also affects our phone service. I have an elderly mother and a daughter who has a pacemaker connected to that phone line. I have been complaining for at least 4 months about dropping internet signals. They came out one time and supposedly updated everything in the house ( that was in July) and we are still having the same issue!!!! When I call and complain they have minimized how many times I have called ( conveniently only finding only a couple of calls) on top of all that they are rude and condescending. I am so sick of it all, thought about switching to Allo but my Sister has been having issues with them. Cable service has you over a barrel, you pay enormous amounts of money for a service you don't get

Sent from my iPhone

**From:** Don Lanning <dlanning@neb.rr.com>  
**Sent:** Friday, October 5, 2018 8:42 AM  
**To:** Diane K. Gonzolas  
**Subject:** Cable tv service

30

Hello Diane,

We saw the article in the Lincoln Journal asking for comments regarding cable tv service. We are Spectrum customers and for the most part are fairly satisfied. There are occasional glitches in the broadcast service however we have always used this provider since they were Cablevision so we don't have a frame of reference for the other companies. It does seem that they keep raising rates arbitrarily so we have to negotiate the cost back down to a reasonable amount. They also put some shows in the gold package tier that don't seem to require that level of service but rather is a way to get customers to subscribe to the most expensive package. For example, some cartoons are only available with the gold package. Doesn't make a lot of sense.

Our biggest disappointment is the fact that Channel's 6 and 7, WOWTV and KETV have been dropped from availability. To be honest, their news broadcasts are far superior to the stations available to us now for NBC and ABC. We were told that this was an FCC decision however that doesn't make a lot of sense to us when we pay such high prices for cable service. It seems that we should have all of those channels available. In the case of the NBC channel news, they openly state that they concentrate on the "tri city" area, not Omaha or Lincoln. We question the response that it is all on the FCC. That seems pretty convenient.

We hope these comments are helpful.

Sincerely,  
Don and Mary Lanning  
4541 Birch Hollow Drive  
Lincoln NE 68516  
[dlanning@neb.rr.com](mailto:dlanning@neb.rr.com)

## Diane K. Gonzolas

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**From:** Susan Larsen <slarsen98@hotmail.com>  
**Sent:** Wednesday, September 26, 2018 11:02 AM  
**To:** Diane K. Gonzolas  
**Subject:** Spectrum Cable/Internet Service Comments


- 31
1. Called local number about service, but they only handled business accounts. Was transferred about four times from one regional office to another before someone could actually help me. Even they weren't correct contact, but finally found correct number after they looked into it. No notice from Spectrum of the change.
  - 2: Majority of days, when I try to access my internet, it won't connect my pc. My pc tells me I'm connected, but I cannot access any websites. Diagnosis usually tells me I do not have a valid IP number. At other times diagnosis advises me to unplug the router and try again. This doesn't always work. It reminds me of the old days, when we could only have one user online at a time.
  - 3: My firewall service advises me there are over 7500 ports open to my internet service, risking a hacking of my data. Fortunately, I don't store account information outside the firewall's browser, but even a firewall can be hacked. I hope I can rely on the secure log in processes of my financial partners.
  - 4: The technicians, who take my calls are generally helpful. I did encounter one, who told me the fault was with my pc, when I couldn't get a connection. But I've had the same IP for over ten years. And things work perfectly on some days. I've noticed those are days, when I have not been online on my cellphone.
  - 5: Spectrum boasts of how many channels they offer, but many are duplicates running the same programming. HD means nothing since they went all digital. Many channels are ridiculous reality type programming, many are music, many are religious, none of which interest me at any time, not even as background noise to nap by. :)
  - 6: You can record 2 shows to watch later, if you're not home watching. Then you can watch one and record one. So we have a couple hundred "choices" (most of which are useless), but can only access 2 per session. Unless we pay for a movie, of course. Strange how Blockbuster financed infrastructure & labor for the same price; i.e. they're gouging.

7: In order to access the few programs we like at a decent price we have to take a "bundle". I have a phone number that I will never use, but I'd pay more, if I dropped it. Also, they're always offering specials to get people to sign up. They're so cheap and our cost is subsidizing their promos. Allo and Windstream may have better service in one area, but there's no competition except for bundles at any of them. If I want internet from Allo, phone from some non-combined service and television from cable, I will pay more than a bundle at one company. That's not true competition based on service or quality.

I would like to choose exactly which channels I want from their line-up and not be charged for all of these other stations that offer programming I don't want. I want to be able to record every show I like occurring at the same hour as one I watch. Great shows get cancelled, because of ratings that may be affected by line-up. That is competitive between the few owners of content, but not between shows. Producers of content are the creative foundation of the entire industry.

Thank you for your time and attention to my comments. I hope something comes of it, because at this point I am preferring streaming, where I pay less, but get the shows I prefer without the freeriders.

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**From:** Barry Loock <barryloock4@gmail.com>  
**Sent:** Wednesday, September 26, 2018 11:58 AM  
**To:** Diane K. Gonzolas  
**Subject:** cable tv comments



Spectrum is unreliable and expensive. You can no longer get tv reception without a box or internet access and there is a monthly charge plus fees and taxes for the box. We have one box plus Roku access (via internet) on two tvs. We have bundled service from Spectrum for tv, internet, phone, one tv box and our bill is \$167/mo. In September alone we have thus far been unable to watch tv on the 2 tvs with Roku because the "service not available" for 9 separate days. Frequently the picture is pixelated or blurry. Interestingly enough this seems to happen from 7-10pm. When calling to report service not available there is always an excuse or recorded message. Windstream and Allo have issues also.

We have lived in Lincoln since 1971 and the cable service has decreased in reliability and increased in price. Competition has not solved the problem and maybe regulation needs to be increased.

Barry and Evie Loock

## Diane K. Gonzolas

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**From:** dmcintosh@neb.rr.com  
**Sent:** Friday, September 28, 2018 5:54 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable Provider Input per LJS

33

Good Day,

I am writing in regards to input on cable companies serving Lincoln as per the LJS dated September 26.

1. The service is way to expensive. Twice as much as it should be.
2. Service fairly often is interrupted just as if it was a satellite service vs cable.
3. Tax payers/customers should not be paying for the expense of Allo running their cable causing Black Hills gas to mark way to many digs. Now Black Hills is passing this expense on to customers. I didn't have an input on their putting this cable in and I don't want to pay for their filling their pockets.
4. Gov weekly warning test's are done in a strange manner. They are run late at night such as 1 am. There are two types. One fills the screen and stops any viewing of the programming. The other is the line type at the top of the screen. They are done back to back and repeatedly like it is being done to fill a square not what it was originally intended for. It wipes out the sound, takes a long time to end. I am all for the warning but it should be done like years ago where it was done one time, during the 6-10pm time slot while people were still up and it did not totally wipe out the viewing and sound of the program you were watching. This new method is not accomplishing anything.

Thank you,  
Dale McIntosh

**From:** John and Karen Miller <pioneerwoods@hotmail.com>  
**Sent:** Monday, September 24, 2018 1:20 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable service

34

I am a customer of Allo . Their tv service is terrible. Not one week goes by without rebooting my modems. The picture continues to freeze lose sound momentarily. I am ready to change. Would not recommend their services to anyone.  
Sent from my iPhone



**From:** Jeff Payne <paynejeff50@gmx.com>  
**Sent:** Monday, September 10, 2018 9:39 AM  
**To:** Diane K. Gonzolas  
**Subject:** TWC/Charter/Spectrum written comments to be submitted to the Telecommunications Board

35

I have been a Time Warner/Charter customer since 1982. I was very disappointed when this company decided that every TV in the home required a set-top box in order to receive cable television service. It appeared to me to be very much a "money grab" by this company. Customers were then treated to a "hook" to get these multiple set-top boxes with the initial low cost of \$4.99 per box. This amount very soon went to \$5.99 per box. One box was free for the first 12 months, another "hook". Customers were also provided with a \$10.00 promotional discount for 12 months. The set top boxes have now climbed to \$6.99 per box.

As I watch television, nearly every other commercial is a Spectrum commercial, or every third commercial. It must be that Spectrum/Charter is losing so many customers to other providers, that there is this huge need for spending millions of dollars on commercials to gain back, or gain new customers to make up for the losses. And if that is actually happening, these continuous commercials bringing in many new customers, it SHOULD then reduce the costs/fees for all customers on our billings. More customers, MORE REVENUE! But sadly I am guessing that will NOT be the case! The funding for ALL of these commercials will have to come on the backs of the current customers, resulting in additional costs/fees in order to pay for ALL of this advertising. I am not happy with this continual increase in fees and cost of these set-top boxes. I had only hoped that the city of Lincoln could have had a say in this changeover in how service is provided to customers when this decision was made, a set-top box for EACH TV. But I'm guessing the city could have done nothing about it and it was a corporate decision. It appears to be a very greedy manner in which to raise revenue for the corporation. Obviously former Charter/Spectrum customers are leaving to find other cable providers.

When these set top boxes take another hit, and have another price increase, I will be forced to find another cable provider also. This is not a good business model, as it obviously does not take the loyal customers that are still left....into consideration. It may work as a great "money-maker", but in the end it will hopefully have the opposite effect. I only wish the city of Lincoln could have had some say/input into this terrible business decision.

Jeff Payne  
5320 Danbury Rd.  
Lincoln, NE 68512

402-423-4991

**From:** Leona Pepper <lsp5kids@gmail.com>  
**Sent:** Sunday, September 30, 2018 11:31 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable providers

36

I have had Allo since July 2017 and haven't had one problem. I love it. More options where the TV can be located without a cable. They told me the price before installation and haven't raised it. I didn't really have any complaints on Time Warner/ Spectrum EXCEPT their billing was always going up. People would call and get a cheaper deal. I didn't like their games on pricing.

🍁 Leona 🍁

**From:** Leta Powell Drake <letapdrake@gmail.com>

**Date:** October 3, 2018 at 11:26:59 AM CDT

**To:** Diane Gonzolas <gonzodiane8@yahoo.com>

**Subject:** Fwd: Spectrum concerns

31

Diane:

Following is the letter that I sent to Jeremiah Blake regarding Spectrum's outrageous monthly bills

and set up.

He responded with a phone call saying he knew nothing about it. That was not his job.

And so it goes...

Leta Powell Drake

----- Forwarded message -----

**From:** Leta Powell Drake <letapdrake@gmail.com>

**Date:** Thu, Sep 27, 2018 at 10:53 AM

**Subject:** Spectrum concerns

**To:** <Jeremiah.Blake@charter.com>

Jeremiah:

In July of 2016 when the cable name changes occurred, I got confused as to the providers.

Prior to that time my providers were Windstream for my computer and phone at the price of \$92.30 per month. I paid \$37.33 per month for cable.

Spectrum announced the deadline to sign up was the the end of December of 2016. Still confused, I had Spectrum install the change. The technicians were polite and worked hard to make my old TV set upstairs and my new TV set downstairs work well. They came out two times.

The Spectrum bill was acceptable at \$39.92 per month.

In an apparent upgrade in July of 2017, I received a bill for \$175.84 for installation and since have paid a monthly bill at \$89.53.

My Spectrum bill is now \$118.68 per month!

The irony is that I watch no TV at all during the day, and watch primary only Nebraska Public TV and the KLKN TV network news with Lester Holt at 5:30 m.

Any clarification you can provide would be appreciated.

Leta Powell Drake

402-477-8418

**Diane K. Gonzolas**

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**From:** donald rabbe <donaldrabbe@gmail.com>  
**Sent:** Saturday, September 29, 2018 12:10 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable TV comments

30

We live in Lake Park Condo's near 56th & Pioneers. Our 40+ year old complex of 97 homeowner units had Time Warner until Allo refitted our building. The improvements in reception, etc., is hundreds of times better than previous. During the changeover when problems would arise Allo was very, very quick to respond. Their customer service has been excellent. We have needed help from time to time with our tv and internet and their customer service folks promptly have helped us on the phone or have sent techs to our home. Their techs and phone help staff have always been very courteous and follow up via email or phone call to make certain the issues have been corrected and our service is continuing at a high level. Our church has to suffer with Windstream and we are quite thankful to not have to deal with that here. Also is the best around as far as we are concerned.

Don and Linda Rabbe  
4000 S 56th St  
#B111  
Lincoln, NE 68506-5101

**From:** Dave Rainforth <pdtrain824@gmail.com>  
**Sent:** Friday, September 28, 2018 5:19 PM  
**To:** Diane K. Gonzolas  
**Subject:** Time Warner / Spectrum

39

**Negative:**

I have been living in my house which was built in 1996. I have only had Time Warner for cable TV since then. I started with them because they offered the Omaha channels (3, 6, 7, and 9). I have turned down other Dish, Allo, Windstream and satellite offers because they did not offer the Omaha channels. Finally Time Warner / Spectrum canceled the third Omaha channel "7" this year. I did call and protest the decision. The main reason I was faithful to the Omaha channels was the quality of the news cast they offered. One of there responses was to put an antenna on my house.

I have not received an answer of why I need to come in each December to re up my program with them, otherwise my bill goes up \$40 to \$70 a month.

**Positive:**

The service provided by Time Warner / Spectrum has been good. They have responded quickly to problems that have occurred. When the modem was moved from downstairs to upstairs corrections were made to allow equipment to work correctly.

Dave Rainforth  
7849 Red Oak Rd  
Lincoln, NE 68516  
Home: 402 488-7780  
Cell & Text: 816 536-9626  
Email: [pdtrain824@gmail.com](mailto:pdtrain824@gmail.com)

## Diane K. Gonzolas

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**From:** Tracy Refior <tracyrefior@hotmail.com>  
**Sent:** 40 Monday, September 24, 2018 3:32 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable TV

I think it's great for more competition. However, all present choices are still so expensive. I pay more than \$240/m for cable, home phone and internet with Spectrum and I still feel they're getting the best of me. There should be away to get these prices down and still have the quality. With today's technology, one would think there's a better way!! Thanks!!

Tracy Refior of Lincoln NE

**From:** Carol Ripley <carolannripley63@gmail.com>  
**Sent:** 41 Monday, September 24, 2018 3:42 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable company comments.

Simply put, we can't afford to pay the high cable costs anymore. We canceled out cable subscription and only have internet and stream for our television. It was affordable until they required us to pay for our digital receivers and then you add all our high taxes and it just gets too expensive. Spectrum in particular does nothing to try and keep your business. When I returned receivers no attempt to ask why or get me to stay with them for TV. Thank you.

Carol Ripley  
[carolannripley63@gmail.com](mailto:carolannripley63@gmail.com).

**From:** Sue Roosmann <sroosmann@gmail.com>  
**Sent:** 42 Saturday, September 29, 2018 6:45 PM  
**To:** Diane K. Gonzolas  
**Subject:** Allo

We switched from Spectrum to Allo for internet, TV and phone. The initial set up support and follow up tech support has been spot on. We're pleased we made the switch.  
Sue Roosmann

## Diane K. Gonzolas

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**From:** Steve Schnieber <s\_schnieber@hotmail.com>  
**Sent:** Monday, September 24, 2018 5:05 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable Service

HB

Spectrum is way over priced for Cable and internet service. Must get too many packages to get the few channels that we really want or need! The losing of WOWT, KPTM and now KETV is very disturbing. Why do I Need to know the weather and news in western Nebraska--Omaha is the largest city in this state and we get nothing from 4 (or more) stations from that area!!! All because it saves Spectrum a few bucks!! Why do I have to go in yearly to get a better rate? How many people don't and get over charged, why not have a set price? Should not be a moving number!!

Thanks  
Steve Schnieber  
3015 Chisholm Pl  
Lincoln NE

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**From:** jpsj506@aol.com  
**Sent:** Friday, September 28, 2018 1:28 PM  
**To:** Diane K. Gonzolas  
**Subject:** Telecommunications/Cable Television Advisory Board - 09/28/2018

HH

### Telecommunications/Cable Television Advisory Board

I would like to express my dissatisfaction with the cable supplier Charter/Spectrum.

First, years ago, they drop Omaha channel 3, KMTV, replacing it with a game show network. I expressed my displeasure with them at that time.

Then they drop Omaha channel 6, WOWT and replace it with KSNB out of the Tri Cities. I have nothing against the Tri Cities, but I do not want to watch my news from there.

And next in June they drop Omaha channel 7, and I really got upset. I contacted Spectrum at their 800 number, (from who knows where, no Lincoln number) and they told me it was an ABC decision. I contacted a Mr. Warren Behrens at KETV, on June 15th, and he replied in a E-mail that, "It is Charter's option to remove KETV from it's out of market channel lineup and they have chosen to do so".

I again contacted Charter, they again said it was an ABC decision. I asked if they would send me a E-mail to that affect, and was told that they do not send or receive E-mails, and there was no Lincoln number to contact Spectrum about their cancellations.

I corresponded with Mr Behrens on June 17th and he assured me again that "the decision was made by Charter" Lincoln is 59.1 miles from Omaha. Lincoln is NOT "out of market" from Omaha. If any channel is out of market, it is KSNB in the Tri Cities.

For Charter it is all about the money they save from franchise fees to the TV stations. Where is the reduction in our cable fees from their dropping of 3 Omaha stations?

Their 800 number for reception problems is terrible, "WE do not show a problem", "Is it raining?", "Just reboot your cable box" ( I always try that before calling them and still end up so mad after the call that I could spit)

Then there is the black screens and buffering of Lincoln channels, (one to two times a week), ( don't bother to call them, they do not show a problem)

Charter/Spectrum's performance over the past years has been getting worse, but their billings keep going up. And I do not foresee it getting any better in the future.

Thank you  
John Shaw  
631 Eastborough Ln Lincoln Ne  
402-464-1323  
jpsj506@aol.com

## **Diane K. Gonzolas**

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**From:** Charlene Simpson <cjsimpson325@gmail.com>  
**Sent:** Wednesday, September 26, 2018 1:46 PM  
**To:** Diane K. Gonzolas  
**Subject:** cable TV and internet

45

We had our internet service through Windstream (our TV service was through Direct TV) prior to January 2018. We constantly had trouble with service from Windstream. My husband would be on his Ipad and I would be doing schoolwork on my laptop and both our wheels would be spinning on our devices. I would have to go into our other room and unplug all the cords to the modem to reboot and hope that it would work. I had to reboot many times during the week. I called to let Windstream know many, many times. There were people who came out to check and couldn't figure out what was wrong. We were given a new modem and told we didn't have to pay an additional fee. When I got the bill, there was a fee for that new modem, so I called and they took it off. The following month there was an additional fee and I called and they said it was for something else. We were also told by one of the workers who came to our house that Windstream has the VERY OLD paper wiring outside and it is so outdated and they have had trouble with it!

We switched to Allo in January 2018 and have loved it! The speed of the internet is absolutely so much faster than Allo, it is unbelievable and we have never had a problem! We have our tv service through Allo. We only have had one problem and they are in contact with us to figure out why it is happening. We are so very glad we switched to Allo!

Jim and Charlene Simpson  
810 West R Street  
Lincoln, Nebraska 68528  
402-560-0468

**From:** wbjeeeping@earthlink.net  
**Sent:** Friday, September 28, 2018 6:05 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable Provider comments

46

Issues: Service from Spectrum has deteriorated since Charter bought TWC. Down-times are higher and calls to the call center wait times have increased. They are not local now. Cancelling the Omaha stations (CBS, NBC and ABC) was a disappointment. Hastings is not local in my eyes. For internet service, upload speeds should match download speeds. All services should offer the same channels. I was looking to go to Allo but they do not have all the stations that Spectrum has. Congress was talking about being able to order channels ala carte. I would rather not pay for channels that I never watch.

If you have questions, you can contact me at 402-304-6929.

Thank you for your time.

Andy Squitieri

----- Forwarded Message -----

**Subject:**RE: [#HHO-964-97115]: ALLO Taxes and Fees

**Date:**Wed, 19 Sep 2018 17:12:45 -0500

**From:**Bill Strain <[wstrain@ssbcpas.com](mailto:wstrain@ssbcpas.com)>

**To:**[info@allophone.net](mailto:info@allophone.net)

W A

Allison:

Thank you for your email and explanation.

I do not have any record of Allo ever leaving a message either on my cell phone or home phone. Both message devices are and have been operating just fine for the past year.

Because I have now talked with at least one other Allo customer who was also told the increase in taxes and fees was a "billing error" I am wondering how many other billing errors were made by Allo. I am now wondering if the errors were intentionally made for every Allo customer and discovered after they had 3, 4 or 5 months of Allo cable TV service. This allowed each customer, after comparing cable TV rates with other carriers, to switch to Allo and be completely satisfied with the cost for the first 3, 4 or 5 months. Then when the Allo customers are used-to and satisfied with the Allo cable service (which I am) it is easier for Allo to come in and say there was a "billing error" and make Allo look like a generous company for saying the error will not be enforced retroactively.

Please tell me how many "billing errors" were made?

The response by Allo representatives when I first called about the additional taxes and fees was also suspect. Please see my explanation to the Cable Advisory Board member below.

When I called Allo anonymously as a potential new customer, the Allo representative gave me the correct base cost for the three services I have (\$164/month) and was still "estimating" the taxes and fees to be \$28 to \$35. When I know the actual taxes and fees are \$48.09/month, I think this type of marketing is entirely uncalled for.

If Allo had been upfront and told me straight out, that they were having to pass on additional costs (increased costs from local channels and "surcharges", etc.), as a businessman I would have totally understood and not raised any issues. But when Allo tried to tell me something other than the truth and appears to be pulling the old "bait and switch" strategy I am not happy.

Please respond to this email regarding the number of "billing errors" that have been made. If I don't get a response, perhaps someone from the Lincoln Journal Star would be interested in looking at this "situation".

Thank you,  
William Strain

Sent: Wednesday, September 19, 2018 2:33 PM  
To: [wstrain@ssbcpcas.com](mailto:wstrain@ssbcpcas.com)  
Subject: [#HHO-964-97115]: ALLO Taxes and Fees

Mr. Strain,

47B

We apologize that you had to submit your issue to the Cable Advisory Board. Your email is included below for your reference.

ALLO found a billing error on your account on 8/16/2018. We attempted to call you on your cell phone (402-430-2525) but were unable to leave a message. We then called your home number (402-489-4115) and left a message with your wife explaining the error. There were a few charges missing on your bill:

FCC User Fee \$0.07

Lincoln PEG Capital Fee \$0.41

Sports TV Surcharge Res \$5.00

Broadcast TV Surcharge Res \$9.75

The last two charges (Sports and Broadcast Surcharge) are the two you were questioning in your email. The explanation for each of these is below:

The Broadcast TV Surcharge helps us offset the increased pricing from local broadcast TV stations in order to broadcast their signal to our customers.

The Sports Programming Surcharge reflects a portion of the escalating charges imposed by sports related stations/networks. Sporting events are limited to sports networks (ESPN, MLB Network, NFL Network, etc.). The rates we pay for non-sports networks are also affected by sports programming. Any channel that carries live sports in addition to non-sports entertainment programming is potentially affected.

Our after tax pricing in all of our marketing materials (including the website) does include these surcharges. We apologize that the billing was not correct at the time you added the service.

Please let me know if you have any additional questions. Thank you for being a customer!

Allison  
ALLO Customer Service

47C

Art: Sorry to bother you on this. I am thinking this issue might have been something you dealt with when you were on the special committee looking at the City cable TV contract. I may be totally off on what you were involved in, and you may not be the right person from which to get an explanation. If you are not the right person to talk to, please, if you know, refer me to the right person. I signed on with Allo for internet, cable tv and phone service in April 2018. My August 2018 bill showed up with some new taxes and fees that had not shown up on my previous bills. The primary new fees are "Sports TV Surcharge" of \$5/month and "Broadcast TV Surcharge" of \$9.75/month. Allo said that they forgot to charge these fees for the first 4 months. They are not trying to retroactively collect these fees. Initially Allo said these were "city fees". The City Treasurer said that these were not city fees, but rather "company fees". When I called Allo back, they said these were actually "broadcast station fees". The amounts are not the reason I am inquiring about these fees. It's just that Allo did not tell about these fees when I signed up. When I signed up, they estimated the taxes and fees would total approximately

\$28-\$35/month. I understand the other taxes and fees (911 charge, Res. Extended Area Charge, Subscriber Line charge, Fed., State and City taxes, NUSF, FUSF, Lincoln Franchise fee and Occupation tax - totaling \$26.44/month) that have been charged from the beginning of my service. The new taxes and fees total \$21.65/month. This total does include an FCC User Fee and a "Lincoln Peg Capital Fee" plus state and city taxes and a Lincoln Franchise fee. I am OK with those taxes and fees, but I am trying to verify (as legitimate) the Sports TV and Broadcast TV Surcharges. Sorry to turn this into a novel! Any help and/or assurances you can give me would be appreciated. Bill Strain



Diane K. Gonzolas

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From: Brian Striman <brian.striman@gmail.com>  
Sent: Wednesday, September 26, 2018 8:25 PM  
To: Diane K. Gonzolas  
Subject: Cable TV and internet services



**Hello,**

**My wife and I are in our mid-60's. We've lived in Lincoln since 1982. We are Lincoln college graduates: Linda from Nebraska Wesleyan and I graduated from UNL in 1974.**

### **SPECTRUM**

**Our experience with Spectrum was excellent until Charter bought out Time Warner. After Charter's acquisition of Time Warner and the brand name changed to Spectrum, service deteriorated on most all aspects after that. Wait times to get a hold of tech support were totally unacceptable, when they needed to come out (we live in the Edenton area) they seemed untrained and shooting in the dark to fix an issue. Our phone kept giving us problems, even after we decided to buy a new set of phones when other things we tried (replacing the modem, etc.), the Spectrum bundle product was inferior, so we switched. Employee morale seemed low as we felt we were a "bother" to them when we called for help. I would not recommend anyone purchase or subscribe to anything Charter owns. --- Look up their complaint lists by doing a google search. I'm far from being an isolated disgruntled customer. Charter mission is to make as much profit as possible for their shareholders and executives.**

### **WINDSTREAM**

**I can't comment on this company as we've not ever been a customer.**

### **ALLO**

**After switching to ALLO, our phone service became reliable and much more clear in reception and communication audio quality. Customer service is much better than Spectrum. It's excellent. The tech support lines are staffed by well trained employees who don't have a strong foreign accent, and are tenacious to get the problem solved quickly. I rarely have to wait to talk to a real person at ALLO longer than a minute or two. The employees genuinely care about providing top quality service. They as yet don't provide for access to the local channel 4, but I've complained about and we hope if there's a bottleneck with some contractual issue, that it get resolved so city citizens have access to city council meetings,**

**local church services, etc. This is a small company who cares about their product over their profits.**

**Brian and Linda Striman  
5530 S 73rd St  
Lincoln**

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**Brian Striman**  
402-202-0013 (can text also)  
[brian.striman@gmail.com](mailto:brian.striman@gmail.com)

## Diane K. Gonzolas

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**From:** John and Kathy Whitehill <johnandkathy@cornhusker.net>  
**Sent:** Sunday, September 30, 2018 7:24 PM  
**To:** Diane K. Gonzolas  
**Subject:** Cable provider comment

49

Spectrum has consistently raised rates since they took over. Our last TWC bill was \$130 and today Spectrum is \$180. for the same package(bundled). No movie channels or special channels. I called Spectrum a few months ago to see if any new rates/specials were available and got a whole \$5.00 off!! And then the phone didn't work.

Called and no one could figure out why it wasn't working. A technician came out and called 'someone' and they flipped a switch 'somewhere' and it worked. He said that when a new rate is done they shut down everything and reboot so to speak, and it is not done correctly so it gets all 'buggered' up. Took him five minutes to get fixed after I had spent loads of time talking to different people and they didn't know how to address the issue.

We have had much trouble with pixeling in the past, and still get some of that, and occasionally get slight hesitation in the broadcast for a slight second.

We also wish that Omaha channel 7 ABC was still in the line up. We watched their weather and news because we know it is completely different than ours.

John/Kathy Whitehill  
Lincoln NE

**From:** Lin Quenzer  
**Sent:** Tuesday, October 2, 2018 2:07 PM  
**To:** Diane K. Gonzolas  
**Subject:** FW: NBC Affiliate

50

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**From:** Ken Vice [mailto:canadaken\_vice@yahoo.com]  
**Sent:** Sunday, September 23, 2018 6:06 PM  
**To:** Mayor <mayor@lincoln.ne.gov>; Spectrum <spectrum@email.spectrum.com>  
**Subject:** NBC Affiliate.

Dear Mayor,  
I am writing again to beg you to look at how we can get a real NBC affiliate station. KSNB Local 4 from the sticks is horrible. Why can't we also have WOWT like Omaha?  
Please, please, please help.  
Thanks for listening  
Kind regards  
Ken Vice  
402-617-3781

## Diane K. Gonzolas

---

**From:** Margaret Wilkinson <floydandpeggy@windstream.net>  
**Sent:** Friday, September 28, 2018 4:57 PM  
**To:** Diane K. Gonzolas  
**Subject:** Spectrum TV



We had Time Warner for years and never had a problem. Since it became Spectrum we have had them out to the house three or four times. The worse part is that each tech person tells us something different. First of all, our TV would turn off about every evening at 10:15. So we would have to turn it back on. The guy who came out said if you watch it too long it will turn off the power box. Excuse me but turning on your TV at 6:30pm and watching until 10:30 is not too long. Another time none of our set would turn on, and we were told to turn it on by pressing TV then Power. Another tech another time said just press power. A fourth person told us the the boxes turn off during the night. What is that about? One time we were out of town for three weeks, came back and no TV. Were told if you don't watch for a while the boxes turn off.

We have Windstream for our land line and internet and Spectrum has a bundle for both of those. I am willing to wait a little longer for Spectrum to get its act together. However we may be forced to find other providers.

Peg Wilkinson

----- Forwarded Message -----

**Subject:**Allo Residential Service

**Date:**Sun, 9 Sep 2018 15:52:51 -0500

**From:**John Wiltse <jwiltse@gmail.com>

**To:**[aiz@unl.edu](mailto:aiz@unl.edu)

**CC:**[bmoline@allophone.net](mailto:bmoline@allophone.net)

52a

Dr. Arthur Zygielbaum, Chair  
Telecommunications/Cable TV Advisory Board  
[aiz@unl.edu](mailto:aiz@unl.edu)

Dear Chairman Zygielbaum:

I am an Allo residential customer with bundled internet, phone and television service. I have been having pixelization problems with the television service that have required many visits from Allo employees over three months. I was told that during the period that we were having problems, we would not be billed for DVR service. Then a bill for this month arrived and it looked as though we were being charged for DVR service. I was told by Brie, that I would be called by a representative from Allo to resolve the billing problem. No one from Allo has called. It seems that Allo has a problem communicating with its customers.

Very truly yours,

John C. Wiltse  
630 Linwood Lane  
Lincoln, NE 68505-9415  
402-450-6257

----- Forwarded Message -----

**Subject:**Problems with Television Service

**Date:**Fri, 5 Oct 2018 16:23:08 -0500

**From:**John Wiltse <jwiltse@gmail.com>

**To:**[dkeeler@allophone.net](mailto:dkeeler@allophone.net), [aiz@unl.edu](mailto:aiz@unl.edu)

52b

Dear Ms. Keeler:

Thank you for taking my call today. It was a follow up to the last call I made to Allo, where I was complaining about the recurring problems I have had with television service at this address. After I was on hold for approximately 15 minutes today, I was told that there is a technical problem with the local circuit that needs to be fixed. No estimate of when the fix might be made was given. I hope you can share my email with Brad Moline and Jeff Kuenne, who are listed as Allo's president and vice president. Gentlemen: I am not satisfied with the television service I have received since I was connected to Allo earlier this year. I am disappointed with your organization's poor job of customer communication and service.

John Wiltse

630 Linwood Lane

Lincoln, NE 68505-9415

(402) 450-6257

## Diane K. Gonzolas

---

**From:** Zuerlein <gzuerlein@neb.rr.com>  
**Sent:** Saturday, September 29, 2018 1:14 PM  
**To:** Diane K. Gonzolas  
**Subject:** Comments about cable providers



Since moving to Lincoln 10 years ago we have had Time Warner Cable and now Spectrum. One of the positive comments I can make is that the service people who came to the house on many, many occasions were always polite and usually helpful...although they didn't always solve the problem.

Unfortunately we have had many more negative experiences. The most annoying, and one we still encounter, is the "pixeling" of various stations and programs. It used to be mostly the NBC station out of Hastings, NE, but in the past year or two it has been other stations as well. On many occasions I would be watching the Today show and it would be so bad that you couldn't even watch the program and it went on for several hours continuously. If you're familiar with Minecraft, that's what our screen would look like...little colored squares jumping around, and sound going in and out so we couldn't understand a thing. When we would call about it, we would hear that it was the problem of the provider from whom they got the signal, and after several years when we would still be calling about it, they would tell us they were working on it (seems like it should be fixed by now!). More recently, it has been where the program "freezes" momentarily so that you miss a word or two in a sentence or it merely "skips" so you lose the meaning of what is being said. The most recent incident of this was the Ken Burns Mayo Clinic documentary on NET that I recorded and started to watch Friday afternoon. It wasn't just an occasional sentence. It was scene after scene that "froze" and then jumped ahead so I missed complete sentences and therefore the gist of what was being said. Even today on the Ryder Cup coverage, the same thing happened a couple times in the half hour or so that I had it on.

Perhaps the most frustrating part of Spectrum is that you never get anyone locally when you call for help. They attempt to remedy the problem, but since they aren't in the area, they have no idea what we mean when we say it's our NBC channel. Plus, when they don't understand, they say they will check with someone and call us back, which rarely happens.

I truly hope the Advisory Board can actually DO something about these problems, rather than just collect the comments. Thank you. Joyce Zuerlein

## Survey Results



**St. Paul Office:** 1597 Race Street, St. Paul, MN 55102 P/651-340-5300  
**Philadelphia Office:** 73 Chestnut Road, Suite 203, Paoli, PA 19301 P/610-889-7470  
**New York Office:** 404-408 Main Street, Suite 501, Boonton, NJ 07005 P/973-794-3171  
[www.cbgcommunications.com](http://www.cbgcommunications.com)

# **REPORT ON THE CABLE TELEVISION- RELATED NEEDS AND INTERESTS ASCERTAINMENT FOR THE CITY OF LINCOLN, NEBRASKA**

By

CBG Communications, Inc.  
Thomas G. Robinson, President  
Dick Nielsen, Senior Engineer

and

Constance Ledoux Book, Ph.D.  
Telecommunications Research Corporation

and

Carson Hamlin  
Media Integration Specialist

Prepared: August 30, 2019



## Table of Contents

<b>EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b><u>SECTION A</u></b>	
<b>REVIEW OF CABLE-RELATED RESIDENTIAL COMMUNITY NEEDS AND INTERESTS .....</b>	<b>5</b>
<b>RESIDENTIAL COMMUNITY NEEDS ASSESSMENT .....</b>	<b>6</b>
RESIDENTIAL TELEPHONE SURVEY .....	6
Introduction.....	6
Research Methodology .....	7
TELEPHONE SURVEY FINDINGS - CHARTER-SPECTRUM SUBSCRIBERS AND NON-SUBSCRIBERS .....	8
Sample Description .....	8
Demographics .....	8
Cable Television Service .....	10
Non-subscribers to Charter-Spectrum Cable Television Service .....	10
Subscribers to Charter-Spectrum Cable Television Service .....	11
Overall Satisfaction.....	12
Service Characteristics.....	15
Calls to Charter-Spectrum.....	17
Cable Signal Outages.....	21
Picture Quality .....	22
Problem Resolution Satisfaction.....	23
Knowledge of Telecommunications/Cable Advisory Board .....	24
Public, Education and Government Access Programming (PEG).....	24
Government Access (LNKTV City) .....	25
Health and Wellness Access (LNKTV Health) .....	27
Educational Access .....	28
Public Access.....	29
Access Programming On Demand.....	31
Future Additional Access Programming.....	31
Importance of Access Programming.....	31
Funding Access Programming.....	32
LNKTV Local Access Channel Online Presence .....	33
Online Access in Lincoln.....	33
Video Streaming Services.....	35
Cable Cutting .....	36
Emergency Information .....	38
Final Comments .....	38
RESIDENTIAL COMMUNITY CONCLUSIONS AND RECOMMENDATIONS .....	39
RESIDENTIAL ONLINE SURVEY .....	44

Introduction.....	44
<b>FINDINGS –ONLINE SURVEY .....</b>	<b>44</b>
Sample Description.....	44
Non-Subscribers to Charter-Spectrum Cable Service.....	46
Charter-Spectrum Cable Television Subscribers .....	47
Overall Satisfaction.....	48
Service Features .....	49
Calls to Charter-Spectrum.....	49
Cable Signal Outages and Technical Problems .....	50
Picture Quality .....	51
Reception Problem Resolution Satisfaction.....	51
Telecommunications/Cable Advisory Board.....	52
Public, Educational and Governmental (PEG) Access Channels .....	52
Governmental Access .....	54
Educational Access .....	55
Health and Wellness Access .....	55
Public Access .....	56
Local Access Programming on the Program Guide and "On Demand" .....	57
Future Access Programming.....	57
Importance of Access Programming.....	57
Funding Access Programming.....	58
Online Access in Lincoln.....	59
Cable Cutting .....	61
Emergency Information .....	61
Final Comments .....	61

## **SECTION B**

### **REVIEW OF CABLE-RELATED PUBLIC, EDUCATIONAL AND GOVERNMENTAL (PEG) ACCESS NEEDS AND INTERESTS .....63**

### **PUBLIC, EDUCATIONAL AND GOVERNMENTAL ACCESS NEEDS ASSESSMENT .....64**

Introduction and Methodology .....	64
<b>FINDINGS - PEG ACCESS .....</b>	<b>66</b>
<b>FINDINGS - GOVERNMENT ACCESS .....</b>	<b>67</b>
Overview of the City of Lincoln’s Government Access Channel - LNKTV City.....	67
Interviews and Focused Discussions Concerning Government Access .....	68
Overview of LNKTV Health .....	69
Interviews and Focused Discussions Concerning LNKTV Health.....	70
<b>FINDINGS - EDUCATIONAL ACCESS .....</b>	<b>75</b>
Overview of LNKTV Education.....	75
Interviews and Focused Discussions Concerning Educational Access .....	75
<b>FINDINGS - COMMUNITY/PUBLIC ACCESS.....</b>	<b>79</b>

Overview of, and Discussions with, Charter-Spectrum Personnel Concerning Lincoln's Community/Public Access Channel 1302 and Public Access Channel 1304.....	79
Focused Discussion with Public Access Producers.....	80
Focused Discussion with Community Organizations.....	84
Facility and Equipment Needs.....	86
Equipment Baseline Definitions.....	86
High Definition and Distribution Options.....	86
<b>LNKTV CITY - GOVERNMENT ACCESS FACILITIES AND EQUIPMENT NEEDS..</b>	<b>89</b>
Field Acquisition.....	89
Post Production.....	90
Infrastructure.....	91
General Production Requirements.....	91
Archival/Storage.....	91
Server-Based Playback System/Character Generator.....	92
Studio-Room 113/Room 303/Council Chambers – Shared Control.....	92
Studio-Room 113.....	92
Studio-Room 113 Equipment.....	93
Room 303.....	93
Room 303 Equipment.....	93
Council Chambers.....	93
Shared Control.....	94
Ancillary Equipment.....	94
Studio Remodel.....	95
<b>LNKTV HEALTH FACILITIES AND EQUIPMENT NEEDS.....</b>	<b>96</b>
Field Acquisition.....	96
Post Production.....	96
Ancillary Equipment.....	96
<b>LNKTV EDUCATION – LINCOLN PUBLIC SCHOOLS FACILITIES AND EQUIPMENT NEEDS.....</b>	<b>98</b>
Field Acquisition.....	98
Post Production.....	98
Infrastructure.....	98
General Production Requirements.....	99
School Board Room/School Board Room Control.....	99
Ancillary Equipment.....	100
<b>LNKTV EDUCATION - UNIVERSITY OF NEBRASKA FACILITIES AND EQUIPMENT NEEDS.....</b>	<b>101</b>
Field Acquisition.....	101
Post Production.....	101
Infrastructure Requirements.....	101
General Production Requirements.....	102
Archival/Storage.....	102
Studio/Studio Control.....	102

Studio .....	103
Studio Control .....	103
Ancillary Equipment .....	103
LCC-TV LINCOLN COMMUNITY/PUBLIC ACCESS CHANNEL FACILITIES AND EQUIPMENT NEEDS .....	104
Field Acquisition .....	104
Post Production .....	104
Infrastructure Requirements .....	105
General Production Requirements .....	105
Archival/Storage .....	105
Server Based Playback System/Character Generator .....	105
Studio/Studio Control .....	106
Studio .....	106
Studio Control .....	106
Ancillary Equipment .....	106
<b>PEG ACCESS NEEDS ASSESSMENT CONCLUSIONS AND RECOMMENDATIONS .....</b>	<b>108</b>
 <b><u>SECTION C</u></b>	
<b>REVIEW OF INSTITUTIONAL NETWORK-RELATED NEEDS AND INTERESTS</b>	<b>113</b>
<b>INSTITUTIONAL NETWORK NEEDS ASSESSMENT .....</b>	<b>114</b>
Introduction .....	114
FINDINGS .....	114
Initial Work Group Meeting .....	114
Meeting Agenda .....	114
Meeting Discussion Subject Areas .....	115
Additional Research and Analysis Process .....	117
Existing Network Overview .....	119
Single Mode Fiber Optic Connections .....	119
Multi-Mode Fiber and Twisted Pair Connections .....	119
Wireless and Radio Connections .....	120
Digital Subscriber Line .....	120
Future Network Needs .....	120
Fiber Optic Connection Buildout to Additional Locations .....	120
Multimode Fiber Replacement and Additional WiFi Aggregation Sites .....	124
Replacement of Existing Network Routers and Switches .....	124
Network Standards .....	125
Network Maintenance and Outage Response .....	125
Disaster Recovery Plan .....	126
<b>INSTITUTIONAL NETWORK NEEDS ASSESSMENT CONCLUSIONS AND RECOMMENDATIONS .....</b>	<b>128</b>
NETWORK FIBER OPTIC BUILD-OUT AND EQUIPMENT REFRESH .....	128

NETWORK STANDARDS.....	128
MAINTENANCE AND OUTAGES .....	128
DISASTER RECOVERY PLAN.....	129

## **EXHIBITS**

- Exhibit A.1 – City of Lincoln Random Sample Charter-Spectrum Cable Television Residential Subscriber/Non-Subscriber Telephone Survey Markup
- Exhibit A.2 – City of Lincoln Charter-Spectrum Cable Television Residential Subscriber/Non-Subscriber On-Line Survey Markup
- Exhibit B – City of Lincoln Public, Educational, Health and Government Access Equipment and Facilities Needs Spreadsheets

## **EXECUTIVE SUMMARY**

CBG Communications, Inc. (CBG), in conjunction with its Team Partners, Dr. Constance Book, Ph.D., President of Telecommunications Research Corporation, and Carson Hamlin, Video Engineer/Media Integrations Specialist, has conducted a comprehensive cable-related Residential Needs and Interests Assessment as well as a Public, Educational and Governmental (PEG) Access Needs Assessment, and an Institutional Network Needs Assessment, concerning the Charter-Spectrum Cable Television System serving the City of Lincoln, Nebraska (City). This Ascertainment and related research has been conducted as part of cable franchise renewal proceedings with one of the local cable television providers, Charter-Spectrum.

The full results of the Residential Needs and Interests Assessment, PEG Access Needs Assessment, and Institutional Network Assessment are presented in the comprehensive Report that follows and provide a wealth of information for the City regarding issues of significance to the residents and organizations in the Lincoln franchise area, related to cable communications and, correspondingly, the ability of the cable system and Charter-Spectrum to meet demonstrated needs and interests.

The Key Findings, Recommendations and Observations discussed in this summary and in the comprehensive Report are based on an extensive data collection including, but not limited to, the following:

- A Residential Community Telephone-based Survey regarding cable-related needs and interests conducted with a random sampling of 689 franchise area residents. Of those interviewed, 303 were Charter-Spectrum cable television subscribers and 386 were not. Overall, the information obtained provides a wealth of statistically valid data on residents' needs, interests, attitudes and opinions related to both cable television in general and Charter-Spectrum specifically.
- In a further effort to extend the opportunity to residents to provide feedback concerning cable television needs and interests, an online version of the Residential Community Survey that was developed, promoted and made available through the City's website. It was launched after the statistically valid telephone survey was completed and covered the same topics. Eight hundred and sixty-six (866) Lincoln residents shared their cable television experiences through the online survey. Additionally, the survey was made available in hard copy form in local libraries in the City, and 27 residents completed a hand written version of the survey.
- Discussions with both City and Lancaster County (County) Government officials, management, staff, and other agency representatives related to the current and planned government programming provided by the City over LNKTV City, the City's Government Access Channel.
- Discussions with LNKTV Health staff, City Departments and Community Organizations involved in the production of programming for the LNKTV Health Channel related to the current and planned health and wellness programming provided over LNKTV Health, the City's Health and Wellness Access Channel.

- Discussions with representatives from Lincoln Public Schools (LPS), Nebraska Wesleyan University (NWU), University of Nebraska at Lincoln (UNL), and other Educational institutions related to the current and planned educational programming provided by LNKTU Education, the City's Educational Access Channel.
- Discussion with Charter-Spectrum staff that facilitate Public/Community Access, as well as discussions with past, current and potential public/community access program producers and distributors concerning their perspectives on current and planned public/community access programming, production and distribution.
- On-site visits to numerous Government, Educational, and Public/Community Access programming production and origination locations, including review and tours of the production, post-production, and distribution facilities in each of these locations.
- A review of a substantial amount of existing and historical data related to the needs and interests of a variety of diverse communities within the City.
- Discussions on cable-related needs and interests with, and receipt of feedback from, the Chair and members of the City's Telecommunications/Cable Advisory Board.
- A work group meeting and substantial follow-up discussions with City infrastructure and networking staff and representatives from Institutional Network (I-Net) User agencies concerning current government use of the I-Net and other Wide Area Network infrastructure and services, along with needs for the future.

The analysis of this data enabled CBG and its Team Partners to focus on myriad elements related to the needs and interests that should be addressed in a renewed Charter-Spectrum cable communications franchise.

Detailed Findings, along with Conclusions and Recommendations, are incorporated in the Full Report. Some Key Findings, Conclusions and Recommendations for consideration by the City are the following:

#### Residential Community Needs Assessment

- Twenty-nine percent (29%) of Charter-Spectrum cable subscribers are not satisfied with their cable service, including 12% "very dissatisfied". Those that rated cable service more negatively indicated that the primary reason was related to high costs (27%), but a similarly high number (23%) indicated that their satisfaction would improve if there were fewer outages and breaks in service.
- Regarding technical issues, 35% of Charter-Spectrum cable subscribers reported significant problems with picture clarity or reception difficulty. Additionally, 13% of subscribers reported lengthy cable outages of periods greater than 24 hours. Technical issues were also the number one reason for calling Charter-Spectrum telephone customer service (29%). All of this demonstrates a need to focus on system technical quality and reliability.

- Seventy-five percent (75%) of Charter-Spectrum cable subscribers had called the company in the past year. Of these, 9% had received a busy signal when calling the company (3% is the maximum level allowable). Additionally, 45% indicated that their call had not been answered within 30 seconds, including the time left on hold (10% is allowed under the customer service standards).
- Eight percent to nineteen percent (8% for LNKTV Education to 19% for LNKTV City, with LNKTV Health and LCC-TV falling in between those two) of subscribers who are aware of the local Public/Community, Education and Government (PEG) Access Channels reported watching these channels on a weekly basis, including as much as 6% that watched more than 5 hours per week. These percentages are significant when considering that many cable channels' weekly cumulative viewership is less than 2%.
- Regardless of how often they watched, subscribers indicated a strong level of importance that the local PEG channels be available on the system. Eighty-four percent (84%) thought that these channels were important including 33% (1 in 3 Charter-Spectrum cable subscribers) who indicated that PEG channels were "Very Important".

#### PEG Access Needs Assessment

- The provision of the LNKTV Channels (City, Education and Health) and LCC-TV (community/public access) are valuable to the City, the County, multiple educational institutions, numerous community organizations, residential viewers and others, and should be maintained.
- There is a need and interest in reserving an additional PEG channel for another educational access channel in the future, if enough educational programming is generated such that one channel focusing on K-12 Educational Access and one focusing on Higher Educational Access would need to be provided.
- There is a need to provide LCC-TV in high definition, consistent with the HD provision of the other access channels.
- There is a substantial need to more highly promote all the access channels, and moreover place them on more utilized tiers (tiers with other like HD channels, such as local broadcast, CSPAN, etc.).
- All PEG Access programmers need access to Charter-Spectrum's electronic program guide (EPG) Digital menu for both real-time (linear) and video on demand program content description.
- New, upgraded and replacement equipment needs to be provided consistent with the needs demonstrated and the associated projections made, including:
  - For LNKTV overall and LNKTV City Government Access - \$2,398,205 will be needed in the projected 10-year timeframe.



- For LNKTV Health Governmental Access - \$125,820 will be needed in the projected 10-year timeframe.
- For LNKTV K-12 Educational Access - \$772,020 will be needed in the projected 10-year timeframe to support the K-12 Educational Access production needs of LPS.
- For LNKTV Higher Educational Access - \$571,430 will be needed in the projected 10-year timeframe to support the University of Nebraska's Higher Educational Access production needs.
- For Community/Public Access - \$619,530 will be needed in the projected 10-year timeframe to support the production needs of LCC-TV and the public access channels.
- Renovation of 841 square feet of existing space at the County-City building for LNKTV is needed. This equates to \$210,250 in Capital facility funding needed within the next 10-years.

#### Institutional Network Needs Assessment

- There are 69 locations where an expansion of the City's fiber optic Institutional Network (I-Net) would be beneficial. The City should work with Charter-Spectrum and the other cable and fiber optic network providers, to design network links and develop associated I-Net franchise provisions to connect these facilities.
- Along with equipment refreshes, this equates to a potential cost of \$4,595,552 if all new construction is needed from the point of connection from each facility back into the City's existing fiber optic network. If existing provider fiber optic strands are available and feasible to use at an allocable cost, this would reduce the total cost of the I-Net expansion.
- Performance standards for all new I-Net connections should include, at minimum, optical fiber loss specifications, as well as network availability, preventative and demand maintenance and outage response standards.

## **SECTION A**

### **REVIEW OF CABLE-RELATED RESIDENTIAL COMMUNITY NEEDS AND INTERESTS**

## **RESIDENTIAL COMMUNITY NEEDS ASSESSMENT**

### **RESIDENTIAL TELEPHONE SURVEY**

#### **Introduction**

As part of cable television franchise renewal proceedings for the City of Lincoln (“City” or “Lincoln”) franchise area, the City conducted a random telephone survey of Lincoln residents that were Charter-Spectrum cable television subscribers and non-subscribers to document needs and interests related to Charter-Spectrum cable service. The following narrative summary reports on the findings and conclusions of that field research.

The findings are based on telephone interviews conducted with a random sampling of 689<sup>1</sup> franchise area residents during October and November of 2018. Of those interviewed, 303 were Charter-Spectrum cable television subscribers and 386 were not. Statisticians have created a confidence rating in field survey research based on sample size. A sample size of approximately 689 randomly sampled households provides for a margin of error of  $\pm 3.7$  percent. In other words, if this study were to be replicated among another random sample of Lincoln franchise area households, one can feel confident that these same findings would be repeated within  $\pm 3.7$  percentage points of the scores reported in this study.

Also, important to note during the reading of this narrative is that numbers were rounded off to the nearest whole number at the 0.5 level. As a result, when considering the total percentages related to any given response the numbers reported will fall between 99-101%.

Interviews with Charter-Spectrum cable subscribers lasted, on average, fourteen minutes. The instruments used during field research were specifically designed to examine several areas of Charter-Spectrum cable television service. These included, but are not limited to:

- Respondents’ familiarity and experiences with Charter-Spectrum.
- Reasons non-subscribers do not subscribe to Charter-Spectrum cable service or stopped subscribing to Charter-Spectrum.
- Amount of the average monthly cable bill (all services and fees).
- Type of cable package subscribed to by respondents.
- Other services subscribed to with Charter-Spectrum (telephone and broadband).
- General level of satisfaction with Charter-Spectrum.
- Suggestions on how to improve the services provided by Charter-Spectrum.
- Quality of specific service features provided by Charter-Spectrum.
- List of specific channels with poor picture quality or poor audio quality.
- Ratings of communication with Charter-Spectrum, including telephone-based customer service provided by the company.
- The number of cable outages and subscriber experiences with restoration of services.

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<sup>1</sup> A symbol of N will be used periodically throughout this report to denote total responses.

- Awareness and opinions of government, education, health and wellness (LNKTV Channels) and public access programming currently offered and future interest in local programming. Non-subscribers were also asked about their interest in receiving local access programming.
- Awareness of Lincoln's LNKTV Channel programming available online.
- Quality of the picture and sound of local access programming and evaluation of the programming's informational and overall value.
- Interest in receiving local access programming via the On-Demand feature of the Charter-Spectrum cable television system.
- Awareness of being able to file a complaint with the City's Telecommunications/Cable Advisory Board.
- The presence of broadband in the home in Lincoln and current levels of online activity.
- Ratings of Internet characteristics including choice of Internet providers in Lincoln.
- The number of residents that use internet-based video streaming services.
- Interest in cable-cutting (also known as "cord cutting") and the time anticipated that this will occur.
- Interest in interactive government services from the City.

## Research Methodology

A contracted telephone research firm, Issues and Answers, Inc., conducted telephone interviews using randomly drawn landline telephone numbers and a random sample process for selecting cell phone telephone numbers. Issues and Answers has more than 40 years of combined experience in social science research using telephone survey methodology and operates four call centers around the country. Calls were placed during a variety of times of day, during weekdays and on weekends, to ensure that all sets of lifestyles were represented in the data collected. Issues and Answers utilized trained interviewers and a continuous call back procedure to ensure the reliability and validity of the data collected. Specifically, continuous callbacks were made to numbers without answers and to numbers with answering machines or voice mail so that these numbers were not removed from the pool of potential respondents, ensuring the greatest randomization throughout the study.

The survey instrument was designed by CBG Communications and Dr. Constance Book with consultation, assistance and approval of representatives of the City.<sup>2</sup>

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<sup>2</sup> See Report Exhibit A.1 for the Residential Telephone Survey Instrument Markup for individual question construction and interviewer instructions.

## **TELEPHONE SURVEY FINDINGS - CHARTER-SPECTRUM SUBSCRIBERS AND NON-SUBSCRIBERS**

### **Sample Description**

The responding sample consisted of 689 randomly selected residents in the Lincoln franchise areas served by Charter-Spectrum. A screening question was used to ensure that respondents only included those who made the decision as to whether the household subscribed to cable television service or shared equally in that decision. All respondents were also required to be 18 years or older. The average age of the respondent was 62 years old and the range of ages responding to the survey was 18 years old to 96 years old.

This telephone study utilized an effective, random sample of landline and cell telephone numbers. In today's mobile telephone environment, the number of cell-phone-only and cell-phone-mostly households continues to grow. In order for telephone surveys to continue collecting reliable and valid data, it is critical that respondents from cell-phone-only environments be included in the random sampling process. The Lincoln cable television study did this by working with Issues and Answers to ensure the random dialing included landline numbers, and a separate sample of cell phone numbers, conforming with industry standards. Of the responding sample, 19% were from cell phone numbers and 81% from landlines. Forty-six percent (46%) of the sample indicated that they were cell-phone-only or cell-phone-mostly households.

### **Demographics**

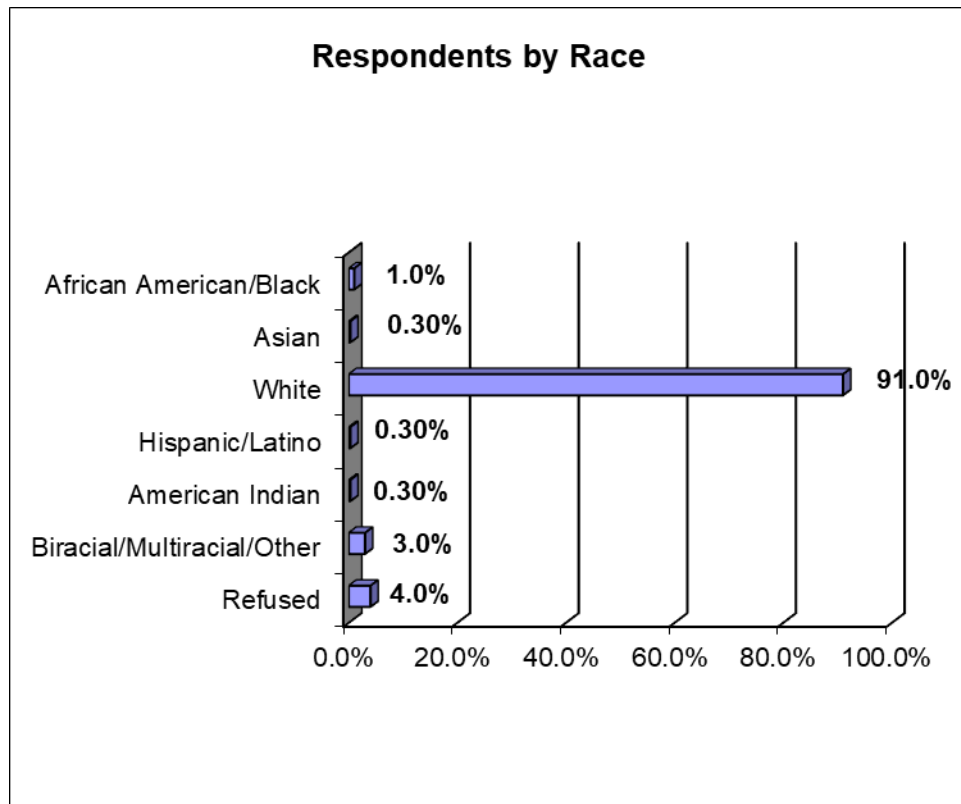
The sample was not specifically controlled for gender, and the final results were slightly weighted toward women. Fifty-six percent (56%) of the responding sample was female and forty-four percent (44%) was male.<sup>3</sup> The 2010 Census in Lincoln reports the female adult population in Lincoln as 50%.

The majority of the respondents reported they were White (91%) in the sample. Three percent (3%) reported that they were Biracial/Multi-racial or Other. Hispanics, Asians and American Indian each accounted for one-third of one percent (0.3%), and one percent (1%) described themselves as African American/Black. Four percent (4%) opted not to respond to the question.

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<sup>3</sup> Telephone response rates have been found over time to be generally higher among women and older populations. Sellers, R. "Mail v. Phone Studies," Non-Profit Times, March 15, 2000.

Figure 1. Respondents by Race



A majority of Lincoln respondents owned their home (81%) and roughly one in six (16%) reported renting. Additionally, roughly one in six respondents (18%) have children under the age of 18 living in their home. Two percent (2%) of respondents to the survey declined to answer this question.

The sample represented a diverse range of annual income levels. Ten percent (10%) indicated earning an annual income of \$25,000 or less, whereas at the high end of the range eighteen percent (18%) of the sample had an income above \$100,000. Eight percent (8%) reported an annual income between \$25,000 and less than \$35,000. Fourteen percent (14%) had an income between \$35,000 and less than \$50,000. Sixteen percent (16%) reported an annual income between \$50,000 and less than \$75,000. Ten percent (10%) indicated an income between \$75,000 and less than \$100,000. Twenty-three percent (23%) of respondents declined to report their income.

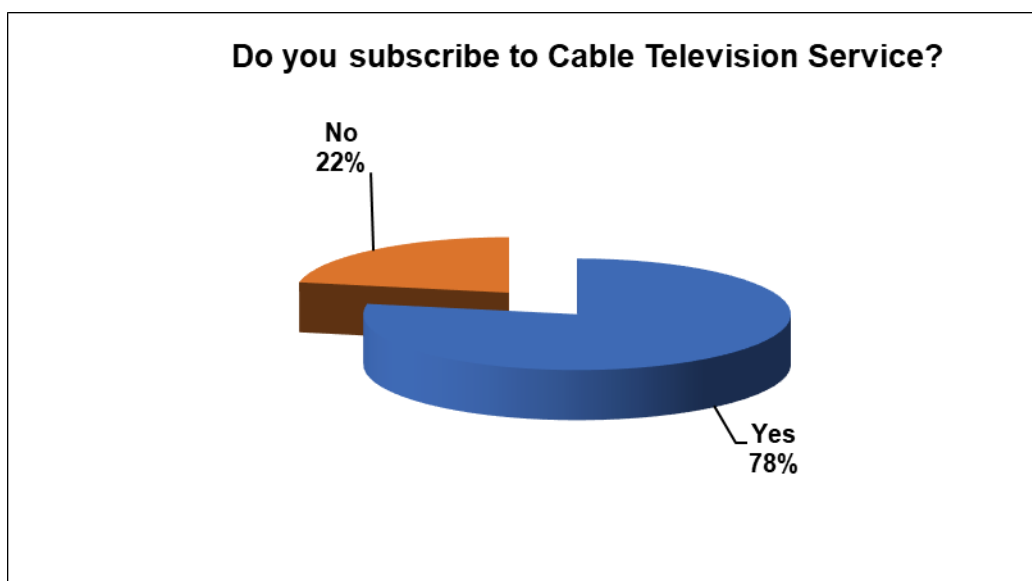
Respondents were asked to indicate the highest level of education they had completed. While 3% chose not to respond to this question, of those that responded, 18% were high school graduates, 25% had some college or an associate's degree, 38% held a four-year college degree, and 16% had attended college beyond a four-year degree.

We also queried the sample about their employment status. Forty-three percent (44%) indicated they were employed, forty-nine percent (49%) indicated they were retired, three percent (3%) indicated that they were disabled, and four percent (4%) reported another employment status such as “retired and volunteering”, “looking for work” and “stay at home parent”.

### Cable Television Service

Of the 689 respondents, 78% indicated that they subscribe to cable television service in the Lincoln Franchise area. This is higher than the national average. The National Cable Television Association (NCTA) currently reports that 51 million households subscribe to cable television service<sup>4</sup>, reflecting 42% of Nielsen’s estimate of television households in the United States.

Figure 2. - Cable Subscription in Lincoln



### Non-subscribers to Charter-Spectrum Cable Television Service

Non-subscribers (N=386) were divided into those who had never subscribed to Charter-Spectrum cable television services and those who had subscribed at one time, but no longer subscribed.

Thirty-eight percent (38%/N=146) of non-subscribers said they had never subscribed to Charter-Spectrum cable television services in the community.

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<sup>4</sup> National operating metrics can be found on the NCTA’s website at <https://www.ncta.com/industry-data>.

When asked in an open-ended question<sup>5</sup>, respondents who had **never** subscribed to Charter-Spectrum cable television (N=146) in the community indicated the primary reason for never subscribing (first responses) was cost (24%) and 14% indicated that they were satellite subscribers. Fifteen percent (15%) said that they don't want or don't watch TV or didn't have the time to watch television. Ten percent (10%) indicated an unfavorable view of the Charter-Spectrum cable television company as the reason for not subscribing. Four percent (4%) preferred to watch over-the-air television and another 4% preferred to watch TV using the Internet. Three percent (3%) indicated that Charter-Spectrum was not available in their area.

Those who had **previously subscribed** to Charter-Spectrum cable television services (N=240), but were not currently subscribing reported both cable-related reasons and personal preferences. When looking at the reasons that can be addressed by Charter-Spectrum, previous subscribers were most likely to say (first responses) that they discontinued service because of "cost" (58%), followed by service issues (13%), followed by programming issues (3%) and billing issues/problems (3%). When we look closer at previous subscribers' personal preference reasons for no longer subscribing, five percent (5%) indicated that they chose to switch to be a satellite subscriber, four percent (4%) stated that they don't watch TV anymore/Didn't watch TV, two percent (2%) started using the Internet to watch TV, and one percent (1%) is now watching for free over the air TV. Although cost was the number one reason for leaving, it is notable that many chose to unsubscribe for other reasons including the 19% of former subscribers who chose to unsubscribe due to service, programming, and billing issues.

When testing Internet services that residents might receive from Charter-Spectrum, nineteen percent (19%/N=72) of nonsubscribers to Charter-Spectrum TV (N=386) chose to subscribe to Charter-Spectrum Broadband.

### Subscribers to Charter-Spectrum Cable Television Service

Charter-Spectrum subscribers (N=303) were asked how long they had been Charter-Spectrum cable television subscribers at their current address. The range of responses was from less than one year to 57 years. The average response was 11.4 years and the most common response was one year. The average respondent, then, demonstrates a substantial amount of experience with Charter-Spectrum as their cable service provider.

Eighteen percent (18%) of subscribers have a limited basic cable television service that has the broadcast networks and a few cable channels. The most common Charter-Spectrum cable service package subscribed to by respondents was their "TV Select" package (39%) which provides 161 channels. Twenty-five percent (25%) indicated they subscribed to the "TV Silver" package, which has a larger menu of cable channels. Nine percent (9%) indicated they subscribed to the "TV Gold" package or higher tier of service, meaning they have access to at least 307 channels.

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<sup>5</sup> Categories were not provided. Telephone interviewers coded the open-ended comments into common response types. See the Survey Instrument Markup in the Report Attachments for more detail on question construction and interviewer instructions.



Additionally, 65% of all Charter-Spectrum cable subscribers indicated subscribing to Charter-Spectrum broadband/cable modem services (N=197). Of the remaining Charter-Spectrum cable television subscriber respondents who do not have high speed Internet service from Charter-Spectrum (N=106), 11% have such service with an alternative provider. Nineteen percent (19%) report not having Internet access at home. This compares to 9% or N=34 of all Charter-Spectrum non-subscribers reporting that they do not have any Internet access at home. Additionally, two percent (2%) of Charter-Spectrum Cable TV subscribers reported not knowing if they had internet and 3% reported that they didn't know who their provider was.

Among all respondents to the survey, 13% (N=92) of those surveyed reported not having Internet services in the home. This is somewhat higher than the most recent Pew Internet and American Life national adoption tracking data<sup>6</sup> which was updated in April 2019, and showed 10% of Americans had not adopted Internet service.

The average monthly Charter-Spectrum bill self-reported by Charter-Spectrum cable television subscribers surveyed is \$150.30 (including all services and fees). The most commonly self-reported Charter-Spectrum bill (the mode) among subscribers was \$150 a month, with Charter-Spectrum bills ranging from \$13 to \$500 a month.<sup>7</sup>

<p><b>Average Monthly Cable Television Subscriber Bill, including all services and fees (cable television, cable modem and cable telephone) =</b> <b>\$150.30 per customer</b></p>
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## Overall Satisfaction

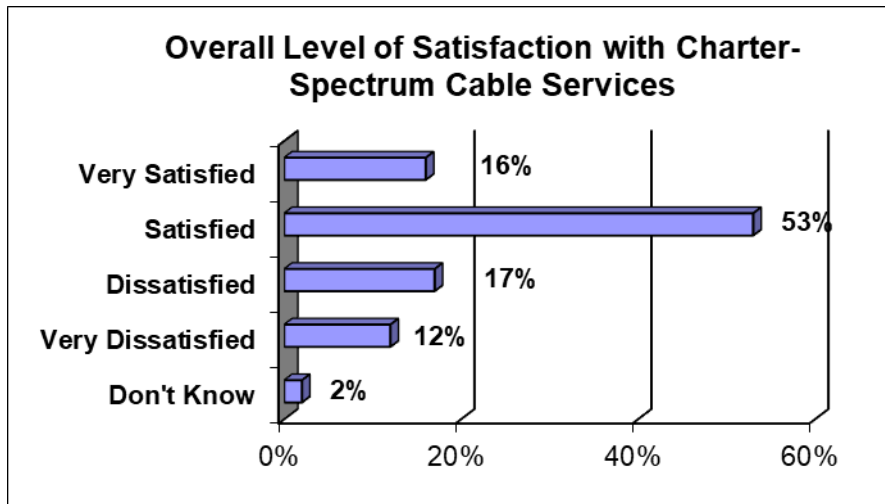
A majority, or fifty-three percent (53%), of subscriber respondents reported they are “satisfied” with Charter-Spectrum cable television service, and sixteen percent (16%) of subscribers described themselves as “very satisfied”, for a total of 69% reporting they were either “satisfied” or “very satisfied”. Seventeen percent (17%) said they were “dissatisfied” and twelve percent (12%) said they were “very dissatisfied”, for a total of 29% or approximately 3 in 10 reporting they were either “dissatisfied” or “very dissatisfied.”

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<sup>6</sup>[https://www.pewresearch.org/fact-tank/2019/04/22/some-americans-dont-use-the-internet-who-are-they/ft\\_19-04-22\\_noninternetusers\\_bar/](https://www.pewresearch.org/fact-tank/2019/04/22/some-americans-dont-use-the-internet-who-are-they/ft_19-04-22_noninternetusers_bar/).

<sup>7</sup> This figure includes all services: cable television, broadband internet and telephone.

Figure 3. - Overall Satisfaction with Cable Service

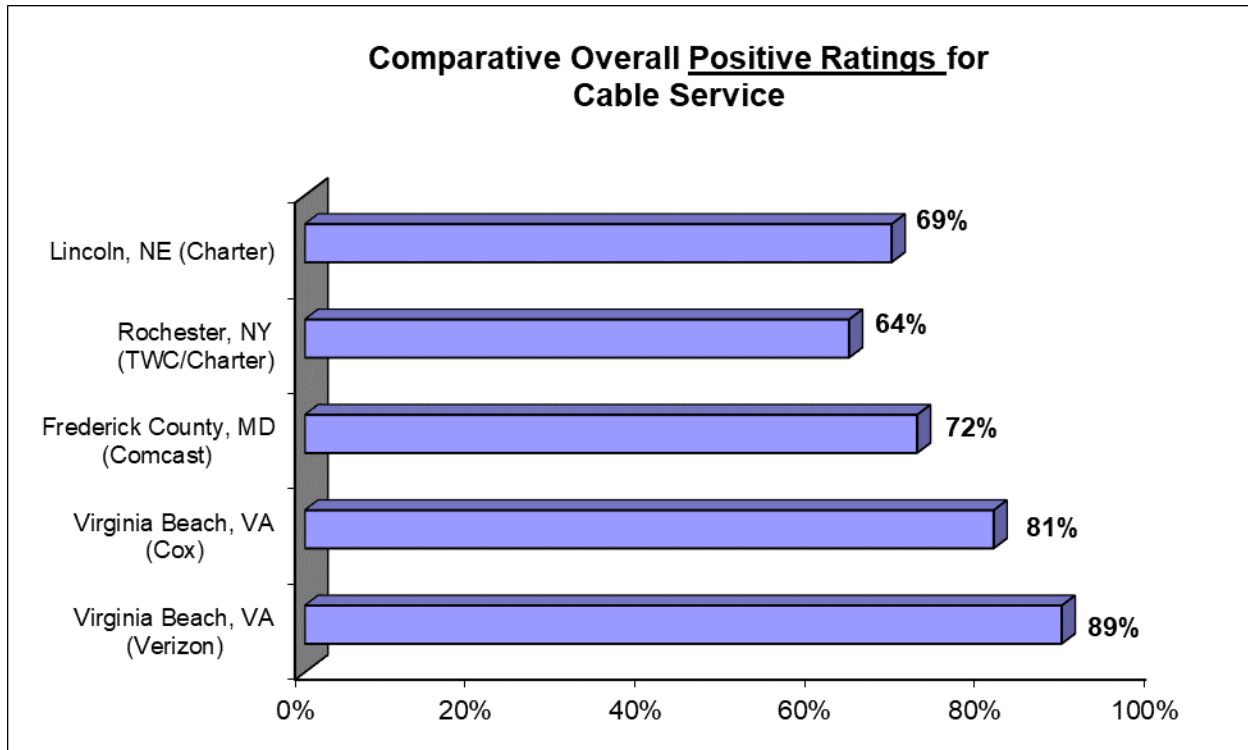


To provide a comparison of the Lincoln ratings with other similar sized communities, the following chart demonstrates findings among selected communities<sup>8</sup> in community needs assessments conducted in the last several years. As one can see, Lincoln's cable television subscribers reported somewhat lower levels of satisfaction than other similar-sized franchise areas in selected markets where studies were completed by CBG in the last four years.

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<sup>8</sup> The comparative data in this chart is from other communities where the authors of this study conducted survey research regarding cable television service (2015-2018). The chart compares positive ratings among various cable providers.

Figure 4. Cable Television Overall Ratings among Similar Sized Franchise Areas



Responding cable television subscribers who indicated being “dissatisfied” or “very dissatisfied” with Charter-Spectrum cable service (N=88) were asked if there was anything the company could do to improve their rating. Most often, dissatisfied subscribers said the company's overall rating could be improved if **rates were lowered** (27%). They also suggested that the company have **fewer outages and breaks in service** (23%), **offered more programming choices** (13%), and **had better phone-based customer service** (13%). Also mentioned by cable customers, but less frequently, were providing a la carte channel selections and more HD channels.

The above data were further explored to determine what significant relationships existed between reported satisfaction levels with Charter-Spectrum cable service and other areas tested in the study.<sup>9</sup> The study showed several positive relationships between overall satisfaction and tested attributes. Respondents who were more satisfied with Charter-Spectrum cable television were also significantly more likely to:

- Be aware that there is a complaint pathway with the City
- Be aware that LNKTV Access Programming is online
- Be aware of PEG Access
- Be willing to pay for LNKTV channels as a portion of their bill
- Less likely to think about cord cutting
- Be happy with their Internet services

<sup>9</sup> To test for significant relationships, an analysis of variance (ANOVA) was used. Relationships that tested at .05 significance or greater are presented.

It should also be noted that as subscribers' ages increased, they were significantly more likely to report lower satisfaction with sound quality overall, report a larger number of outages and have a lower satisfaction with LNKTV Health's picture quality overall. Additionally, the younger a subscriber was, the more likely they were to report lower satisfaction with LNKTV Educational television sound quality and more likely to report actively using Internet streaming services.

### Service Characteristics

Subscribers were asked to rate specific characteristics of Charter-Spectrum's cable television service. They were asked about, among others, the picture and sound quality, billing practices, and communications regarding rates and programming changes.

The following chart details their responses to each of these questions on a scale from "very satisfied" to "very dissatisfied":

Table 1. Satisfaction with Service Characteristics in Lincoln

	Cable Television Characteristic N=303	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
1	The picture quality	33%	61%	5%	2%	0.3%
2	The sound level consistency across channels	24%	55%	18%	2%	1%
3	The programming packages available	17%	50%	22%	7%	5%
4	Billing practices	11%	57%	20%	7%	5%
5	The ability of a Customer Service Representative to explain and address billing questions and problems	18%	50%	14%	8%	9%
6	Communications regarding rates and programming changes	9%	40%	30%	9%	13%
7	Service and repair response	18%	54%	12%	6%	11%
8	The time window for service appointments	16%	53%	12%	4%	16%
9	The arrival time of the service technician	19%	57%	4%	2%	17%

Ninety-four percent (94%) of interviewed cable subscribers indicated that they were "very satisfied" or "satisfied" with picture quality. After this, most satisfaction rates fell into a range of between approximately two-thirds and three-quarters of respondents. Specifically, 79% were satisfied with the sound level consistency across channels on the Charter-Spectrum cable television service. Sixty-seven percent (67%) of interviewed cable subscribers indicated that they were "very satisfied" or "satisfied" with the programming packages available.

Billing practices and the ability of a customer service representative to explain and address billing questions and problems also earned similar satisfaction ratings at 68%. The arrival time of a Charter-Spectrum service technician earned a satisfaction rating of 76% and service and repair response earned a satisfaction rating of 72%. Additionally, the time window for services appointments earned a satisfaction rate of 69%.

Communications with subscribers regarding rates and programming changes earned the highest dissatisfaction scores. Two in five (39%) subscribers are dissatisfied with these service characteristics, including 9% that indicated being “very dissatisfied.”

When comparing Lincoln and other franchise areas on tested service characteristics, one finds Charter-Spectrum’s Lincoln franchise enjoys a similar customer satisfaction ranking for picture quality, a lower ranking for sound level consistency, and similar (but relatively low across all communities) satisfaction with the programming packages available and the communication related to rates and programming changes.

Table 2. Satisfaction with Service Characteristics among Various Cable Providers in Similar Size Communities

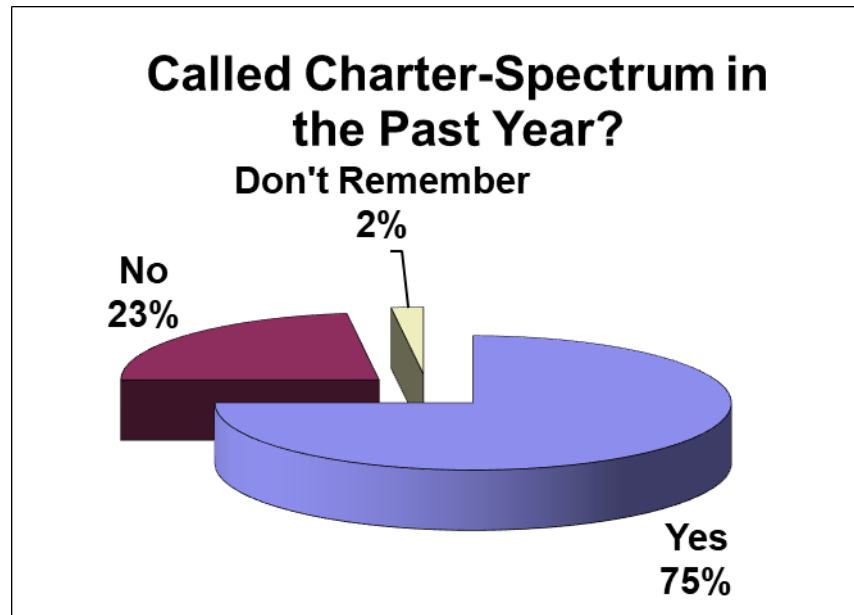
Tested Cable Television Characteristic	Lincoln, NE Charter Franchise Area	Rochester, NY Charter/TWC Franchise Area	Frederick County, MD Comcast Franchise Area	Virginia Beach, VA Cox Franchise Area	Virginia Beach, VA Verizon Franchise Area
Picture Quality	94%	90%	90%	97%	97%
Sound Level Consistency Across Channels	79%	91% <sup>a</sup>	91% <sup>a</sup>	86%	88%
The programming packages available	67%	59%	66%	Not Tested	Not Tested
Communications regarding rates and programming changes	49%	50% (rates) / 59% (programming)	44% (rates) / 52% (programming)	63%	76%

<sup>a</sup> Sound quality was rated in this Needs Assessment.

## Calls to Charter-Spectrum

Customers were then asked if they had called Charter-Spectrum in the past year for any reason. Seventy-five percent (75%) said yes.

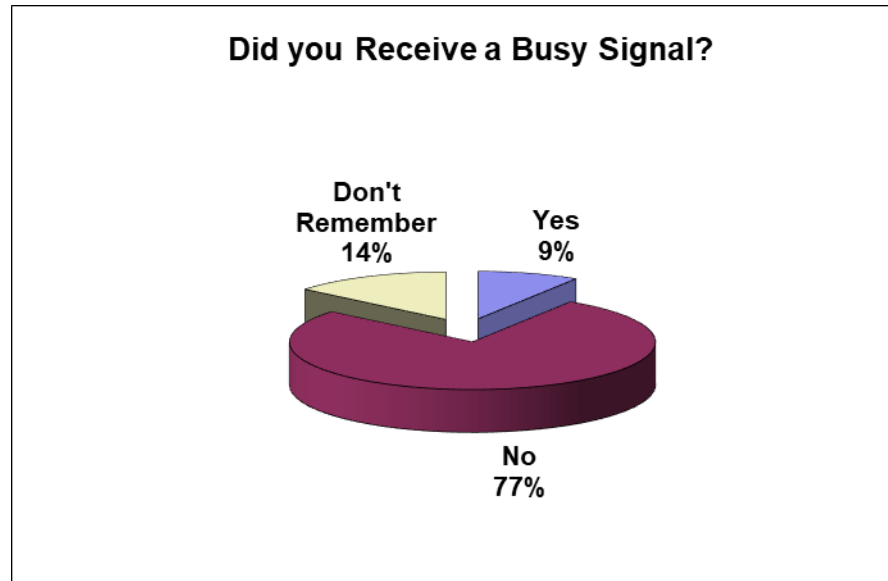
Figure 5: Subscribers Who Called Charter-Spectrum in the Past Year



These respondents (N=228) were asked the reason for their call. The most common reason for calling the cable company was to report a cable outage or loss of signal (29%). This was followed by reporting a signal quality problem with picture or sound (12%), and to ask a billing question (11%). Another 6% called to report a problem with their digital set-top.

Seventy-seven percent (77%) of those who had called Charter-Spectrum in the past year said they did not receive a busy signal. Nine percent (9%) said they had received a busy signal, and fourteen percent (14%) said they could not remember.

Figure 6. Subscribers Receiving a Busy Signal When Calling Charter-Spectrum



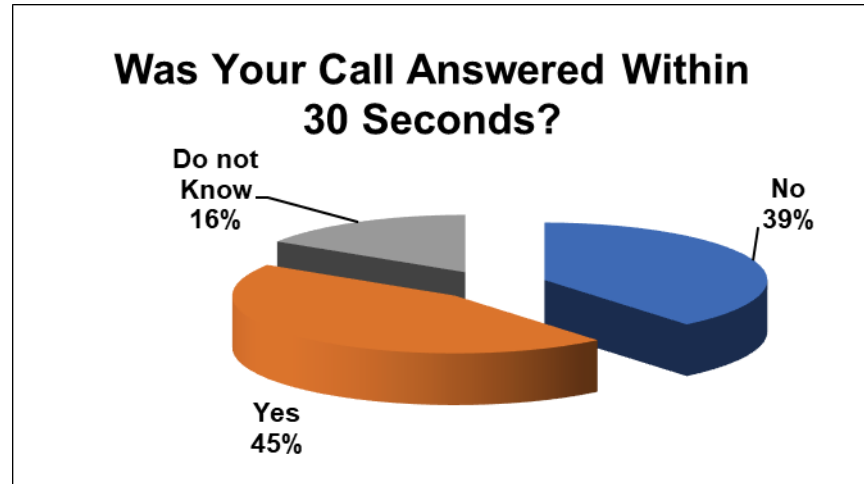
The Federal Communications Commission (FCC) customer service standards related to busy signals indicate that callers should not receive a busy signal “under normal operating conditions” greater than three percent (3%) of the time.<sup>10</sup>

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<sup>10</sup> The Federal Communications Commission (FCC) customer service standards for cable television can be found at <http://www.fcc.gov/guides/customer-service-standards>. FCC standards are incorporated into Charter-Spectrum's Lincoln franchises.

Cable subscribers who called the Charter-Spectrum call center were also asked if customer service representatives answered their calls within 30 seconds, including the time left on hold and 45% indicated that they had not.

Figure 7. Subscribers Whose Call wasn't Answered within 30 Seconds



According to the data collected in this study, Charter-Spectrum scores below the FCC benchmark in regard to hold and transfer time which stipulates a less than 30 second hold time and an additional 30 second transfer time be met with 90% efficiency.<sup>11</sup>

Survey respondents were asked how soon after they called to report the problem did Charter-Spectrum begin to correct that problem. Forty-six percent (46%) of respondents said the cable company began working on their problem “the same day it was reported.” Fifteen percent (15%) said the cable company began working on the problem “the next business day.” Another fifteen percent (15%) reported that the cable company began working on the problem “days later.” Four percent (4%) indicated it was “about a week” and one percent (1%) said it was “about a month.” Seven percent (7%) said the problem was “never resolved.”

The FCC benchmarks for customer service stipulate that the cable company must begin working on outages within 24 hours of problem notification and must begin working on resolution of other problems “the next business day after learning of them.”<sup>12</sup> Based on our findings, 20% of cable subscribers in Lincoln that called to report a problem reported that Charter-Spectrum did not meet this FCC benchmark on customer service. Additionally, another seven percent (7%) of customers report that the problem continues. These findings suggest customer care staffing that is substantially falling short of meeting the FCC’s minimum standard.

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<sup>11</sup> Ibid.

<sup>12</sup> Ibid.



While all scores in comparison franchises fall short of the FCC benchmark standards for telephone response, Lincoln customers report a higher problematic experience with getting a busy signal than customers reported in some other markets surveyed.

Table 3. Satisfaction with Customer Service Characteristics among Various Cable Providers in Similar Size Communities

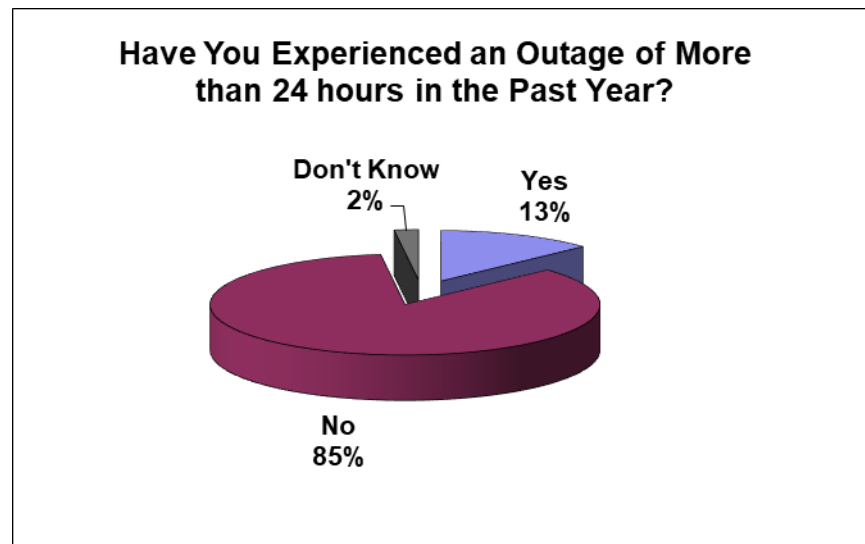
Tested Customer Service Characteristic	Lincoln, NE Charter Franchise Area	Rochester, NY Charter/TWC Franchise Area	Frederick County, MD Comcast Franchise Area	Virginia Beach, VA Cox Franchise Area	Virginia Beach, VA Verizon Franchise Area
Got a busy signal (3% is Maximum Benchmark)	9%	9%	8%	8%	8%
Call NOT answered within 30 seconds by a customer service representative (including hold time, 10% is Maximum Benchmark)	45%	47%	49%	50%	53%

## Cable Signal Outages

Charter-Spectrum cable television subscribers were asked if they had experienced cable signal outages in the last year that lasted for a period greater than 24-hours. Seventeen percent (13%) indicated that they had.

These subscribers were asked to estimate how many times they lost their entire cable signal for a period of more than 24 hours. Respondents reported on average of 2.5 services outages. The most common number of outages experienced was one and the range of outages provided by respondents was 1 outage to 12 outages.

Figure 8. Responding Subscribers who Experienced an Outage in the Past Year



Respondents also reported a high dissatisfaction (68%) with the length of time it took Charter-Spectrum to restore their service, with 43% of those respondents reported being “very dissatisfied”.

Lincoln customers report a similar experience to that which customers report in other markets related to Outages. However, Lincoln residents have a high dissatisfaction level with the length of time it takes Charter-Spectrum to restore their service.

**Table 4. Subscribers with Outages and Restoration Satisfaction (Technical Resolution) among Various Cable Providers in Similar Size Communities**

Tested Cable Technical Characteristic	Lincoln, NE Charter Franchise Area	Rochester, NY Charter/TWC Franchise Area	Frederick County, MD Comcast Franchise Area	Virginia Beach, VA Cox Franchise Area	Virginia Beach, VA Verizon Franchise Area
Problems with Cable signal outages for more than 24-hours in the past year	13%	22% <sup>a</sup>	33%	11%	7%
Satisfied with length of time to restore service	28%	Not Tested <sup>b</sup>	Not Tested <sup>b</sup>	42%	59%

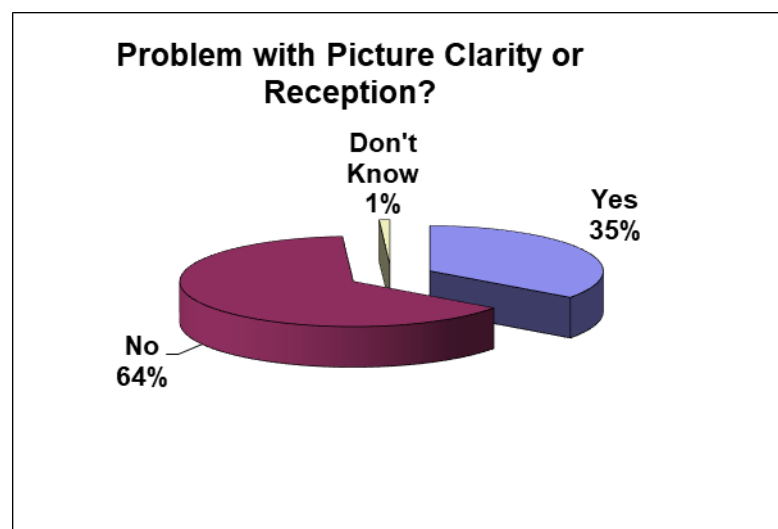
<sup>a</sup> 4-hour outage period was tested in this Needs Assessment.

<sup>b</sup> Satisfaction was not tested in these Needs Assessments.

## Picture Quality

Cable subscribers were asked if they had experienced significant picture clarity or reception difficulty in the past year. Thirty-five percent (35%) responded “yes” (N=105). These individuals were asked about the frequency of picture clarity problems. Thirty-four percent (34%) respectively described the problem as “rarely” and “a few times a month.” Twelve percent (12%) described the picture clarity and reception problems as “constant” and eighteen percent (18%) indicated it was “every few days.”

**Figure 9. Responding Subscribers who had problem with Picture Clarity or Reception**



Cable subscribers were asked to describe the specific channels where they experienced picture clarity or reception problems. Fifty-six subscribers (N=56) provided a descriptive response. While many described “all channels/any channels” (11 mentions), when subscribers mentioned a specific channel, they were most likely to mention Channel 7 and 8/ABC (first mentions). This was followed by several channels mentioned more than once, such as channel 6/NBC, channel 11/CBS, channel 51/TCM, channel 12/PBS and channel 9/FOX. Also mentioned, but less frequently were ESPN and HGTV.

A full list of channels where respondents experienced picture clarity and reception problems can be found in Exhibit A.1, along with a full summary of the results of the residential survey by question (Survey Instrument Mark-up).

Lincoln customers report a high degree of problems with picture clarity and reception consistent with customers in another similar market, but higher than in other franchise areas.

Table 5. Subscribers with Picture/Reception Problems (Technical Issues) among Various Cable Providers in Similar Size Communities

Tested Cable Technical Characteristic	Lincoln, NE Charter Franchise Area	Rochester, NY Charter/TWC Franchise Area	Frederick County, MD Comcast Franchise Area	Virginia Beach, VA Cox Franchise Area	Virginia Beach, VA Verizon Franchise Area
Problems with picture clarity or reception in the past year	35%	39%	30%	18%	12%

### Problem Resolution Satisfaction

Cable subscribers were asked how satisfied they were with the length of time it took Charter-Spectrum to resolve the reception problem. Less than half (47%) were satisfied (8% very satisfied) and 45% were dissatisfied (15% very dissatisfied).

Lincoln subscribers report a higher degree of dissatisfaction than those in other tested markets with the length of time that it took Charter-Spectrum to resolve picture clarity or reception problems.

Table 6. Subscribers Picture/Reception Problem Restoration Satisfaction (Technical Resolution) among Various Cable Providers in Similar Size Communities

Tested Cable Technical Characteristic	Lincoln, NE Charter Franchise Area	Rochester, NY Charter/TWC Franchise Area	Frederick County, MD Comcast Franchise Area	Virginia Beach, VA Cox Franchise Area	Virginia Beach, VA Verizon Franchise Area
Satisfied with length of time to resolve the reception problem	47%	Not Tested	Not Tested	64%	50%

### Knowledge of Telecommunications/Cable Advisory Board

Subscribers were also asked if they knew that they could submit a complaint to the City's Telecommunications/Cable Advisory Board if they were dissatisfied with their Cable TV or Internet service and Charter-Spectrum was unable to resolve their issue. Thirty-two percent (32%) said yes and sixty-eight percent (68%) indicated that they did not know they could call the City Telecommunications /Cable Advisory Board.

### Public, Education and Government Access Programming (PEG)

All survey respondents were asked about their awareness of local community access programming appearing on the cable system in Lincoln.

#### Non-Charter-Spectrum Cable Subscribers

To isolate non-subscribers to Charter-Spectrum cable service, who had experience with public, educational, and government access (PEG) programming, such non-subscribers (N=386) were screened for awareness of the PEG channels. Seventy percent (70%) of non-Charter-Spectrum cable subscribers reported being aware of these channels, 30% unaware.

Awareness was followed by asking non-cable subscribers if they would be interested in being able to receive local government, education, and public access programming. Thirty-four percent (34%) indicated that they would.

### Awareness Comparison

The City of Lincoln experiences lower awareness (especially among Charter-Spectrum cable subscribers) of its government, education, health and wellness and public access channels consistent with other tested franchise areas.

Table 7. PEG Awareness among Residents in Similar Sized Franchise Areas

Awareness of PEG channels <sup>13</sup>	Lincoln, NE Charter Franchise Area	Virginia Beach, VA Cox Franchise Area	Virginia Beach, VA Verizon Franchise Area
All Respondents	59%	70%	70%
Subscribers	45%	72%	74%
Non-Subscribers	70%	61%	61%

### Charter-Spectrum Cable Subscribers

Less than half (45%) of Charter-Spectrum cable subscribers were aware of the local public access channel and the LNKTV channels. Those that were aware (N=135), were asked a series of questions about their experiences with the channels. The percentages discussed in the following Government, Educational, Health and Wellness and Public Access sections are based on the total number (N=135) of subscribers that reported awareness of them. These subscribers were asked a series of questions related to the programming that appears on the channels in each PEG category.

### Government Access (LNKTV City)

Local government access programming (LNKTV City) appears on local Charter-Spectrum channel 1300 and is regularly viewed on at least a monthly basis by 35% of Charter-Spectrum cable subscribers aware of the channel in Lincoln. When measuring how frequently the programming is viewed, six percent (6%) of respondents reported that they watched more than five hours a week, and another 13% described themselves as weekly viewers who watched less than five hours a week. Sixteen percent (16%) reported watching the channel a couple of times a month. An additional 19% indicated that they watched the channel a couple of times a year. Forty-one percent (41%) of responding subscribers reported that they never watched government access programming.

These numbers indicate a significant level of viewership for government access programming. For example, by comparison, during one of the weeks that this study was conducted in October, 2018, the top three viewed television programs were on the networks FOX (The OT and World Series), NBC (Sunday Night Football), and CBS (The Big Bang Theory). The ratings for these

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<sup>13</sup> Awareness was not tested in the Rochester, NY and Frederick County, MD Needs Assessments.

three shows, the top 3 television programs in the United States, were 16%, 13% and 12% percent of the total audience surveyed, respectively.<sup>14</sup>

As another way of comparing and considering the viewership of the access channels, it is useful to apply some other standard principles of viewing audience measurement. The Nielsen Company is the primary measurer of media engagement in the United States. Nielsen reports that the Lincoln metropolitan area is the 106th largest television market in the United States, with 263,000 television households. This comprises 0.2% of the total US television households. Additionally, 61% of the Lincoln market reports on relying on television as their primary news source.<sup>15</sup>

One of the numbers generated by Nielsen is referred to as CUME, an acronym for “cumulative audience.” It is defined by the television industry as the total, non-duplicated audience for a program or channel over a given time period. CUME is expressed as a percentage of the total television household universe that can access a particular program or channel.

In Lincoln, the weekly CUMEs reported by Charter-Spectrum cable subscribers in our study of the public, education, and government access channels varies from 8% to 19%, as further detailed below. In other words, 8 to 19% of cable subscribers aware of access channels report at least viewing one of the channels at some point in a given week. Comparison with the weekly CUME of many well-known cable networks shows that, in a universe of more than 300 channels, 8% to 19% of viewers watching at least once per week is a substantial audience share.<sup>16</sup>

These percentages, coupled with the niche-audience nature of cable television programming, where the vast majority of cable networks have small weekly CUMEs, and the top networks have CUMEs of less than 30%, demonstrate strong viewership by even a commercial cable channel standard.

The percentages above show that even the most popular commercial channels will not garner a majority of viewing households in a large multichannel environment. Accordingly, local access programming in Lincoln can be seen as attracting a healthy number of viewers, with 8% to 19% of the responding cable households in the tested franchise areas watching daily or weekly.

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<sup>14</sup> Cable ratings for the week ending October 29, 2018 retrieved from: <https://tvbythenumbers.zap2it.com/weekly-ratings/broadcast-top-25-and-network-rankings-oct-22-28-2018/>. [This cable television study happened to coincide with the World Series in which the FOX network experienced an uptick in viewership.](https://www.nielsen.com/content/dam/corporate/us/en/public%20factsheets/tv/2017-18%20TV%20DMA%20Ranks.pdf)

<sup>15</sup> <https://www.nielsen.com/content/dam/corporate/us/en/public%20factsheets/tv/2017-18%20TV%20DMA%20Ranks.pdf>. Television Bureau of Advertising ([www.tvb.org](http://www.tvb.org)) tracks market profiles using Nielsen data at <http://www.tvb.org/markets>. <https://www.tvb.org/Public/Research/CompetitiveMedia/CableADS/NationalADS,Wired-CableBroadcastOnlyHouseholdPenetrationTrends.aspx>

<sup>16</sup> To illustrate this phenomenon, the most recent rankings available for cable networks (March 2019) demonstrate that among the top 5 primetime viewed cable networks less than 2% of households are watching (Fox News 2%, TBS 1.6%, TNT 1.4%, MSNBC 1.4% and HGTV 1%. <https://www.statista.com/statistics/373266/primetime-cable-network-viewership-usa/>

Compared with commercial cable networks, government access programming (LNKTV City) in Lincoln attracts a high number of viewers with 19% of the respondents watching weekly, including six percent (6%) watching more than five hours a week.

Those subscribers who watched Lincoln's government access programming on Channel 1300 were also asked a series of questions related to picture, sound and informational value of the programming.

Picture quality of the government access channel received the highest scores with 77% rating it "excellent" or "good", 19% describing it as "fair" and no one described it as "poor." This is a significantly less positive characterization of government access picture quality than was given for the Charter-Spectrum system picture quality as a whole. Regarding overall levels of satisfaction with picture quality, 94% reported they were "satisfied", including 33% "very satisfied." This finding suggests that there is a notable difference in picture quality on the government access channel as compared to the other channels on the system. This is important to note, and suggests that the perception of PEG channel signal quality and any attendant effect on viewership will continue to be less positive until the picture quality is improved by Charter-Spectrum.

Sixty-four percent (64%) described the informational value of government access programming as "excellent" or "good" with 26% describing it as "fair" and no one described it as "poor."

Seventy percent (70%) described the sound quality as "excellent" or "good", 23% described it as "fair" and 4% described it as "poor." The sound quality of the government access channel scored the only "poor" rating. This is important to note and suggest that viewers would be more positive if the sound quality is improved by Charter-Spectrum.

### **Health and Wellness Access (LNKTV Health)**

LNKTV Health is a health-oriented channel developed by the Mayor's Citizen Information Center through a grant from the Community Health Endowment. Their goal is to air reliable, educational; health and wellness shows that are relevant to City of Lincoln residents and they welcome and encourage community input. This programming appears on LNKTV Health Channel 1301 and is regularly viewed by 17% of cable subscribers aware of the channel in Lincoln on at least a monthly basis.

When measuring more specifically how frequently the programming is viewed, two percent (2%) of respondents reported that they watched more than five hours a week, and another 7% described themselves as weekly viewers who watched less than five hours a week. Eight percent (8%) reported watching the channel a couple of times a month and 18% indicated that they watched the channel a couple of times a year. Sixty percent (60%) of subscribers reported that they never watched local Health and Wellness programming.

Again, these numbers show viewership for health and wellness programming in Lincoln that is comparable to many popular channels on cable television. As described in examples reviewed above, even the most popular cable networks rarely receive more than a small minority of the



total viewing audience. The number one cable network for the month of October 2018 when the Lincoln Residential Study was being conducted was the Fox News Channel with 1.685 million viewers daily -- roughly 1.5% of the potential viewing audience.<sup>17</sup>

Local health and wellness programming in Lincoln, by comparison, is attracting a significant number of potential cable viewers with 9% of the responding households watching weekly, including two percent (2%) watching more than five hours a week. This finding, coupled with the important role of providing residents with critical hyper-local health education and information shows a successful and important health and wellness access channel is in Lincoln.

Those subscribers who watched LNKTV Health programming on a daily, weekly, or monthly basis were asked a series of questions related to picture, sound, and programming quality (N=24).

The overall value of LNKTV Health programming received high scores with 92% rating it “excellent” or “good”, 8% describing it as “fair” and no one rated it as “poor.”

Ninety-two percent (92%) also described picture quality as “excellent” or “good” with 8% describing it as “fair” and no one described it as “poor.”

The sound quality scored the lowest in quality with 84% describing it as “excellent” or “good”, 13% describing it as “fair” and four percent (4%) indicating “poor.” Again, sound scored the lowest in quality with 4% describing it as “poor”. This is similar to the low characterization of sound quality that was given by subscribers when asked about the overall sound level consistency on the Charter-Spectrum system and their level of satisfaction (79%). In responding to that question, 20% were dissatisfied with sound level consistency, with 2% very dissatisfied. These findings suggest that, along with that for the government access channel, sound quality overall will continue to have an impact on viewership until improvements are made by Charter-Spectrum.

### **Educational Access**

Local educational access television including programming from the Lincoln Public School District, Nebraska Wesleyan University and the University of Nebraska in Lincoln appears on Channel 1303 (LNKTV Education). It is viewed by 20% of cable subscribers who are aware of the local access channels in Lincoln on at least a monthly basis. When measuring more specifically how frequently the programming is viewed, three percent (3%) of respondents reported that they watched more than five hours a week, and another five percent (5%) described themselves as weekly viewers who watched less than five hours a week. Twelve percent (12%) reported watching the channel a couple of times a month and nineteen percent (19%) indicated that they watched the channel a couple of times a year. Fifty-three percent (53%) of subscribers reported that they never watched educational access programming.

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<sup>17</sup> Cable network ratings retrieved from <https://www.scribd.com/document/392990433/Basic-Cable-Ranker-October-2018-Total-Viewers#>.

### Comparison with PEG Viewership in Other Cable Franchise Markets

Those subscribers who watched LNKTV Education programming on a daily, weekly, or monthly basis were asked a series of questions related to picture, sound, and programming quality (N=27).

The overall value of LNKTV Education programming received high scores with 85% rating it “excellent” or “good”, 11% describing it as “fair” and 4% rated it as “poor.”

Eighty-six percent (86%) also described sound quality as “excellent” or “good” with 15% describing it as “fair” and no one described it as “poor.”

The picture quality scored similarly with 85% describing it as “excellent” or “good”, 15% describing it as “fair” and no one rated it as “poor.”

### **Public Access**

The local community and public access channels are operated by Charter-Spectrum and programming appears on both channel 1302 (LCC-TV) and channel 1304<sup>18</sup>. This programming is viewed by 16% of cable subscribers who are aware of the local access channels in Lincoln on at least a monthly basis. When measuring more specifically how frequently the programming is viewed, three percent (1%) of respondents reported that they watched more than five hours a week, and another 8% described themselves as weekly viewers who watched less than five hours a week. Seven percent (7%) reported watching the channel a couple of times a month and 20% indicated that they watched the channel a couple of times a year. Fifty-eight percent (58%) of subscribers reported that they never watched public access programming

Again, these numbers show viewership for public access programming in Lincoln that is comparable to many popular channels on cable television. As described in examples reviewed above, even the most popular cable networks rarely receive more than a small minority of the total viewing audience.

By comparison, the local public access programming in Lincoln has a significant number of cable viewers with 9% of the responding households watching weekly, including one percent (1%) watching more than five hours a week. This finding, coupled with the important role of providing residents an outlet to increase the marketplace of ideas, demonstrates an important need to continue to provide public access programming in Lincoln.

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<sup>18</sup> Although requested well prior, Charter-Spectrum provided information after the residential telephone survey was in the field that indicated there are two community/public access channels provided in Lincoln, LCC-TV (Channel 1302) which has the vast majority of community/public access programming and Channel 1304, which is reserved for what may be considered “objectionable” programming. This delineation is further explained in the PEG Access Needs Assessment (Section B of the overall Report). Because of this, the questions in the survey pertaining specifically to public/community access only reference channel 1304. However, residents’ responses to the questions indicate that respondents were providing information related to the combination of the two channels, and so reflect attitudes, opinions, needs and interests related to public/community access as a whole. To further ensure the most informed understanding of the pertinent questions, a specific reference to LCC-TV was added in the subsequent online survey question construction.

Those subscribers who watched local public access programming on a daily, weekly, or monthly basis were asked a series of questions related to picture, sound, and programming quality (N=23).

The overall value of the public access programming received high scores with 79% rating it “excellent” or “good”, 13% describing it as “fair” and 0% as “poor.”

Seventy-nine percent (79%) described picture quality as “excellent” or “good” with 17% describing it as “fair” and 0% said it was “poor.” Similar to responses for LNKTV channels, this is a significantly less positive characterization of picture quality than was given by subscribers when asked about the overall picture quality on the Charter-Spectrum system and their level of satisfaction. In responding to that question, 94% were satisfied with picture quality, 33% very satisfied. This finding suggests that, there is a notable difference between picture quality on the public access channel and that on the other channels on the system. Part of this may be due to the fact that public/community access channels are only available in standard definition, unlike the LNKTV channels which are provided in high definition. Perception of public access signal quality and any attendant impact on viewership will be less positive until improvements are made.

The sound quality scored lower with 70% describing it as “excellent” or “good”, 26% describing it as “fair” and 0% indicating “poor.”

Weekly reported viewership of PEG channels in Lincoln exceeds that in other tested communities among government access channel viewers, while being lower in many cases related to educational access. Lincoln is the only local franchising authority among those tested that offers a health and wellness channel, so no comparisons could be made. Public Access in Lincoln scores lower than the channel provided in Rochester, NY, which is operated by a local non-profit, RCTV Media Center.

**Table 8. PEG Viewership in Other Cable Franchise Markets**

Weekly Viewership of Public, Education and Government Access Channels	Lincoln, NE Charter Franchise Area	Rochester, NY Charter/TWC Franchise Area	Frederick County, MD Comcast Franchise Area	Virginia Beach, VA Cox Franchise Area	Virginia Beach, VA Verizon Franchise Area
Government Access	19%	15%	6%	12%	12%
Education Access	8%	12%	7% (K-12)/	16% <sup>a</sup>	17% <sup>a</sup>
K-12/Higher Education			(3% Higher Ed)		
Public Access	9%	18%	N/A <sup>b</sup>	N/A <sup>b</sup>	N/A <sup>b</sup>

<sup>a</sup> Virginia Beach, VA only has a K-12 Channel

<sup>b</sup> Public Access was not tested in Frederick County, MD and Virginia Beach, VA

### **Access Programming On Demand**

Lincoln Charter-Spectrum cable television subscribers who watched local access programming at least once or twice a month were asked about the value of having local access programming available via the cable system on-demand. The majority indicated that it would be valuable at some level (58%), including one in seven (14%) who said it would be “very valuable”, 22% who said it would be “valuable”, and 22% who said it would be “somewhat valuable.” Twenty-nine percent (29%) indicated it would be “not at all valuable.”

### **Future Additional Access Programming**

Subscribers who watch the Lincoln PEG Access Channels at least once or twice a month were also asked to consider the local programs that appear on the LNKTV channels and local public access and provide any other types of local programming that they would be interested in receiving.

Several different categories of programs were mentioned and a full list is at the end of the Survey Mark-up in Exhibit A.1. Categories included for example, a workout channel and backyard farming.

### **Importance of Access Programming**

All cable subscribers, regardless of whether they watched local access channels or not, were asked how important it was that the local community access channels were available to subscribers on the cable system. The large majority, 84%, thought that these channels were important, including 33%, or one in three cable subscribers, who indicated they were “very important”, 26% who indicated “important”, and 25% who indicated “somewhat important.” Thirteen percent (10%) indicated not at all important. Table 5 summarizes these results. When

we look even further into the importance among subscribers in Lincoln this includes 82% of those that were unaware of the channels who indicated a level of importance for the channels to be on the system.

Table 9. How Important is it that Local Community Channels are Available to Cable Subscribers?

<b>Importance</b>	<b>Percentage</b>
Very Important	33%
Important	26%
Somewhat Important	25%
Not at all Important	10%
Don't Know	6%

### **Funding Access Programming**

Two questions were posed to all cable subscribers (N=303) related to funding for the local access channels. Subscribers were asked to consider the total cost of their bill from Charter-Spectrum as 100% and then determine what percentage of that bill should go to support local access programming, like that on the LNKTV channels.

The response was positive with 61% of residents indicating a specific percentage that they would be willing to pay monthly to support local access programming. The range was 0% to 100% per month. The average amount was 14% of their total bill among those willing to pay something (the average is 12% per month if you include those not willing to pay anything for access channels [6%]). Another 39% said they didn't know or were unsure of the amount they'd be willing to pay.

Further analysis of the responses indicates that of those who were aware of the local access channels, 57% were willing to pay and specified a percentage, 6% were not willing to pay and 37% couldn't decide on a percentage. Among subscribers not aware of the local access channels, 7% were not willing to pay, while 52% were willing and provided a percentage and 41% were unsure of an amount they'd be willing to pay.

Subscribers were also asked how important it was that Charter-Spectrum be required to continue to support local access programming in a new franchise. Seventy-eight percent (78%) indicated some level of importance, with 36% indicating "very important", 24% indicated important and 8% indicated that it was "somewhat important." Eleven percent (11%) of subscribers indicated that it was not at all important. When we look even further into the importance for Charter-Spectrum to continue supporting local access programming in Lincoln, 75% of subscribers that were unaware of the channels indicated a level of importance for Charter-Spectrum to continue to support them.

When looking at the importance of local access and subscriber willingness to pay, we find that even subscribers who weren't willing to pay still indicated a high level of importance for the local access channels; 45% for those unaware and 57% for those that are aware. Similarly, even those subscribers who were unsure of an amount to pay for local access channels also indicate

high levels of importance for the access channels: 78% for those unaware and 76% for those aware. These high percentages of importance, even among those unwilling to pay or unsure what they would consider paying, demonstrate that the local access channels are important to most Lincoln cable subscribers.

### **LNKTV Local Access Channel Online Presence**

All survey respondents (N=689) were asked about their awareness of LNKTV local access channels' programming being available online. Twenty-three percent (23%) indicated that they were aware and 77% of respondents reported being unaware. When we look further into these figures, we note that online awareness of the LNKTV channels is higher among non-Charter-Spectrum cable subscribers with 26% being aware of LNKTV's presence online, while only 19% of Charter-Spectrum cable subscribers were aware. These awareness numbers in both cases, are substantially lower than awareness of LNKTV as part of the Charter programming line-up and demonstrates the importance of maintaining LNKTV channels on the cable system.

### **Online Access in Lincoln**

A series of questions related to online access and interactivity were posed to all survey respondents. Among all respondents (N=689), 39% subscribe to Charter-Spectrum's broadband Internet services. Among Charter-Spectrum cable subscribers (N=303) that number is 65% and among non-Charter-Spectrum cable subscribers (N=386) that number is nineteen percent (19%).

All residents that did not report having Charter-Spectrum's broadband Internet service were asked if they had Internet service at home. Of the 61% who did not have service with Charter-Spectrum, 19% *reported not having Internet service at home (N=92) or 13% of all respondents*. In other words, less than one in seven Lincoln residents report not having Internet service at home. This finding is, again, slightly higher than that found in a recent report published by the Pew Internet American Life project on Internet access.<sup>19</sup> The national tracking data finds that those without Internet access stands at 10% nationwide.

Of those that do have Internet access at home, but not with Charter-Spectrum (52% of Lincoln residents), the majority indicated that they subscribe to Windstream Internet Service (N=171 or 25%). Fifteen percent (15% or N=105) indicated that they subscribe to Allo Communications Internet service. The remaining 8% (N=52) reported either subscribing to Satellite Internet or using their mobile phone service for internet or don't know if they have Internet service.

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<sup>19</sup> A full report on the latest Pew Internet and American Life data can be retrieved at [https://www.pewresearch.org/fact-tank/2019/04/22/some-americans-dont-use-the-internet-who-are-they/ft\\_19-04-22\\_noninternetusers\\_bar/](https://www.pewresearch.org/fact-tank/2019/04/22/some-americans-dont-use-the-internet-who-are-they/ft_19-04-22_noninternetusers_bar/)

### Respondents *without* Internet Service at Home

To better understand the environment for Lincoln residents without Internet access at home, a series of questions was posed (N=92, or 13%). First, these residents were asked why they had chosen not to subscribe to Internet service at home. Up to three reasons were coded for each respondent. The most frequent response in the first response category was that they don't own a computer (59%); this was followed by "I don't think I need the Internet" (23%), the cost of Internet service (4%), "I use my mobile phone for Internet Access" (3%), and "I don't know how to use the Internet" (2%). One percent (1%) respectively reported "I don't have the money for Internet", "I don't know how to set up the equipment" and "I don't understand the child safety settings; my kids know more than I do".

To further illustrate the population of Lincoln respondents that do not have Internet service at home, an analysis with the reported demographics was reviewed.<sup>20</sup> Those without Internet service at home are significantly more likely to report to be elderly and report lower incomes. Additionally, this group of respondents were more likely to be non-white and less educated.

### Online Activity among Lincoln Residents

Eighty-five percent (85%) of Lincoln respondents indicated that they have Internet access at home. Those that do were asked a few questions regarding their satisfaction with several characteristics of their Internet Service.

Seventy-five percent (75%) indicated being satisfied with the choice of Internet providers in Lincoln, with 16% being "very satisfied". Seventeen percent (17%) were dissatisfied. Similarly, seventy-five percent (75%) indicated being satisfied with the speed of their Internet service, with 18% being "very satisfied". Twenty percent (20%) were dissatisfied. The highest satisfaction rating was reported regarding the reliability of their Internet service (83%), with 20% being "very satisfied". The lowest satisfaction rating was reported for the cost of Internet service at 59%, with 12% being "very satisfied". This rating left 33% of respondents reporting being dissatisfied with the cost of their Internet service in Lincoln.

Table 10: Internet Characteristics among all Internet subscribers:

Internet Characteristics N=587	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not Applicable
The choice of Internet providers in Lincoln	16%	59%	14%	3%	8%
The cost of your Internet service	12%	47%	27%	6%	7%
The speed of your Internet service	18%	57%	15%	5%	4%
The reliability of your Internet Service	20%	63%	11%	4%	3%

Responses concerning satisfaction levels among Charter-Spectrum Internet subscribers show higher dissatisfaction for all categories tested.

<sup>20</sup> To test for significant relationships, an analysis of variance (ANOVA) between reporting no Internet access at home and the reported demographics was conducted. Relationships were significant at the .05 level and a crosstab was reviewed to illustrate the differences.

**Table 11: Internet Characteristics among Charter-Spectrum Internet subscribers only:**

Internet Characteristics N=269	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not Applicable
The choice of Internet providers in Lincoln	10%	62%	16%	4%	7%
The cost of your Internet service	7%	44%	33%	11%	5%
The speed of your Internet service	10%	62%	17%	7%	3%
The reliability of your Internet Service	13%	65%	16%	6%	1%

All respondents that have Internet access at home were asked a series of questions about what they mostly use the Internet to do (85% of the responding sample). The top ten Internet activities reported by Lincoln respondents included in their first responses included the following:

**Table 12: Top 10 Internet Activities Reported by Lincoln Respondents (N=587)**

1. Email	13%
2. Use an online social networking site like Facebook, Twitter, Instagram	13%
3. Watch television or other videos	11%
4. Looking for information about a service/product thinking of buying	7%
5. Work from home (telecommuting)	7%
6. Buy something online	6%
7. Play online video games	5%
8. Online banking	4%
9. Keep in touch with family and friends	4%
10. Look online for news and information	4%

One can see from these responses the significant economic activity happening online in Lincoln. Evidence of these activities in the City are indicators of the new world economies at work and demonstrate the critical need for continued robust broadband availability at affordable rates for the future of Lincoln.

## **Video Streaming Services**

Respondents with Internet access at home in Lincoln were additionally asked about current use of internet-based video streaming services such as Netflix, Hulu, Amazon Prime, SlingTV, etc. Fifty-three percent (53%) of respondents reported using internet-based video streaming services. Of these, 54% were cable subscribers (31% were Charter-Spectrum cable subscribers). The rest (47%) were non-cable subscribers.

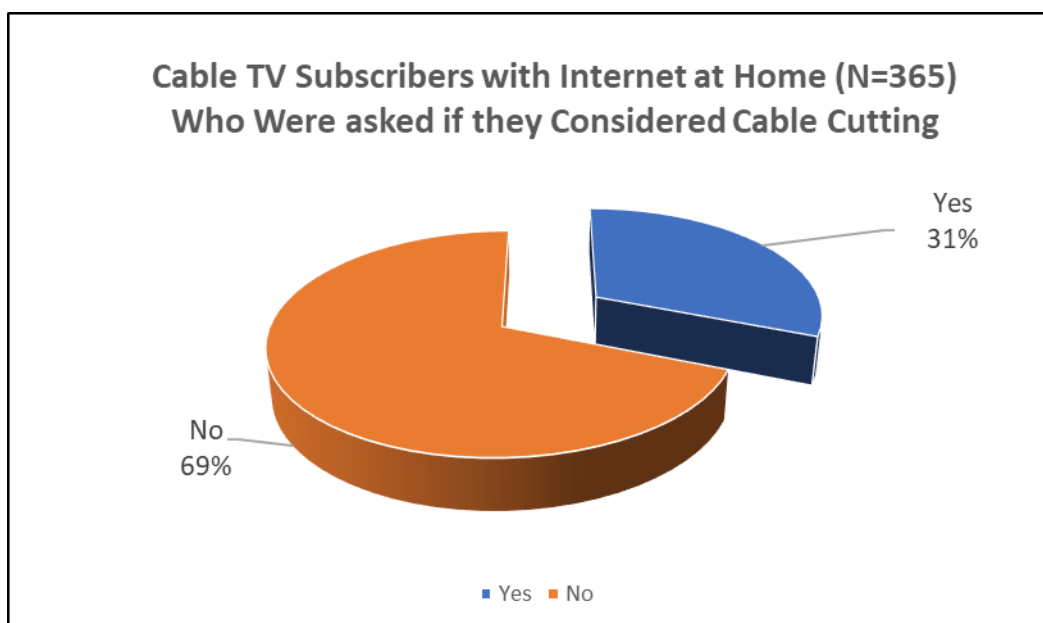
Respondents were also asked if they had to choose only one service, internet or cable, which would they choose? Forty-six percent (46%) of cable subscriber respondents with internet at home reported that they would choose Internet services over Cable TV services if they had to choose.



## Cable Cutting

All cable subscribers with Internet (N=365) were asked if they had considered canceling their cable television service (“cable cutting”, also known as “cord cutting”) and replacing it with off-the-air and/or internet-based video streaming services. Thirty-one percent (31%) reported that they had considered it. Those that considered cable cutting (N=113) were asked how many years from now would they be making the change. Thirty percent (30%) reported in less than 1 year from now, 21% reported 1-2 years, 12 % reported 3-4 years, 4 % reported 5-9 years and 2% reported more than 10 years from now. Eight percent (8%) reported that they would never cable cut even though they were thinking of it and 25% didn’t know when they might cancel their cable service.

Figure 10: Cable TV Subscribers with Internet at Home who Considered Cable Cutting



As may be expected, cable cutting (a.k.a, “cord cutting”) is significantly related to reported lower satisfaction with all tested aspects of cable television service.<sup>21</sup> Additionally, lower satisfaction levels with picture quality and frequency of outages are significantly related to anticipated cable cutting. Respondents in higher income brackets, who use the internet to stream videos, and who have children in the home are significantly more likely to report an interest in cable cutting. Interestingly, on people of color in lower household incomes are also more likely to report considering cable cutting. Lower satisfaction with the picture quality of Public access or never watching Public access was also significantly related to higher interest in cord cutting.

<sup>21</sup> To test for significant relationships, an analysis of variance (ANOVA) between reporting thinking about cable cutting and other reported characteristics was conducted. Relationships were significant at the .05 level and a crosstab was reviewed to illustrate the differences.

### Age and Cable Cutting

The largest group of cable subscribers with Internet at home falls into the 65+ category (consistent with cable subscribership overall), but only roughly one in twelve of them (27% of the 31%) have considered cable cutting. National data indicates that the majority of this age group are likely to stay cable subscribers at least for the foreseeable future, depending upon how cable service continues to evolve.<sup>22</sup>

On the other side of the coin, those in the 18-34 yrs. old range are the smallest number of cable subscribers with Internet at home (largely because they are mostly non-cable subscribers overall), but they are also the smallest percentage that has considered cable cutting. This matches national data that indicates that if younger people are choosing cable (rather than broadband only and over the top video streaming services), then they are choosing it for a reason that will likely keep them a cable subscriber, again, depending upon how cable services continue to evolve.<sup>23</sup>

The group to continue to monitor is the nearly 4 in 10 cable subscribers with internet (36%) that fall into the 35-64 yrs. old category where the largest number (51% of the 31%, or approximately 16% overall) have considered cable cutting. National data indicates that this group has traditionally been cable subscribers, but for a variety of reasons they are helping drive the downward trend in cable and satellite subscription (currently running about a 1% to 2% drop per year according to the latest national numbers).<sup>24</sup>

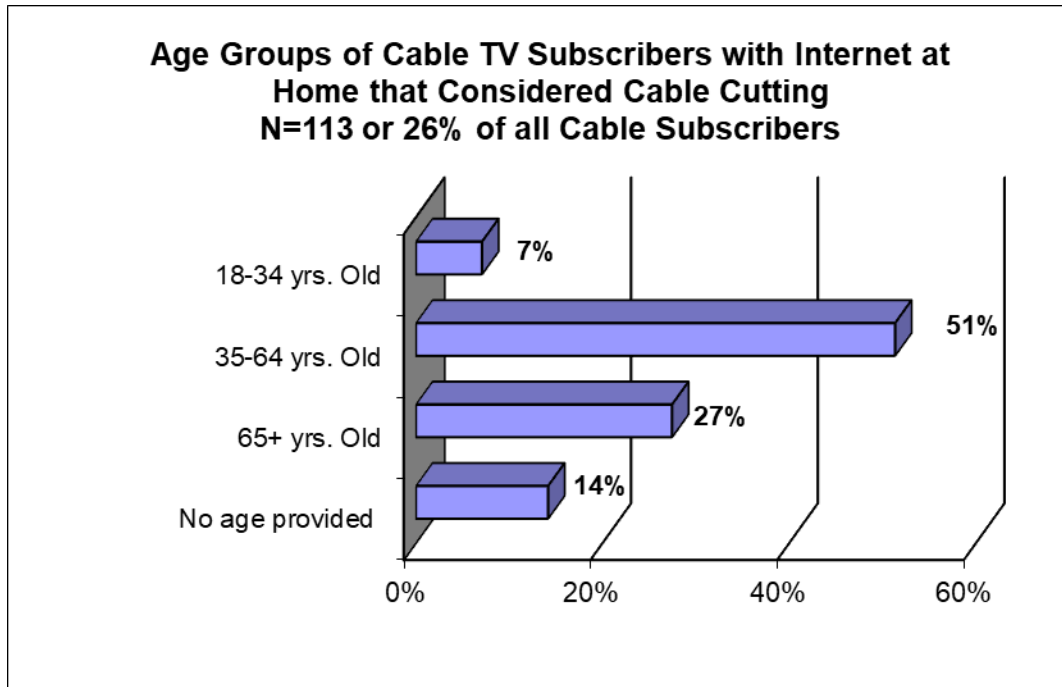
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<sup>22</sup> See, “How the Median Age of TV Viewers Differs Across Platforms”, <https://www.marketingcharts.com/television/tv-audiences-and-consumption-106649>; “About 6 in 10 young adults in U.S. primarily use online streaming to watch TV”, <https://www.pewresearch.org/fact-tank/2017/09/13/about-6-in-10-young-adults-in-u-s-primarily-use-online-streaming-to-watch-tv/>; “78% of TV Households Subscribe to a Pay-TV Service”, <https://www.leichtmanresearch.com/78-of-tv-households-subscribe-to-a-pay-tv-service/>.

<sup>23</sup> See Footnote 22.

<sup>24</sup> See Footnote 22.

Figure 11: Age Groups of Cable TV Subscribers with Internet at Home that Considered Cable Cutting



### Emergency Information

All respondents were asked how they currently receive emergency information such as information on Tornado warnings, Flood Alerts, other weather alerts, Amber Alerts, etc. The top six methods reported were by TV (34%), through their cellphone (31%), a phone (11%), radio (9%), via the Internet (3%) and through the Emergency Siren System (2%).

### Final Comments

When all respondents, subscribers and non-subscribers, were given a final opportunity to add any additional thoughts about their Charter-Spectrum cable television service, many indicated that there was “nothing” else to add (37%). Among the majority who did respond (63%), the most frequent responses included: comments emphasizing that cable costs too much (14%); they were satisfied with service (15%); they thought there were too many billing issues/rate issues (6%); and encouraging more cable competition in the marketplace (3%). Twenty percent (20%) also responded with a variety of other comments, which are contained in the open codes in Exhibit A.1.

## RESIDENTIAL COMMUNITY CONCLUSIONS AND RECOMMENDATIONS

The following conclusions and recommendations are based on themes and concerns that emerged from the residential telephone survey. Several of these themes were echoed in the online non-scientific survey as well, which will be discussed in the next section.

- 1. Subscriber Satisfaction** – Sixty-nine percent (69%) of Charter-Spectrum cable subscribers are satisfied overall with their cable service, with 53% indicating "satisfied" and 16% indicating "very satisfied." The other 29% trend negative, with 17% indicating "dissatisfied" and twelve percent (12%) indicating "very dissatisfied." As described earlier, the positive score is between three percent (3%) and twenty percent (20%) lower than other franchises tested in the last several years in other needs assessments conducted by CBG. Of note, though, is that TWC/Charter subscribers in Rochester, NY also gave Charter an overall low rating (64%).

Those that rated cable service more negatively indicated that the rating could be improved if rates were lowered (27%). Twenty-three percent (23%) said that if there were fewer outages and breaks in service it would improve their satisfaction. They also suggested that if Charter-Spectrum offered more programming choices (13%) and improved their phone-based customer service (13%) it would increase their satisfaction level. Working to improve the price/value relationship, including developing more affordable packages, as well as improve customer service would improve the satisfaction of existing subscribers and help with retention. Additionally, as also noted below, addressing technical issues related to signal outages and other reception problems would drive higher customer satisfaction with Charter-Spectrum cable television service.

- 2. Reasons for Non-Subscribership** – Thirty-eight percent (38%) of non-Charter-Spectrum cable television subscribers indicated that they had never subscribed to Charter-Spectrum cable television services in Lincoln. The primary reason cited is the cost of service (24%), followed by 15% who don't want/watch or don't have time to watch television and another 14% who indicated that they were satellite subscribers. Cost was also the primary reason (58%) cited for no longer subscribing to Charter-Spectrum cable television service by respondents that had previously subscribed. This was followed by those that had experienced service problems (13%), those that chose to be satellite subscribers (5%), those that had billing issues/problems (3%), those they had programming issues (3%), and those that started watching TV over the Internet (2%).

One factor often cited is the increasing cost for commercial cable services, especially sports services, with their high fees for coverage and carriage rights, which result in high per subscriber fees that are passed through to subscribers by cable providers. This continues to be identified as a reason for rate increases that outpace the rate of inflation.

Overall, the findings suggest that Charter-Spectrum will need to work to rein in the cost of commercial cable programming services to lower the pace of its cost increases, and address the service issues. As part of this, they may need to offer new/alternative

programming package options at a variety of more affordable rates. This would help address concerns about cost and rate increases, which in turn should help retain subscribers and attract those that have never subscribed.

3. **Technical Issues** – While the vast majority of Charter-Spectrum cable subscribers indicated they were satisfied **overall** with picture quality; problems were noted with both signal outages and picture clarity or reception problems. Specifically, lengthy cable signal outages of periods greater than 24 hours were noted by 13% of subscribers. This was also the number one reason for calling Charter-Spectrum telephone customer service (29%). Further, thirty-five percent (35%) of Charter-Spectrum cable subscribers reported problems with significant picture clarity or reception difficulty, including 12% of those that indicated the picture clarity problem was constant and eighteen percent (18%) indicating that it occurred every few days. The most often cited problems were with retransmission of local broadcast affiliates' signals or with all of the channels rather than specific channels.

Regarding the response time for Charter-Spectrum to resolve a reception or outage problem, dissatisfaction with restoring outage services was high at 68%, with 25% indicating "very dissatisfied". Less than half of subscribers were satisfied with how Charter-Spectrum resolved their reception problem (47%), and 45% were dissatisfied, with 15% "very dissatisfied". These dissatisfaction rates are significant, and indicate a critical need to address both the underlying technical issues and the responsiveness of Charter-Spectrum to resolve the issue.

Both technical difficulties and outages resulted in calls to Charter-Spectrum, adding call volume and as a result putting pressure on telephone response time which likely contributed to the reported failure of Charter-Spectrum to meet FCC customer service standards. Improvements to technical operations in the areas discussed will likely reduce call volume and could reduce the substantial number (45%) of cable subscribers who called Charter-Spectrum customer service and reported hold times in excess of the FCC standard of 30 seconds.

4. **Customer Service** – While the majority of Charter-Spectrum cable subscribers are generally satisfied with Charter-Spectrum's customer service, there are certain areas where subscribers' responses indicate non-compliance with FCC Customer Service Standards (compliance with these standards is required by the Charter-Spectrum franchise as well as by FCC regulation). These are:
  - a. Telephone Answering Standards – Seventy-five percent (75%) of Charter-Spectrum cable subscribers had called Charter-Spectrum's customer service operation in the last year and the primary reasons (as further discussed above and below) were related to cable outage/loss of signal (29%), signal quality and reception problems (12%), billing questions (11%), and problems with the digital set-top (6%). Of these, 9% had received a busy signal when calling the company, which is 200% greater than the (3%) level specified by the FCC and Lincoln's customer service standard franchise requirements. Additionally,

45% indicated that their call had not been answered within thirty (30) seconds, including the time left on hold, which is 350% greater than the tolerance allowed (10%) under the Franchise and FCC Customer Service Standards. As noted below, resolving the issues that are driving the calls to customer service will likely help reduce the non-compliance situation.

- b. Picture Quality, Outages and Restoration of Service – As noted above, subscribers reported substantial technical problems with Charter-Spectrum cable service and problematic experience with the company’s responsiveness to those problems. Taken all together, this makes it clear that improving the quality of customer service should be addressed in franchise renewal. Specifically, improvements need to be made in responsiveness to service calls and the time it takes to make repairs and restore service. There also needs to be improvement in the telephone response time to handle the call volume related to the problems.
- c. Billing – Eleven percent (11%) of subscribers reported calling Charter-Spectrum customer service to ask a billing question. More than one in four (27%) subscribers were dissatisfied (7% very dissatisfied) with Charter-Spectrum’s billing practices. Working to resolve the issues that are creating dissatisfaction with billing and billing related calls to Charter-Spectrum customer service would not only improve customer satisfaction with billing, but will also likely reduce the call volume related to billing and help to address the reported Charter-Spectrum noncompliance with FCC customer service standards.
- d. Communicating with Charter-Spectrum Cable Subscribers – Thirty-nine percent (39%) of subscriber respondents indicated they were “dissatisfied” (30%) or “very dissatisfied” (9%) with Charter-Spectrum’s communications related to rate and programming changes. Accordingly, Charter-Spectrum should review and improve how changes in programming, rates and services are communicated to Charter-Spectrum cable subscribers and the means they use to communicate these changes. For example, the company should consider launching a broad television-based information campaign when channel realignments or rate increases are announced. This would likely reduce the number of the subscriber respondents who called Charter-Spectrum about a billing question and improve the telephone response times that do not comply with FCC and Franchise customer service standards.

Each of these is an area that we recommend be a focus in franchise renewal negotiations to secure improvements responsive to the concerns reported in the survey. Improvements should include enhanced means of monitoring and responding to these issues by Charter-Spectrum under a renewal franchise.

- 5. Access Channels and Viewership** – A significant portion of responding subscribers who were aware of the local access channels (45%) reported regular viewership of Lincoln’s

local community/public, education and government (PEG) access channels. Specifically, 8% to 19% of subscribers aware of the access channels reported watching the channels on a weekly basis, including as much as six percent (6%) that watch more than five hours a week.

These percentages are significant when considering that cable television's business model is rooted in niche channels rather than mass appeal channels. As an example, the vast majority of cable networks have relatively small weekly cumulative audience (CUME) ratings where even the top networks gain only approximately 20% to 30% of the total viewing audience on a weekly basis.

The 8% to 19% of Lincoln subscribers who are aware of the local access channels that report watching each local access channel on a weekly basis, then, should be seen as viable and healthy cable television viewership and a valuable part of Charter-Spectrum's cable service.

Subscribers also indicated a strong level of importance that these local PEG channels be available on the system. The wide majority, 84%, thought that these channels were important, including 33% (or one in three Charter-Spectrum cable subscribers) who indicated that they were "very important".

Additionally, especially considering the niche nature of cable programming services, almost six in ten (55%) of respondents indicated a specific percentage that they would be willing to pay monthly to support local access programming. The range was 1% to 100% per month, with the average percentage being 14% per month. The average was still high at 12% per month even if you include those not willing to pay anything for access channels (6%). Further, for subscribers who watched local access programming at least once or twice a month, the majority of them (58%), found that it would be valuable to have local access programming available On Demand (14% very valuable, 22% valuable and 22% somewhat valuable). Additionally, 78% of subscribers stressed the importance of and having Charter-Spectrum continue to be required to support local access programming in a new franchise (36% very important, 24% important and 18% somewhat important).

Overall, the results from the telephone survey show a high level of interest in local PEG access programming, indicating that a renewed franchise should have strong support for continuation and enhancement of access programming and distribution. Such enhancements should occur in a variety of ways, most specifically appropriate funding and ensuring that the channels are integrated into the system in a way that it puts them on a level playing field with other channels and cable programming.

These concluding remarks and recommendations are not meant to be a comprehensive summary of the needs assessment findings as a whole, but rather are one part of the analysis, focusing on the issues identified by survey respondents in a randomly sampled telephone study. Other data presented in this narrative and in other sections of the report, should also be considered by the City as it moves forward with the franchise renewal process with Charter-Spectrum. An

understanding of the needs and interests in the community can serve to continue to improve cable service in Lincoln.



## **RESIDENTIAL ONLINE SURVEY<sup>25</sup>**

### **Introduction**

In a further effort to extend the opportunity to all citizens to provide feedback about cable television needs and interests, the City of Lincoln (City) launched an online version of the residential community survey after completing the statistically valid randomly sampled telephone study. The survey was made available on the City website and links to the survey made available at local libraries. Participation was encouraged and promoted in press releases by the City and picked up by several media outlets. In other words, the online survey created a digital town hall environment where residents could provide feedback about their residential cable television service.

The online assessment of Charter-Spectrum cable television does not represent a random sample of Lincoln residents and was not a scientific survey. The online survey does provide another consumer perspective, but has limitations that should be kept in mind when interpreting the results. The online survey acted much like a public town hall in that everyone was encouraged to respond and the survey was made available through public access computers, such as the computers in Lincoln's public libraries. For this reason, no restrictions were placed on the number of responses a single computer could submit. In all, 19% of responses were from duplicative IP addresses.

## **FINDINGS –ONLINE SURVEY**

### **Sample Description**

Eight hundred and sixty-six Lincoln residents shared their cable television experience through the online survey (N=866). Additionally, the survey was made available in hard copy form in local libraries in the City. Residents were also able to take the survey online at these locations through public access computers and workstations. Twenty-seven (27) residents completed a handwritten version of the survey. Their responses were entered into the online database for online survey responses and are presented here.

The self-reported demographics of the online survey respondents indicate significant diversity. Fifty percent (50%) indicated they were female, 50% male<sup>26</sup> (N=852). The average age range selected by Lincoln residents in the online residential survey was between 46-65 years old (with the average mid-point age of 49 years old, which was lower than the average age for the random sample telephone survey).

Seventy-nine percent (79%) indicated they owned their own home, while 21% rent. Thirty percent (30%) reported having children in the home under 18 years old. By race, 92% were

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<sup>25</sup> See Cable Television Residential Subscriber/Non-Subscriber Online Survey Markup (hereinafter known as "Exhibit A.2), for individual question construction and instructions to the online respondents.

<sup>26</sup> Percentages throughout the online survey report section are based on those citizens that responded to the specific question. Some respondents did not choose to answer specific questions that pertained to them.

Caucasian, 2% Hispanic, 1% African American, 1% Asian, and 1% Biracial. Three percent (3%) described themselves as other, and 0.4% were Native American.<sup>27</sup>

Thirty-four percent (34%) had some college, 38% held college degrees and 21% had an advanced or graduate degree. Seven percent (7%) were high school graduates.

Seventy-nine percent (79%) were employed and 1% were looking for employment. Twelve percent (12%) were retired, 1% were full-time students and 3% were unable to work because of a disability.

By income, 25% were in households that earned \$100,000 or more annually, 21% were between \$75,000 and less than \$100,000, 25% were between \$50,000 and less than \$75,000, 15% were between \$35,000 and less than \$50,000, 8% were between \$25,000 and less than \$35,000 and 6% were less than \$25,000. Seven percent (7%) of respondents, who completed the survey, skipped this question.

Of interest is the number of respondents who reported having a broadband connection in the home provided by a cable television provider, 97% (N=826 out of 847 who had Internet at home). Regarding all residents with Internet service at home, 48% of those reported subscribing to Charter-Spectrum broadband Internet.

The next largest broadband subscriber group were those with Allo Communications at 36%, followed by Windstream Broadband (Kinetic GIG) at 13%.

Regarding where respondents lived in the Lincoln area, 832 respondents provided their zip code (4% of the total sample did not provide a home zip code in the online survey). Forty-three percent (43%) of the zip codes for the total survey sample (N=358) derived from four areas, 68502 (11%), 68506 (11%), 68521 (11%), and 68510 (10%).

Residents were asked who provided their current television service, thirty-eight percent (38%) of respondents reported that they subscribed to Charter-Spectrum cable and 62% did not. Of those that didn't subscribe (N=535), 80% said they had subscribed at one time (N=426).

A number of non-subscribers to cable television service did have cable modem service from Charter-Spectrum (discussed further below), and as a result, Charter-Spectrum billing amounts reported varied greatly among respondents, ranging between \$13.58 to \$575. The most common Charter-Spectrum billing amount reported was \$150 and the average Charter-Spectrum bill, **including all services**, was \$167.68.

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<sup>27</sup> Percentages are expressed in whole numbers, rounded up at the .5 level. The net effect is that totals will fall between 99% and 101%, except in cases where multiple answers ("Mark all that Apply") were allowed.

## Non-Subscribers to Charter-Spectrum Cable Service

### Non-Cable Subscribers

Non-Cable subscribers that had never subscribed to Charter-Spectrum cable television (N=86), were asked to identify *all the reasons* for never having subscribed<sup>28</sup>. The major barrier to adoption indicated by respondents was that “I use the Internet instead of watching cable television” (65%). This was followed by cost of the service (56%), and those indicating that they had an unfavorable view of Charter-Spectrum (36%). Additionally, 31% indicated that they prefer to watch free over-the-air TV channels, 16% indicated they didn’t want or didn’t watch television, 13% were satellite television subscribers, 3% went with another cable provider, and 2% said it was not available. “Other”<sup>29</sup> reasons for not subscribing (N=7) included comments such as: “My condo has a Contract with another carrier”, “Cable is a racket”, “I’m not a fan of their pricing or offerings”, “I prefer streaming services over cable”, “I use Hulu and Netflix”, “They have sucky customer service”, and “When we moved to Lincoln, Time Warner Cable told us that we had to pay a higher rate for just internet service with them since we were using DIRECTV for TV. I also had co-workers that complained about their rates increasing constantly with them”.<sup>30</sup>

Non-Cable subscribers that were previous Charter-Spectrum subscribers (N=283) were asked to identify all the reasons they had stopped subscribing to Charter-Spectrum cable television. Cost was the primary reason at 89%. This was followed by “I started using the Internet to watch TV” (47%) and service issues (35%). Twenty-two percent (22%) indicated that they rely on free, over the air television and 21% said that billing issues and problems were also a reason that they stopped subscribing. Twelve percent (12%) indicated that they “Don’t want/Don’t Watch TV” or have “No time to watch TV” with 11% noting programming issues and six percent (6%) said they went with another cable provider. Five percent (5%) said they are now satellite subscribers. “Other”<sup>31</sup> reasons for no longer subscribing included comments such as: “I subscribe to Hulu, Amazon, and Netflix”, “My condo is under a contract”, “Poor customer service”, “They were the worst I had ever had”. “They are too expensive”, “Poor picture quality”, “Started requiring additional equipment at additional cost for every TV in the house”, “Their customer service is a joke”, and many more.<sup>32</sup>

Non-Cable subscribers (N=369) were asked if they currently subscribed to Charter-Spectrum broadband services. Thirty-three percent (33%/N=120) of non-Cable subscribers said they subscribed to Charter-Spectrum’s broadband or high-speed internet services.

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<sup>28</sup> Respondents were instructed to “Mark all that Apply” to various questions throughout the online survey. Percentages reported for each category within a particular question are out of the total number of respondents answering that question.

<sup>29</sup> Respondents were provided with a text box to add “other” reasons, not found in the check list, for not subscribing to Charter-Spectrum.

<sup>30</sup> All “Other” comments can be found in Exhibit A.2

<sup>31</sup> Respondents were provided with a text box to add “other” reasons, not found in the check list, for no longer subscribing to Charter-Spectrum.

<sup>32</sup> A full list of “Other” reasons noted can be found in Exhibit A.2.

### **Allo and Windstream Cable Subscribers**

Allo and Windstream cable subscribers that had never subscribed to Charter-Spectrum cable television (N=23), were asked to identify *all the reasons* for never having subscribed<sup>33</sup>. The major barrier to adoption indicated by respondents was an unfavorable view of Charter-Spectrum (46%). This was followed by “went with other cable provider” (38%). Additionally, 21% indicated that they were previously a satellite subscriber and another 21% chose not to subscribe due to cost. “Other”<sup>34</sup> reasons for not subscribing (N=6) included comments such as: “My spouse works for Windstream”, “I heard that Allo had the best internet”, “I like the idea of fiber optic. WORST decision I ever made. Cox, and then, and then.... too many buyouts. Streaming is on our horizon”, “I heard too many complaints from other people about reception and service”, “We subscribed to Time Warner 10 years ago but we switched to a better offer from DirectTV. When the DirectTV intro prices ran out we switched to Kinetic and are pretty happy to stay with them”, and “I prefer Windstream and have been a 40 year plus customer of LT&T”.<sup>35</sup>

Allo and Windstream cable subscribers that were previous Charter-Spectrum subscribers (N=143) were asked to identify all the reasons they had stopped subscribing to Charter-Spectrum cable television. Cost was the primary reason at 80%. This was followed by “service issues” (59%), “went with other cable providers” (38%), and “Billing issues/problems” (28%). Nineteen percent (19%) indicated that they left due to programming issues. Four percent (4%) of Allo and Windstream subscribers indicated that they stopped due to changing to Satellite. “Other”<sup>36</sup> reasons for no longer subscribing (N=41) included comments such as: “Keep changing prices”, “Very poor customer service”, “Constant problems with interruptions of service”, “Tired of the cable freezing up”, “Allo had much faster Internet service speed for same price”, “Internet speed”, and “Tired of marginal service and regular increases in cost”. All “Other” reasons can be found in Exhibit A.2.

Allo and Windstream Cable TV subscribers were asked if they currently subscribed to Charter-Spectrum broadband services. Zero percent (0%) subscribe to Charter-Spectrum Internet services. When we look at all non-Charter-Spectrum cable subscribers as a whole, 22% (N=120) of non-Charter-Spectrum cable subscribers said they subscribed to Charter-Spectrum’s broadband or high-speed internet services.

### **Charter-Spectrum Cable Television Subscribers**

Charter-Spectrum cable television subscribers were asked how many years they had Charter-Spectrum cable television service at their current address. The range reported was from less than one year up to 45 years. The most common response, the mode, was 10 years (8%) while the average number of years overall was 11.6 years.

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<sup>33</sup> Respondents were instructed to “Mark all that Apply” to various questions throughout the online survey. Percentages reported for each category within a particular question are out of the total number of respondents answering that question.

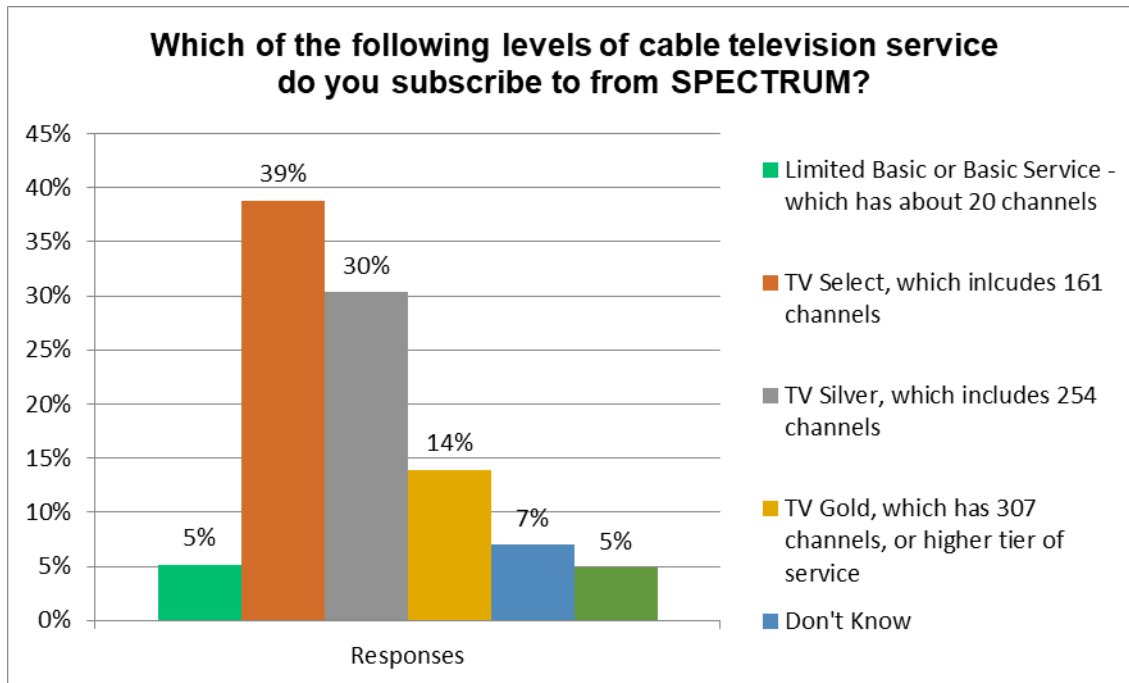
<sup>34</sup> Respondents were provided with a text box to add “other” reasons not found in the check list, for never subscribing to Charter-Spectrum.

<sup>35</sup> All “Other” comments can be found in Exhibit A.2.

<sup>36</sup> Respondents were provided with a text box to add “other” reasons, not found in the check list, for no longer subscribing to Charter-Spectrum.

The following chart illustrates the level of cable television service subscribers reported. The vast majority reported subscribing to a tier of service beyond the basic package (83%). Five percent (5%) reported having the most basic level of service.

Chart 1.



Charter-Spectrum cable subscribers were also asked if they subscribed to Charter-Spectrum Broadband. Ninety percent (90%/N=289) indicated they had Charter-Spectrum broadband.

### Overall Satisfaction

When asked about how satisfied they were with Charter-Spectrum cable television service, a significant number of online survey respondents indicated they were “dissatisfied” (38%) or “very dissatisfied” (28%). The remaining indicated “very satisfied” (3%) or “satisfied” (30%). One percent “didn’t know.”

Those that were “dissatisfied” or “very dissatisfied” (N=235) were asked what Charter-Spectrum could do to make them consider a more positive rating. Respondents were allowed to check off or note as many categories as they wanted in the multiple response menu provided. The top 5 responses were: Provide lower rates (84%); provide a la carte channel selection (59%); have less or no outages/interruptions in service (55%), need more competition/monopoly (39%), and have less or no programming issues (29%). Additional categories selected and comments provided by subscribers can be found in Exhibit A.2.

## Service Features

Charter-Spectrum subscribers were asked about their satisfaction with specific picture and sound characteristics. The sound level consistency across channels earned substantial dissatisfaction (6% very dissatisfied, 26% dissatisfied) among online respondents, while they were generally more satisfied with picture quality (18% very satisfied, 67% satisfied).

Charter-Spectrum subscribers were also asked about several characteristics of cable TV service in the online survey and more than 1/3 of respondents rated them negatively. Specifically, respondents reported dissatisfaction with the service and repair response provided (18% very dissatisfied and 23% dissatisfied), and the time window for service appointments (15% very dissatisfied and 21% dissatisfied). A little more than ¼ of respondents also indicated dissatisfaction with the arrival time of the service technician (10% very dissatisfied and 16% dissatisfied).

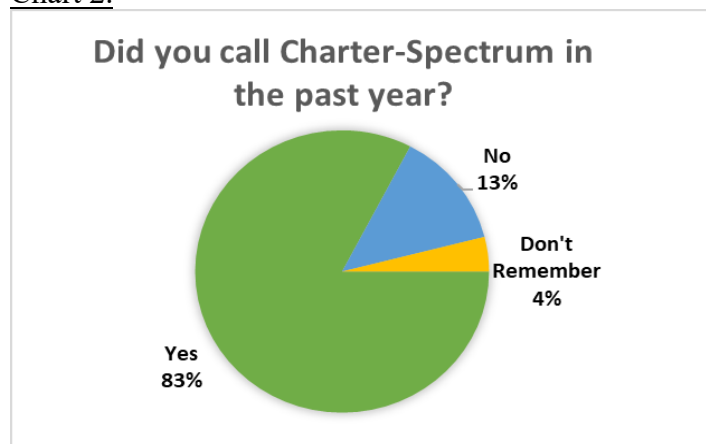
Subscribers were also asked about Charter-Spectrum communications with them. Dissatisfaction was high regarding Charter-Spectrum's communications regarding rates and programming changes (34% very dissatisfied and 36% dissatisfied). Charter-Spectrum billing practices also received high dissatisfaction rates (30% very dissatisfied, 31% dissatisfied). Almost half of subscribers were dissatisfied with Charter-Spectrum's Customer Service Representatives being able to explain and address billing questions and problems (25% very dissatisfied and 24% dissatisfied).

Lastly, the type of programming packages available from Charter-Spectrum also received high dissatisfaction rates (16% very dissatisfied, 45% dissatisfied).

## Calls to Charter-Spectrum

Subscribers were asked whether they had called the Charter-Spectrum Cable office for any reason in the past year. Eighty-three percent (83%) of respondents indicated they had called the cable company.

Chart 2.



When calling, 9% indicated they received a busy signal. Sixty-eight percent (68%/N=186) indicated that their call was not answered, including any time they were left on hold, within 30 seconds.

Chart 3.



The primary three reasons that respondents indicated for calling Charter-Spectrum within the past year were cable outage/loss of signal (73%), signal quality problems (picture, sound, etc.) (51%), and billing questions (49%). Additional reasons for calling included: problems with their cable modem/internet service (46%) and problems with their digital set top box (39%). While some of these problems may or may not be considered to have occurred under “normal” operating conditions, based on the particular circumstance or cause, many outages, signal quality issues, billing problems, and problems with cable modem and set-top boxes are controllable variables for Charter-Spectrum and phone lines should be staffed adequately to meet demand.

For those calling to report a problem or request service, roughly one out of three online respondents indicated that the follow-up occurred the same day (36%) and 10% indicated the next business day. Many reported that it was days later (24%), about a week (7%), or about a month (1%) and 9% indicated the problem “was never resolved.”

### Cable Signal Outages and Technical Problems

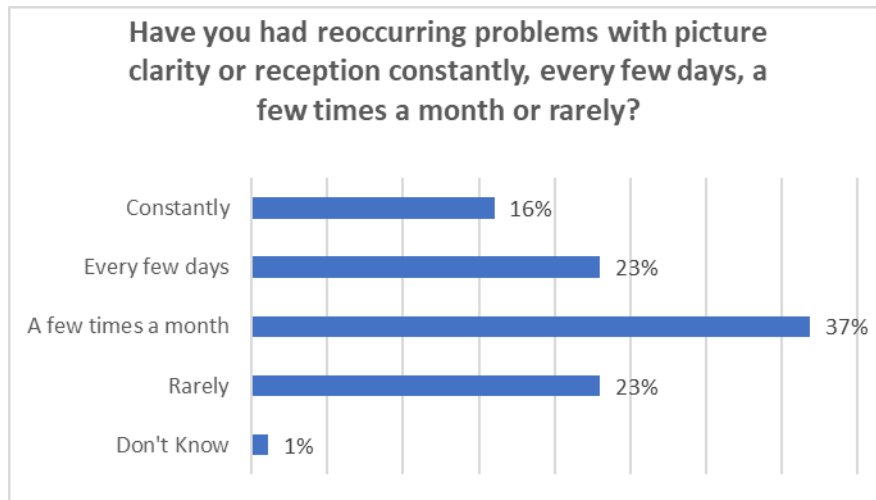
Charter-Spectrum cable subscribers were asked several questions about cable outages and other technical problems. Of those that responded (N=328), 24% reported having outages lasting longer than 24 hours in the past year while they still had electricity.

Satisfaction was generally low for the amount of time it took to restore service, with 51% dissatisfied and 32% very dissatisfied. Fifteen percent (15%) were satisfied and no one reported being very satisfied.

## Picture Quality

Additionally, problems with picture clarity or reception in the past year were reported by 57%/N=187 of Charter-Spectrum cable subscribers, with “a few times a month” given as the number one response for how often the problem reoccurred (37%). This was followed by “every few days” (23%), “rarely” (23%), “constantly” (16%) and “Don’t Know” (1%).

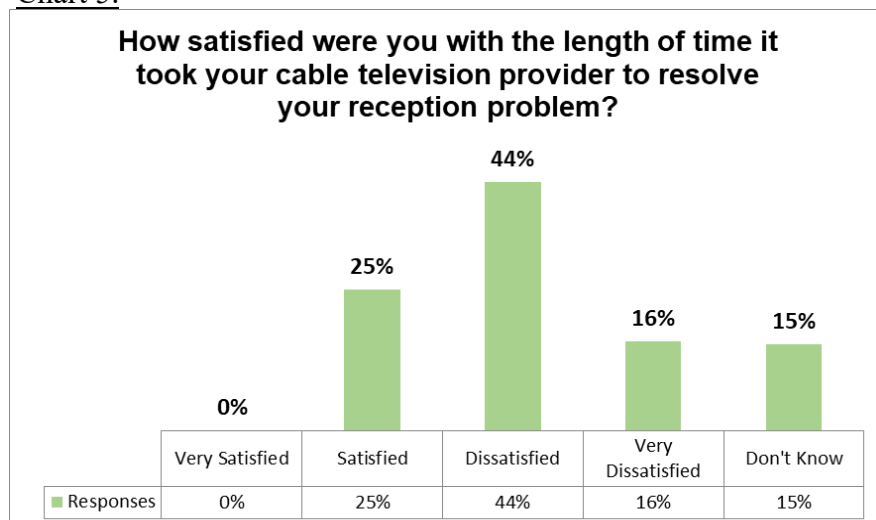
Chart 4.



## Reception Problem Resolution Satisfaction

Dissatisfaction was generally high for the amount of time it took to resolve the reception problem, with 44% dissatisfied and 16% very dissatisfied. Twenty-five percent (25%) were satisfied and no one was very satisfied.

Chart 5.





Respondents were asked in an open-ended question to indicate the channels where they experienced the most technical difficulty, and 148 respondents provided their top responses with the most frequent responses categorized in ascending order, as follows: NBC, ABC, Channel 10, CBS, and FOX. A full list can be found in Exhibit A.2. The randomly sampled telephone survey respondents indicated the same channels as well.

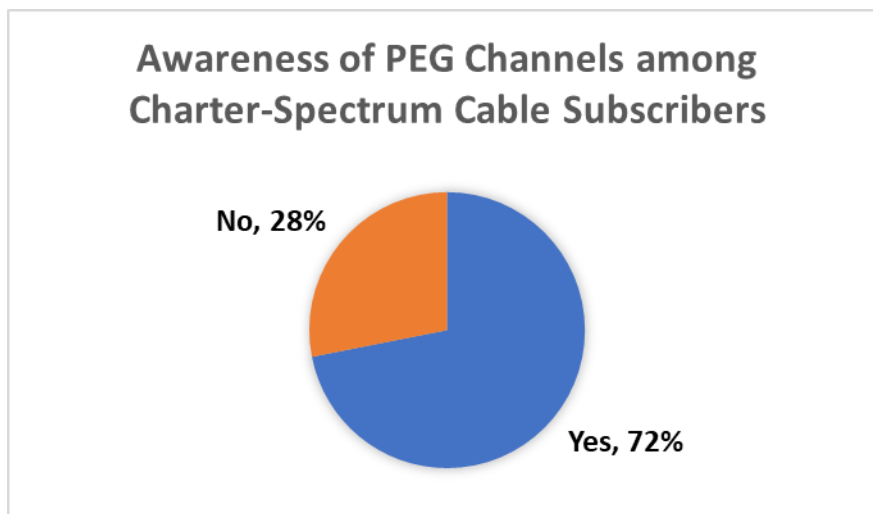
### **Telecommunications/Cable Advisory Board**

Eighty percent (80%/N=264) of Charter-Spectrum cable subscribers responding to the survey did not know that they could file a complaint with the City's Telecommunications/Cable Advisory Board if they were dissatisfied with their Cable TV or Internet service and their provider had been unable to resolve their issue.

### **Public, Educational and Governmental (PEG) Access Channels**

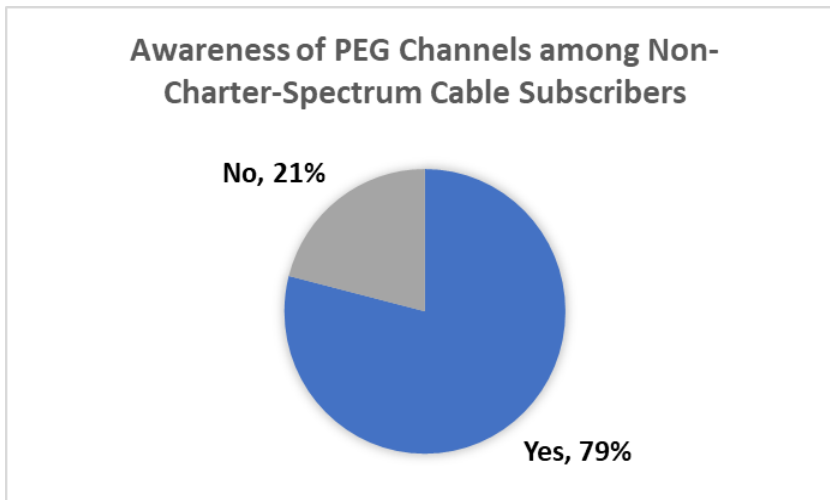
Seventy-two percent (72%/N=238) of Charter-Spectrum cable subscribers responding to the online survey were aware of the PEG channels in Lincoln.

Chart 6.



Non-Charter-Spectrum cable subscribers reported their awareness of the PEG channels higher, with 79% (N=425) being aware.

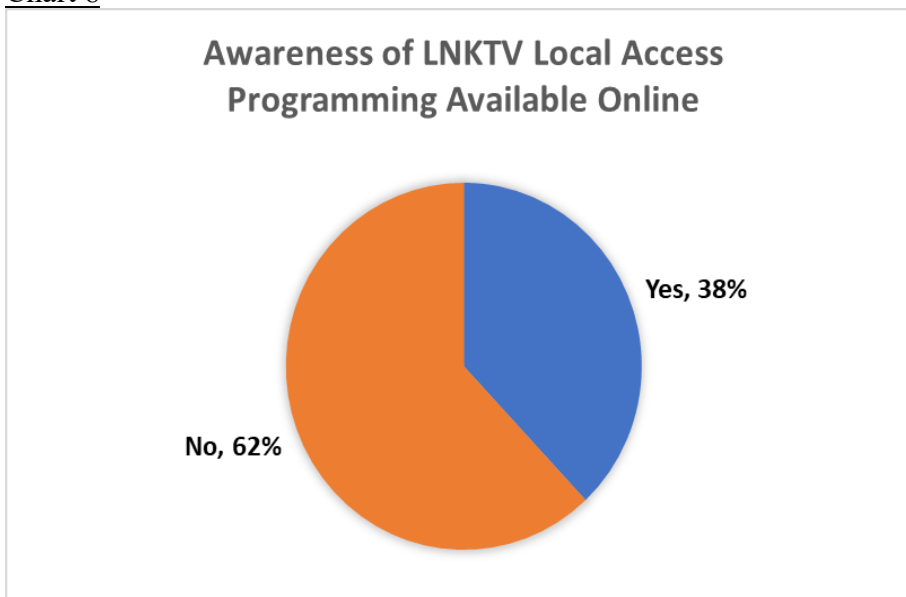
Chart 7.



Non-cable subscribers were also asked whether they had an interest in receiving local community government, education and public access programming. Two in three (67%/N=247) indicated that they had an interest.

All survey respondents were asked if they were aware that LNKTV local access programming was also available online. Thirty-eight percent (38%) were aware that the programming was available online.

Chart 8



Charter-Spectrum cable subscribers who were aware of the access channels were asked about their viewership and satisfaction levels with the quality of local PEG programming on the access channels in Lincoln. Responses are described below by type of PEG Access.

### **Governmental Access**

The first channel explored was the City's local governmental access channel, LNKTV City Channel 1300. Considering the niche nature of cable television channel viewership, Lincoln's local governmental access channel enjoys a significant level of viewership and satisfaction with the value of its programming. One percent (1%) of responding subscribers reported watching the channel for 5 hours or more a week and 10% watch less than 5 hours a week, but on a weekly basis. Another 15% watch once or twice a month and another 37% watch once or twice a year. Thirty-eight percent (38%) reported "never" watching the channel.

Table 1.

<b>Question: How often do you watch local government programming that appears on LNKTV City Charter-Spectrum Channel 1300, the government television channel? (N=238)</b>	
<b>Answer Options</b>	<b>Response Percent</b>
More than 5 hours per week	1%
Less than 5 hours per week, but on a weekly basis	10%
Once or twice per month	15%
Once or twice a year	37%
Never	38%
Don't Know	0%

Overall value of the programming on the local government channel received high positive marks (72% Excellent and Good). The "picture" quality of the LNKTV City Channel also received high marks (72% Excellent and Good), however, one in five gave "picture" quality a "Fair" rating. Similarly, "sound" quality of the programming had the highest negative marks with over one in four respondents (28%) describing it as "Fair" or "Poor".

Table 2. Government Access Channel Characteristics

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't Know</b>
<b>Government Access' picture quality</b>	10%	62%	21%	0%	7%
<b>Government Access' sound quality</b>	7%	59%	25%	3%	7%
<b>Government Access programming's informational value</b>	15%	57%	18%	5%	5%

### **Educational Access**

Viewership of the public K-12 and higher Educational Access programming that appears on Lincoln's Educational Access channel, LNKTV Education, Spectrum Channel 1303, was also measured by the online survey. Viewership in this category of educational access programming was lower than for governmental, but still healthy. One percent (1%) reported watching 5 hours or more per week, 5% watched less than 5 hours a week, but on a weekly basis, 7% watched once or twice a month and 31% watched once or twice a year.

Table 3.

<b>Question: How often do you watch locally produced Educational Access programming that appears on LNKTV Education Channel 1303? (N=235)</b>	
<b>Answer Options</b>	<b>Response Percent</b>
5 hours or more per week	1%
Less than 5 hours per week, but on a weekly basis	5%
Once or twice per month	7%
Once or twice a year	31%
Never	55%
Don't Know	2%

Overall value of the programming on the local educational channel received the highest marks (78% Excellent and Good). The "picture" quality of the LNKTV Education Channel also received high marks (69% Excellent and Good). "Sound" quality of the educational programming had the highest negative marks with 1 in 4 (25%) describing it as Fair and Poor.

### **Health and Wellness Access**

The online survey also measured viewership of the local Health and Wellness programming that appears on the LNKTV Health Channel, Spectrum Channel 1301. Viewership in this category was similar to viewership for the local educational access channel. One percent (1%) reported watching 5 hours or more a week, 4% watched less than 5 hours a week, but on a weekly basis, 5% watched once or twice a month and 20% watched once or twice a year.

Table 4.

<b>Question: How often do you watch locally produced Health and Wellness programming that appears on the LNKTV Health Channel 1301? (N=238)</b>	
<b>Answer Options</b>	<b>Response Percent</b>
5 hours or more per week	1%
Less than 5 hours per week, but on a weekly basis	4%
Once or twice per month	5%
Once or twice a year	20%
Never	68%
Don't Know	1%

Overall value of the programming on the local Health and Wellness channel received high positive marks (84% Excellent and Good). The "picture" quality of the LNKTV Health and Wellness Channel received the highest marks (88% Excellent and Good), and "sound" quality of the programming also received high marks (80% Excellent and Good).

### **Public Access**

Public/Community Access programming appearing on Community Public Access Channel LCC-TV, (Spectrum Channels 1302 and 1304) also had good viewership numbers with 1% watching 5 hours or more a week, 5% watching less than 5 hours per week, but watching weekly; 12% watching a few times a month and 25% watching a few times a year. Fifty-five percent (55%) reported "never" watching LCC-TV.

Table 5.

<b>Question: How often do you watch locally produced, public/community access programming that appears on LCC-TV Channels 1302 and 1304? (N=238)</b>	
<b>Answer Options</b>	<b>Response Percent</b>
5 hours or more per week	1%
Less than 5 hours per week, but on a weekly basis	5%
Once or twice per month	12%
Once or twice a year	25%
Never	55%
Don't Know	3%

Respondents also rated the quality of signals and programs that appear on LCC-TV. Similar to the other access channels above, the overall programming value received primarily "excellent and good" marks (74%). Sound quality received a fair rating of 28% of respondents and picture quality received a fair rating of 19%.

### **Local Access Programming on the Program Guide and "On Demand"**

Charter-Spectrum Cable television subscribers who were aware of local access programming (N=237) responded to a question concerning how valuable it would be to have detailed descriptions of local access community programming on the electronic program guide/menu. Seventy-five percent (75%) or 3 out of 4 of responding subscribers indicated it would be valuable at some level (11% "Very Valuable", 31% "Valuable" and 33% "Somewhat Valuable").

These same subscribers also responded concerning how valuable it would be to have local access programming available via the cable system "On-Demand". Almost two in three (65%) indicated that it would be of value at some level (8% "Very Valuable", 21% "Valuable" and 36% "Somewhat Valuable").

### **Future Access Programming**

Cable Subscribers who watch any of the local access channels at least once a month were asked in an open-ended question if there were any other types of local programming that they had an interest in receiving. Several different categories of local programs were mentioned by cable subscribers (N=56)<sup>37</sup>.

The top local program types most frequently cited were: local news/events/people/sports; local educational programming; school sports/school Board meetings/school information; Lincoln history; local traffic and traffic cams; court room hearings; Public Safety programs; PAL programs and animal adoptions.

Another theme commonly mentioned by these viewers is that they wanted to see more promotion related to the Channel number, a way to easily find the channels on the cable system and a way to search programs for the kind of local programming they would like to see and DVR for later viewing. A list of all responses is provided in Exhibit A.2.

Similar categories of local programs were mentioned by other cable subscribers (Allo and Windstream Subscribers) who also watched the local access channels at least once a month (N=15). They also specifically mentioned being able to receive Omaha News and Sports.

### **Importance of Access Programming**

All Charter-Spectrum cable subscribers, whether they reported watching access channels or not, were asked how important it was that the local community access channels were available on the cable system. For those that responded (N=331), the large majority, 83%, thought that these channels being on the cable system was important, including 27% who indicated it was "very important", 32% who indicated "important" and another 24% who indicated it was "somewhat important".

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<sup>37</sup> This question was an open-ended question with a text box for respondents to describe the local programming they were interested in.

Table 6.

<b>Question: How important is it that local community channels are available to cable subscribers? (N=331)</b>	
<b>Importance</b>	<b>Percentage</b>
Very Important	27%
Important	32%
Somewhat Important	24%
Not at all Important	14%
Don't Know	4%

### **Funding Access Programming**

All Charter-Spectrum cable subscribers, were asked how important it was that a portion of their cable bill go to support the local community access channels and that their cable provider be required to continue to support local community access programming in a new franchise. For those that responded (N=329), the large majority, 80%, thought it was important that local community access programming continues to be required to be supported by their provider in a new franchise, including 26% who indicated it was “very important”, 25% who indicated “important” and another 29% who indicated it was “somewhat important”.

Table 7.

<b>Question: How important is it that local community access programming continue to be required to be supported by cable providers in a new franchise? (N=329)</b>	
<b>Importance</b>	<b>Percentage</b>
Very Important	26%
Important	25%
Somewhat Important	29%
Not at all Important	17%
Don't Know	4%

All cable subscribers were asked an open-ended question related to funding for access channels. Subscribers were asked to consider their total bill from the cable provider as 100%, and decide what percentage of that bill should go to support local community access programming like that seen on the LNKTV channels.

The response was positive with 76%/N=251 of responding Charter-Spectrum subscribers (N=331) indicating a specific percentage they would be willing to pay monthly to support local access programming. The range was 1% to 100% per month. The most common amount given was 5% (N=65); with 148 subscribers indicating that they would pay an amount between 1% and 9%; another 80 subscribers indicated they would be willing to pay between 10% and 20%. Another 23 subscribers gave amounts in excess of 20%.

## Online Access in Lincoln

A series of questions related to Internet access and interactivity were posed to all respondents of the online survey (N=866). Ninety-eight percent (98%) of respondents had internet access at home. Among all respondents with Internet at home (N=847), 48%/N=409 subscribe to Charter-Spectrum's broadband or high-speed Internet services. Among Charter-Spectrum cable television subscribers that number is 87%/N=289, and among non-Charter-Spectrum Cable TV subscribers that number is 22%/N=120.

All residents that did not report having Charter-Spectrum's Broadband service were asked who provided their Internet service at home. Of the 52%/N=438 who reported not having service with Charter-Spectrum, 26%/N=114 reported have Internet services provided by Windstream (28% of these residents also reported having Windstream Cable television services), 65%/N=303 reported having Allo Communications as their Internet provider (44% of these residents also reported having Allo Communications as their cable television provider), and N=21/5% reported having Internet service at home with a Satellite provider or other provider.

Residents with Internet at home were asked to rate different aspects of Internet services in Lincoln. Satisfaction among residents was overall positive, with the reliability of Internet services receiving the highest Satisfaction marks at 72% (30% Very Satisfied and 42% Satisfied), followed by the speed of Internet service with 71% satisfaction (29% Very Satisfied and 42% Satisfied). Almost two in three residents gave a positive satisfaction rating for the choice of Internet providers in Lincoln at 62% (18% Very Satisfied and 44% Satisfied). The cost of Internet service received the highest negative rating with over half (51%) of residents dissatisfied with the cost of Internet service in Lincoln (18% Very dissatisfied and 33% Dissatisfied).

Table 8

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
The choice of Internet providers in Lincoln	18%	44%	25%	9%	4%
The cost of your Internet service	15%	33%	33%	18%	2%
The speed of your Internet service	29%	42%	19%	10%	1%
The reliability of your Internet service	30%	42%	18%	10%	1%

### Respondents *without* Internet Service at Home

Only 2%/N=18 residents reported not having Internet services at home. This low number may be because the survey was online, hence requiring Internet access and use to take the survey. Residents were given an option of completing the survey via a written instrument, and twenty-seven written surveys were received.



A series of questions were asked to better understand the circumstances of these Lincoln residents without Internet access at home. First, these residents were asked why they had chosen not to subscribe to Internet service at home<sup>38</sup>. The most frequent response was that the Internet service was too expensive (56%/N=10), followed by “I use my mobile phone for Internet access” (44%/N=8), “I don’t own a computer” and “I don’t have the money for Internet access and/or equipment” both received the same level of response (33%/N=6). “I don’t know how to set up the equipment” (22%/N=4), followed by “I am worried about privacy of my information” (17%/N=3) were also provided as reasons residents did not have internet access at home.<sup>39</sup>

### Online Activity among Lincoln Residents

Those online respondents that access the Internet at home (97%/N=841) were asked a series of questions about what they mostly use the Internet to do. The chart below details the Internet activities reported by Lincoln online respondents based on categories provided in the survey (multiple answers allowed):

Table 9.

<b>Question: What do you mostly use the Internet for? (Check all that apply)</b>		
<b>Answer Choices</b>	<b>Response Percent</b>	<b>Response Count</b>
Visit a government website like the City of Lincoln's	41%	344
Look for information about a service or product you are thinking of buying	80%	676
Sell something online	29%	242
Buy something online	74%	622
Do any online banking	77%	645
Work from home (telecommuting)	38%	321
Operate or support a home-based business	11%	90
Look online for information about a job	31%	262
Look for information about a place to live	28%	237
Look online for news or information about politics	70%	591
Look for health or medical information	64%	536
Take a class or do homework	25%	210
Keep in touch with family and friends	80%	673
Use an online social networking site like Facebook, Twitter, Snapchat, Instagram	78%	652
Share something online that you created yourself	17%	140
Contribute to a website, blog or other online forum	22%	182
Play online video games	32%	268
Communicate with child's school as parent or caregiver	20%	167
Watch television or other videos	71%	599
Other (please specify)	5%	42

<sup>38</sup> Respondents were instructed to Mark all that Apply and a list of reasons was provided, along with a text box for the respondent to define any "other" reasons they have chosen not to subscribe to Internet service at home.

<sup>39</sup> Multiple answers were allowed for this question. A full list is provided in Exhibit A.2.

Online respondents also took the opportunity to indicate “Other” (open ended text box provided) things that they mostly do on the Internet. Of those respondents, N=42 provided other activities. A full list can be found in Exhibit A.2.

## Cable Cutting

In trying to gain a better understanding of why cable subscribers choose to engage in video streaming services, the City asked all cable subscribers in the City (Spectrum, Allo and Windstream subscribers) whether they had considered canceling their cable television service and replacing it with off-the-air or internet-based video streaming. Four in five cable subscribers (79%) said that they had considered “cable cutting”.

As a follow-up to those who had considered (N=390), subscribers were asked how many years from now will they make that change. Over half (51%) said that they were making the change within the next two years. Conversely, forty-seven percent (47%) said they didn’t know when they would make the change.

Table 10

<u>Time frame for “Cable-Cutting”</u>	<u>Percentage</u>
Less than 1 year from now	34%
1-2 years from now	17%
3-4 years from now	2%
5-9 years from now	1%
10+ years from now	0%
Don't Know	47%

All cable subscribers were asked if they had to choose one service, which would they choose, their internet service or their cable television. Two in three subscribers (67%) said they would choose Internet services, while six percent (6%) chose cable television services. One in four (23%) said they couldn’t choose and so wanted both and 3% didn’t know.

## Emergency Information

All respondents were asked how they receive emergency information such as information on Tornado warnings, Flood Alerts, other weather alerts, Amber Alerts, etc. For those that chose to answer the question (N=766), their multiple responses fit into 5 categories. Specifically: Cell phone (72%), Television (18%), Text Message (8%), Weather Alert Radio (5%) and an Alert System (1%).

## Final Comments

Online respondents were asked in an open-ended question if there was anything additional to their response to the survey questions, they would like to say about cable television service in Lincoln.<sup>40</sup> This question was posed to all subscribers and non-subscribers; 853 respondents

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<sup>40</sup> A full list of final responses can be found in Exhibit A.2.

provided a response. Forty-seven percent (47%) provided additional comments, while 53%/N=453 said they had nothing else to add. A list of all responses can be found in Exhibit A.2.

## **SECTION B**

### **REVIEW OF CABLE-RELATED PUBLIC, EDUCATIONAL AND GOVERNMENTAL (PEG) ACCESS NEEDS AND INTERESTS**

## **PUBLIC, EDUCATIONAL AND GOVERNMENTAL ACCESS NEEDS ASSESSMENT**

### **Introduction and Methodology**

CBG Communications, Inc. (CBG) at the request of the City of Lincoln, Nebraska (City), together with one of its Team Partners, Carson Hamlin (Media Integration Specialist), conducted an assessment of the Lincoln community's needs and interests regarding Public, Educational and Governmental (PEG) Access channels and programming.

Key stakeholders in the Lincoln community were contacted for the PEG Access Needs Assessment, via focused discussions, questionnaires, in-person interviews, and physical site surveys of facilities and equipment. Specifically, information and opinions about PEG Access needs and interests were obtained from: City staff responsible for Lincoln's Government Access programming and other City stakeholders involved in the production and/or development of programming for the Government Access Channel LNKTV City; City staff responsible for Lincoln's Health and Wellness programming and other City stakeholders and community organizations involved in the production and/or development of programming for the Government Access Channel LNKTV Health; City and educational institution staff responsible for Lincoln's Educational Access programming, including those involved in the production and/or development of programming for the Educational Access Channel LNKTV Education, such as Lincoln Public Schools (LPS), Nebraska Wesleyan University (NWU) and the University of Nebraska at Lincoln (UNL); Charter-Spectrum (Spectrum) staff that facilitate the development and provision of Community Access and Public Access programming over LCC-TV and the Public Access Channel; and Public Access producers who currently utilize LCC-TV and community organizations that anticipate utilization of Community Access Television and Public Access in the future.

The PEG Access Needs Assessment included a request for, and reviews of, documentation from the City, LPS, NWU, UNL and Spectrum, related to the current program providers and facilitators of the production and distribution of programming over the five PEG Channels. Requested documentation included:

- Annual production and programming statistics;
- Technology plans for future development;
- Facilities layout;
- Master control signal flow diagrams;
- Programming signal origination transport information;
- Equipment inventories;
- Operating rules and procedures;
- Operating and capital budgets;
- Staffing levels;
- Channel programming schedules;
- Programming samples;

- Website usage statistics; and
- Other documentation depicting current and planned operations.

Along with analysis of the information that was received (not all categories of information were provided by all Channel providers and facilitators), CBG conducted site surveys, and focused discussions and interviews with City personnel, Lancaster County personnel, a variety of educational personnel, Public Access producers, community organizations, Spectrum's Public Access Channel staff and other stakeholders.

Specifically, regarding Governmental Access, CBG toured the production areas at the County-City Government Center which are used for the production of City Council, County Commissioner and other public meetings. CBG also toured the meeting room/studio and other production and post-production facilities at the LNKTV offices, as well as other remote production locations such as the City Museum where programs such as *"Brown Bag Lunches"* and others are produced. Pertinent facilities and equipment were reviewed and current needs, as well as needs that will arise in the next 10 years, were identified and documented during these site visits.

Additionally, interviews were conducted with City staff concerning their perspectives on Governmental Access production and programming content development, for both LNKTV City and LNKTV Health. Focused discussions were also held with a variety of City Governmental Access stakeholders as well as City Departments and community organizations involved in the LNKTV Health Channel. These discussions focused on the state of current City video production facilities, equipment and programming, projected equipment and facility needs for the future, and current and future needs related to program content development, production, post-production and program distribution. This included a focus on both live meeting coverage of the City Council, County Commissioner and other live meetings, as well as program content covering City government and health and wellness-related initiatives, programs and services.

Regarding Educational Access, CBG conducted interviews and focused discussions with City staff that facilitate the compilation and transport of the LNKTV Education Channel, as well as staff from NPS, NWU, UNL and other educational institutions regarding programming efforts to date and future needs and interests related to provision of Educational Access programming in Lincoln. These interviews and focused discussions, similar to those for Governmental Access described above, focused on current and projected facilities and equipment needs related to the development of Educational Access programming throughout the City, as well as future program content development, production and distribution, including continued coverage of School Board meetings as well as continued programming production and future content development for LPS, NWU, UNL and other educational institutions in Lincoln.

Regarding Community and Public Access, CBG reviewed information provided by Spectrum and the current production and post production facilities that are provided by Spectrum in support of the LCC-TV Community Access television operation and the Public Access Channel. Additional information was obtained through interviews with Spectrum staff that facilitate the operation of the LCC-TV facility and the Channel, during the site visit to Spectrum's Community/Public Access facility.

Further, two focused discussions were held, one with Public Access producers currently utilizing LCC-TV and Spectrum's Public Access facility, and one with community organizations that anticipate using LCC-TV and the Public Access facility in the future. Additionally, a questionnaire was developed for existing Public Access users that could not attend the focus group discussion. Here again, as above, the topics for the interviews and focused discussions, as well as the questionnaire, centered on current and future Public Access facility, equipment and content development and distribution needs.

Findings concerning the Access Channels and the various Public, Educational and Governmental stakeholders were used to develop the facility, equipment, capacity and distribution needs and associated funding projections included in the following subsections, as well as projected new concepts for PEG Access going forward. All of this is described below and summarized in the Conclusions and Recommendations at the end of this Section.

The needs and interests are also the basis for phasings and priorities for equipment and facility implementation, upgrades and further replacement that PEG programmers will need over a projected 10-year timeframe. These are included in the attached Exhibit A - City of Lincoln PEG Access Equipment and Facilities Needs spreadsheets.

Detailed discussion of the PEG Access Needs Assessment and CBG's findings follows.

### **FINDINGS - PEG ACCESS**

Recently, the City underwent a rebranding effort for both the City's Government Access Channels as well as the Educational Access Channel with the central moniker of "LNKTV" which the typical Lincoln resident would recognize as Lincoln Television. As part of this effort, 5 City TV was rebranded as LNKTV City, and 10 Health TV (the City's other Government Access Channel) was rebranded as LNKTV Health and 80 Education TV (the Lincoln Educational Access Channel, covering both K-12 and higher education) was rebranded as LNKTV Education. All of these channels are available on the Spectrum cable service, as well as on Allo and Windstream (Kinetic).

The Community and Public Access Channels, LCC-TV (standing for the "Lincoln Community Channel") and the companion Public Access Channel (which has been primarily designed for programming that may be considered objectionable by some audiences) are both carried on the Spectrum system, and Windstream also carries LCC-TV. However, Allo does not have an interconnection with Spectrum (which operates both channels) and so it does not yet carry Community or Public Access.

The findings related to the current and future needs and interests for all three types of PEG Access are described below, beginning with Government Access.

## **FINDINGS - GOVERNMENT ACCESS**

### **Overview of the City of Lincoln's Government Access Channel - LNKTV City**

The City of Lincoln's Government Access Channel LNKTV City (Channel 1300 on the Spectrum lineup) provides a substantial amount of live meeting coverage of Lincoln City Council and Lancaster County Commissioner meetings as well as a variety of other live, live to record (aka, "live on tape") and other post-produced local government-related programs that are cablecast to viewers throughout Lincoln. There is also an electronic community bulletin board which runs when video programs are not being cablecast that provides announcements pertaining to City government initiatives, programs and services as well as events and other occurrences sponsored by the City.

Regarding live meetings, City Council meetings are covered at the County-City Building live, ingested into the LNKTV City server and then rebroadcast several times prior to the next City Council meeting. The Council/Commissioners Chambers are next to the studio and the LNKTV production facility and offices. The studio also doubles as a public meeting room where community-oriented meetings and Pre-Council meetings are covered live.

Remote cablecasts, live to record and post-produced programs focus on a variety of Lincoln City Departments and occurrences at City facilities. Such programs include recycling programs in conjunction with Lincoln Public Works, a reading series and book-related programs in conjunction with the Lincoln Libraries, Lincoln Police Department programs, Brown Bag lectures sponsored by the Nebraska State Historical Society (NSHS) and the Preservation Association of Lincoln (PAL) and a variety of other social services and government-oriented programming.

While the studio is used for the production of a variety of this programming, both single camera and multi camera field equipment (including equipment in a "studio in the box" configuration as well as a fully outfitted production truck) provide many options for the remote production of Government Access programming. Programming which is post-produced is edited and finalized at the LNKTV facility using desktop as well as portable editing.

Over the course of the past year, the combined LNKTV operation (City, Health and Education) has produced hundreds of hours of local original programming and distributed thousands of hours over each channel. LNKTV City is a fulltime 24x7 channel which also streams its content through dedicated links on the City of Lincoln website and provides on demand programming through the website as well as via YouTube and Facebook.

LNKTV City has two fulltime staff positions including the Supervisor of the facility and the Production Specialist. There are also three to four active independent contractors who assist on studio and remote productions on a regular basis as needed. In addition, there are 10 freelance independent contractors who assist on remote truck productions and other large productions.



## Interviews and Focused Discussions Concerning Government Access

In the Fall of 2018 and continuing through January of 2019, interviews and focused discussions were held with a variety of LNKTV staff and a diversity of other governmental representatives concerning current and future planned content development and distribution for LNKTV City. Focused discussions were guided by a PowerPoint discussion guide which provided an overview of the current LNKTV City operation, and then centered on topics related to: facilities currently used and needed in the future for Government Access; equipment needed to facilitate the production of Government Access programming; various methods of distribution and delivery of LNKTV City programming and; related topics on Government Access content development. LNKTV City staff were interviewed several times. Participants in the Government Access focused discussions included representatives from: The Preservation Association of Lincoln; the Lancaster County Board of Commissioners; the Lincoln Cable/Telecommunications Advisory Board; Lincoln City Libraries; the Lincoln City Council; the Lincoln Manager of Communications; History of Nebraska; the Pinnacle Bank Arena; Aging Partners; the Lincoln Department of Public Works and Utilities; and the LNKTV Coordinator. All the representatives were in a position to speak for their organizations, including City Council Members and County Commissioners, Managers, Directors, Specialists and Coordinators.

As summarized below, interviewees and participants in the focused discussions provided a variety of attitudes, opinions, needs and interests related to Lincoln's current Government Access television production operation, as well as their concepts for future content development and use of television production facilities and equipment. Key findings included the following:

- **LNKTV City had higher viewership when it was on Channel 5** – Spectrum has indicated to the City that due to demands on the cable system, the Government Access channel had to be relocated to a much higher channel number, thus making it more difficult for the community to easily find programming. Comments were made by participants that viewers don't want to "surf" that high to find the channel and because of this, viewers aren't aware of the content and how valuable it can be.
- **Transparency is critical for the County Board and the City Council** – The County Board went through a planning process that defined their goals. Providing transparency to the citizenry about how they make decisions and what happens in the hearings is crucial. Even if the meetings are not viewed live, they are available for people to review on LNKTV City, and it is much easier to view the video than to read the minutes. The City Council also believes that LNKTV City helps make City government operations more transparent.
- **Video may be used as the official record versus the written transcript** – Citizens will quite frequently ask for the videos from LNKTV City instead of the written transcripts because there are things that don't translate in a written transcript. The videos are valuable in legal proceedings or historical records and are a much more accurate record.
- **Streaming and Video on Demand (VOD) is valued in the community for viewing when convenient** – Participants in the focus group believe that an increasing number of

viewers stream video content versus watching traditional cable television, making it necessary to both stream and televise over the cable system to reach maximum viewership.

- **Current and future needs** – Participants in the focused discussion noted several critical needs for the future, including:
  - **More cross promotion of PEG channels on the cable system** – It was suggested that part of the next franchise must include a requirement for short advertisements promoting government programming as well as promoting all the LNKTV channels.
  - **Increase staff to meet current and future production goals** – As new, important programming is added, more staff may need to be added to support the increases in production.
  - **Increase in live programming** – Currently, the only fiber connection available is to the Pinnacle Bank Arena. It should be possible to add connections to increase programming opportunities. An example shared during the focused discussion was to put fiber drops into all the Libraries to cover meetings, special events or community discussions. Another connection discussed was a fiber link from Tower Square.
  - **Closed captioning is needed to expand accessibility to LNKTV City programs** - Participants discussed the need to add the capital equipment to ensure that LNKTV City and all of the PEG channels provided better accessibility to their content by Lincoln’s deaf and hard-of-hearing population. Funding for operational support should be able to come from the City’s ADA compliance fund.
  - **All PEG channels must stay current with technology** – In order to stay relevant on the cable channel, participants expressed the need to be sure they are staying current with all technologies. LNKTV has the foresight to recognize that mobile and 4K technology needs to be considered over the life of the franchise, as well as how the definition of “on-demand” in the future may change the trajectory of technology.

The participants in the focus group made a special point to emphasize the experience and professionalism of the production staff and the importance of their vision and skill in creating excellent programming.

## Overview of LNKTV Health

The City of Lincoln’s second Government Access Channel is focused on health and wellness programming and is known as LNKTV Health (Channel 1301 on the Spectrum lineup in Lincoln). Its motto is “Healthy Thinking, Healthy Living, Healthy Lincoln” and was originally formed as an initiative between the City and the Community Health Endowment of Lincoln. LNKTV Health provides a diversity of health and wellness-oriented programming, including programming focusing on fitness such as *Pilates*, *Forever Strong*, *Yoga: Refresh and Renew*, and *Exercise for a Lifetime*.

It also has programming focused on health education, including: *Talks with Docs*, *Community Conversations*, *Women’s Health*, and *Health Matters*. There are programs devoted to a variety of information about medical resources available to the community, such as *Medical Assistance*

*Program, CenterPointe Crisis Line, Nebraska Gamblers Assistance, and Conversation about Hospice.*

There are a variety of health improvement-oriented programs, such as *Promoting Healthy Choices, Shape of the City, Living with Sweeter Life, Success, Hopes and Dreams* and many more.

In between video programs, a health and wellness-centered community bulletin board provides information about health-oriented programs, initiatives and services.

The City's main LNKTV facility at the County-City Building is also the main location for LNKTV Health. The LNKTV Health Channel has access to all the LNKTV production resources (studio, editing, single camera and remote multi-camera field production resources, etc.). The LNKTV Health Channel is played back from the main play-out server on separate links to the Charter, Allo and Windstream headends. LNKTV Health is also assigned some specific field production and post production equipment, because of the simultaneous use of this type of equipment for both LNKTV City and LNKTV Health. Also, there is a three-quarter time staff position (a production specialist) whose only focus is the production of programming for LNKTV Health. The independent contractors and freelancers listed above also are used as needed to support LNKTV Health program production.

### **Interviews and Focused Discussions Concerning LNKTV Health**

In the Fall of 2018 and continuing through early 2019, interviews and focused discussions were held with LNKTV Health staff and a variety of both governmental and community organization representatives concerning current and planned content development and distribution for LNKTV Health. Similar to that for LNKTV City discussed above, the focus group discussions were guided by a PowerPoint discussion guide which provided an overview of the current LNKTV Health operation, and then covered topics focusing on: current and future needs related to facilities required for LNKTV Health; equipment needed to facilitate the production of health and wellness programming; distribution of that programming along with both current and potential delivery methods, and; related topics on health and wellness content development. Interviewees and participants included: the LNKTV Health Channel Coordinator; a representative of the Lincoln Telecommunications/Cable TV Advisory Board; the Learning Center Supervisor from the Lincoln Parks and Recreation Department; the Wellness Facilitator from Lincoln Public Schools; two representatives from the Lincoln Police Department; the Program Manager for the Lincoln Community Health Endowment; the Marketing and Communications Manager for Partnership for a Healthy Lincoln; and the Director of the City's Communications Department.

As summarized below, interviewees and participants in the focused discussions provided a variety of attitudes, opinions, needs and interests related to Lincoln's current Government Access television production operation, as well as their concepts for future content development and use of television production facilities and equipment. Key findings from the interviews and focus groups included:

- **LNKTV Health is a critical vehicle for promoting public health** – Attendees indicated that LNKTV was, in their view, unique in its function as a Government Access Channel in promoting and working to improve and enhance public health in a local jurisdiction like Lincoln. As such, it is an essential resource that needs to continue.

Attendees indicated that it is “an incredible way” to provide health information with the depth and breadth needed to reach a diversity of the Lincoln population with important information.

The Channel is especially important in its ability to reach underserved populations and heighten awareness of the health issues they face and the resources needed to help resolve those issues.

- **LNKTV Health is also unique in that it tackles health-related issues from a truly local perspective** – Participants noted that it was important to understand that one of the important features of LNKTV Health is that it brings awareness of local health issues and resources from a local perspective. In other words, LNKTV Health provides programming that is locally generated, coming from Lincoln community partners rather than the variety of national footprint health programming that you see on other channels. It enables viewers to tap into and connect to local resources. It directs people to local resources that may otherwise be difficult to find. By heightening the awareness of those local resources, it enables Lincoln residents to more easily take advantage of them, and this alone can improve the health of the Lincoln community.

It also gives local health organizations and others “a voice” to provide information, make viewers aware of their resources, inform the public, heighten their outreach and education and increase access to and participation in the services that they provide.

Many examples of this were given including heightened awareness of and participation in Aging Partners classes; participants in shows like *Shape of the City* that have seen use of their services increase after appearances on and coverage by LNKTV Health; and expanded use of health and wellness programs provided by LPS as they are promoted on the LNKTV Channel.

- **LNKTV Health provides life-saving information** – Participants indicated that it was no understatement that the information provided on LNKTV has the ability to save lives. For example, participants noted that information about diabetes was provided in a succinct, easily understandable manner, and because of its continual provision on the Channel, it was making an impact both for those currently diagnosed and those that potentially could have the disease seeking help in better managing and reacting to their condition.

Programs on suicide prevention, seeking assistance for mental and behavioral health issues and shows on large scale public health issues were very important in both getting the word out and getting residents to react to and address health-related issues.

- **LNKTV Health provides high quality video productions** – It was noted by participants and interviewees that LNKTV Health, while it has limited human resources, because of its effective use of those resources and its access to a full suite of LNKTV overall production resources, it is able to provide high quality television productions. Because of this, such productions attract viewers, and participants in the production know that their information will be presented in a highly professional manner that gets the message across.

Participants noted that this was a tribute to the LNKTV Health Channel Coordinator's many hours of dedication to the Channel, as well as the LNKTV operation overall, which has developed the production facilities and equipment and other resources to support high quality program development.

Interviewees and participants noted that it was important that these attributes of LNKTV Health continue and expand.

- **Expansion is needed in both monetary and operational resources** – Participants noted that the baseline set by LNKTV Health at this point was very good and offered opportunities to do even more. However, participants noted that it would be important for the City, its agencies and its community partners to continue to look for ways to develop monetary and human resources to continue to expand the offerings on LNKTV Health. Interviewees and participants indicated that they believed that this would continue to have a direct and even greater impact on the health of the Lincoln community.

Participants noted that it would be important for all to work together to continue to get grants and to focus on grant writing because this not only enables support to develop programming around a variety of community health issues, but also opens doors to partnerships with other entities.

Participants noted that indicating in grant applications that videos would be produced, automatically increases the interest of grant providers. Interviewees and participants noted that there were available grants centered around certain types of the content, and there were grants that could be sought with certain types of community partners.

Participants also noted that underwriting should be available that would be consistent with the underwriting policy for the Channel, and the pursuit of that should be increased.

Participants also indicated that with all the community partners, there could be joint fundraisers and these should be pursued.

It will be important for the City to continue to expand the staff devoted to LNKTV Health. An initial idea is to expand the current staff person from  $\frac{3}{4}$  to full time. It was also discussed that more internships should be developed to help expand the human resources, including both paid interns and volunteers. It was further noted that regular paid internships of people who have a television production background, such as digital

media production students at UNL and elsewhere and experienced seniors who may have available time, could both be viable means for increasing human resources.

- **New forms of delivery of LNKTV Health are needed** – Participants noted that LNKTV was already being live streamed and that programs are available on demand online and that social media outlets were being used. However, they noted that there are other platforms that should be available to LNKTV Health.

For example, many health-related issues focus on seniors and aging populations. Seniors are big consumers of cable-based video on demand. Accordingly, it would make sense to have some of the on-demand programming, especially that focusing on seniors, available over the cable systems on their on-demand platforms.

Interviewees and participants also noted that it will be important to expand live programming on the Channel. For example, some events and occurrences that are either now covered in a pre-recorded fashion and cablecast at a later time, or events that are not covered at all, could be covered live if there is a reliable, live signal from that location. This would not only allow live cablecast over the cable systems, but at the same time would also enable social media use like Facebook Live.

As part of this, it will be important to develop some of the live origination connections from locations where a lot of potential content could be covered live and turned into LNKTV Health programs. Participants noted that one of these should be the Trails Center which is a community health partner's hub location where many activities occur that could be covered live.

Cross-platform programming would also be beneficial; in other words, providing programming across multiple video distribution platforms, and even providing programming on multiple PEG Access Channels (for example, health programs aimed at both parents and children could be on both the LNKTV Health Channel and the LNKTV Education Channel). This would increase the reach of extremely important health-related content.

Also, development of an app that would enable Smartphone and Tablet users to immediately get to LNKTV Health would assist in increasing access to the programming, since many younger viewers tend to prefer to reach their content with an app rather than going through a web link.

- **It is critical that closed captioning be added to LNKTV Health** – Interviews and group discussions noted that it was very important for a channel devoted to health and wellness to especially be available with closed captioning. Similar to LNKTV City, this needs to be added to LKTV Health.
- **It will be important to continue to increase awareness of LNKTV Health** – Participants noted that since it went from being “10 Health TV” on the Charter system to LNKTV Health Channel 1301, while the rebranding of all the LNKTV Channels has

been important in increasing awareness, the placement on Channel 1301 has not been helpful. Participants noted that it was difficult to find on the Charter system and you “wouldn’t easily come across it” when either surfing the guide or surfing channels. Participants noted that it will be important for the City to seek a lower channel position for LNKTV Health (and all the LNKTV Channels) during franchise negotiations.

Participants also noted that because of the importance of LNKTV Health, it was equally important to increase the awareness of the Channel and its offerings. Participants noted that the City should use any means that it currently uses to promote any initiative to promote the LNKTV Channels overall, as well as the specific, critical content on the LNKTV Health Channel.

Participants also noted that more detail on the program guide related to specific programs on LNKTV Health is essential in expanding viewer interest.

## **FINDINGS - EDUCATIONAL ACCESS**

### **Overview of LNKTV Education**

LNKTV Education (Channel 1303 on the Spectrum system) provides a variety of Educational Access programming, primarily from three different entities: Lincoln Public Schools (LPS), University of Nebraska at Lincoln (UNL) and Nebraska Wesleyan University (NWU). The overarching LNKTV serves as the main playback hub for LNKTV Education, and the LNKTV staff facilitates some of the Educational Access productions.

LPS staff produce all of their programming which includes: coverage of public meetings such as LPS School Board meetings; LPS Learning Lunch programs; LPS Thank Your Teacher programs and other public school-oriented programming.

Programming from UNL includes a live newscast called *Start City News* produced by UNL faculty and students that is also rebroadcast later in the evening. UNL also provides other University-centric programming, such as *Nebraska Today* which is a monthly program focusing on activities and topics across the University.

Programming from NWU is primarily sports productions, including men's football, men's and women's basketball and women's volleyball. The production of sports programming is facilitated by the LNKTV remote field production vehicle and equipment. It incorporates both independent contractors and students as part of the production team.

Coverage of the Scholastic Cornhusker State Games Opening Ceremonies in association with LPS and other productions of this type on the University campuses are also facilitated by LNKTV and cablecast on the LNKTV Education Channel.

In essence, a combination of LNKTV, LPS and UNL production facilities and equipment are utilized to generate the wide variety of programming that is shown on LNKTV Education.

A community bulletin board provides education-oriented text and graphics content when the Channel is not otherwise providing video programming.

### **Interviews and Focused Discussions Concerning Educational Access**

Again, beginning in the Fall of 2018 and continuing through early 2019, interviews and focused discussions were held with a variety of educational representatives concerning current and planned content development and distribution for LNKTV Education. Focused discussions, similar to that for Government Access, were guided by a PowerPoint discussion guide which provided an overview of the current LNKTV Education operation, as well as topic areas concerning: future needs and interests related to facilities needed for the different program providers for LNKTV Education; equipment needed to facilitate the production of Educational Access programming over LNKTV Education; distribution of programming and delivery methods; and related topics on both K-12 and Higher Educational Access content development. Representatives of various organizations involved in the interviews and focused discussions



included: the Director of Broadcast Services and a Broadcasting professor for UNL; the Athletic Director from NWU; an Assistant Superintendent from LPS; the Communications Director for Pius X High School; and the Network Operations Manager for Nebraska Educational Television. City representatives from the Telecommunications/Cable TV Advisory Board and the Director of Communications, along with the LNKTV Operations Manager, were also present at the Educational Access focus group meeting.

As summarized below, interviewees and participants in the focused discussions provided a variety of attitudes, opinions, needs and interests related to the current LNKTV Educational Access television production efforts, as well as some concepts for future content development and use of video production facilities and equipment. Findings include the following:

- **It is critically important to have local educational programming available to Lincoln residents** – Participants in the focused discussion indicated that having an outlet for their educational institutions to provide local educational programming was very important. For example, the UNL representative indicated that having a live cablecast outlet for its student-produced and operated newscast was critical, not only because it provided the live environment that students will face in their professional careers, but also because it provides live hyper-local news to Lincoln residents.

Similarly, the NWU representative indicated that having LNKTV Education as an outlet for their sports programming was important because it provided coverage of their nationally-recognized sports teams.

Others indicated that it was also important to pair the cable channel with an online presence, because not everyone has a cable subscription. Accordingly, it is important that LNKTV Education is also streamed live online.

- **Lincoln Public Schools indicated that LNKTV is a key component of how it connects to the community** – The wide variety of programming that LPS provides for the LNKTV Education Channel and the use of the Channel itself for such programming is important in helping LPS provide transparency, through coverage of public meetings such as the Board of Education meetings, as well as connections to the Lincoln community at large through coverage of special events and initiatives. This includes *Citizens Academy*, a monthly lunch presentation, the *Safe and Successful Kids Joint Interlocal Board* meetings and joint City and LPS meetings and activities.
- **LNKTV is important as both a facilitator and an aggregation hub for local educational programming** – Participants discussed how the current process makes it easy to provide and distribute programming. Additionally, the staff helps facilitate a variety of educational programming production and works with the institutions to develop both short-form and long-form programs. This interface between the City and educational institutions is key in supporting the diversity of local educational programming provided to Lincoln residents.

- **It will be important to expand local Educational Access offerings in the future –** Interviewees and participants in the focused discussions talked about developing additional partnerships and participants in LNKTV Education’s programming efforts in order to represent more of the educational community. For example, participants mentioned Union College and Southeast Community College as entities that could provide more higher education programming.

Additionally, it was discussed that many educational programs take place at City Libraries that could be covered and placed on the LNKTV Education Channel. Others mentioned that the OLLI provides a lot of educational opportunities for older residents that could be covered and provided on LNKTV Education.

Overall, interviewees and participants indicated that they have a lot of ideas, and would also want to review what others are doing related to Educational Access channels around the country to see what additional concepts would work well in Lincoln.

- **There needs to be a higher level of awareness of LNKTV Education through promotion and other outreach activities –** Participants indicated that they believe that LNKTV Education needed a higher level of promotion, including promotional spots, cross-promotion on different channels, printed materials, outreach online and others. They noted that placing the Channel at 1303 made it difficult to find on the Charter-Spectrum system. One participant noted that “any channel that had four digits” was going to be difficult to find.

Another participant noted that the quality of the Channels should “attract more eyeballs”, but they need to be steered toward the Channel.

- **LNKTV Education’s existing programmers could provide more programming with additional human resources –** For example, it was discussed that creating broader internship programs attracting student interns and older retirees to help produce Educational Access content would help expand the amount of programming produced, including the amount that could be produced live (without the need for post-production). This should be a focus going forward which would benefit all the educational programmers/partners involved in LNKTV Education.
- **UNL and NWU need direct connections to LNKTV at the County-City Building –** Regarding UNL, programming from the UNL Journalism Building currently goes through NET before coming to LNKTV at the County-City Building. Participants noted that a direct connection, integrating interconnections with other venues on campus, could help expand the amount of live and other programming from UNL.

Regarding NWU, there is currently no live connection from the campus. Programs are recorded for later airing. A live, direct connection, similar to the above for UNL, would both provide live and help expand the amount of programming from NWU for LNKTV Education.

- **Additional capital production equipment and channel delivery capabilities are needed for LNKTV Education** – For example, in order to do more live programming, a flypack and a wireless transport system, essentially allowing live production for the Channel from any location, would be very beneficial. It will also be important to look at closed captioning for all the educational programming on the Channel. Further, besides replacement of and enhancements to existing equipment, additional encoding and storage capability is needed to transport LNKTV educational programming between and among various locations, up to Charter-Spectrum and out to subscribers.

## **FINDINGS - COMMUNITY/PUBLIC ACCESS**

### **Overview of, and Discussions with, Charter-Spectrum Personnel Concerning Lincoln's Community/Public Access Channel 1302 and Public Access Channel 1304**

Channel 1302, LCC-TV or the "Lincoln Community Channel", is the Community/Public Access Channel serving the City of Lincoln. There is an additional Channel 1304, which is designated only for Public Access and also serves the City of Lincoln. Spectrum facilitates Community and Public Access through a facility on Normandy Court in Lincoln. It is near its main local office/headend facility in Lincoln. The facility is open Monday through Friday from 9:00 a.m. to 5:00 p.m. and also can be available in the evening by appointment. There is currently one Spectrum employee that operates the facility. Two fulltime employees have in the past been dedicated to Community/Public Access, one with the title of Access Supervisor and the other with the title of Access Coordinator. Charter indicated in information provided in response to our request for information sent by CBG to Spectrum on September 26 and received by CBG on November 13 that, as of October 2018, after some recent staff vacancies, it was in the process of evaluating and interviewing to replace the vacant positions. As of January 2019, when the focus group was held with Community/Public Access producers, only one employee continued to be available fulltime to support the Channels.

Spectrum indicates that the current LCC-TV has 126 hours per week available for LCC-TV programming (7 days x 18 hours per day). Currently, 85 of those hours are scheduled. No Community Bulletin Board is available at this time, so for the 41 hours not scheduled, Channel 1302 appears as a blue screen.

None of the program is currently live, and as of October 2018, there were 42 active producers with programs currently running and one producer that hadn't yet produced a show. According to Spectrum staff, 90% of the current programming is religious in orientation. The other programming runs a wide gamut from archived jazzercise and financial-oriented programming to entertainment and opinion-oriented shows.

Much of the religious-oriented programming is produced by the religious organizations themselves on a weekly basis and delivered to the Community/Public Access facility on hard media. It is then converted to mp4 files and placed on the server that is located at the headend.

One program is produced weekly in the studio, edited outside the facility and then uploaded to the server for playback. The group that produces the program uses the studio in the evening. Another group uses the studio once a month. Charter further indicates that there are two producers who use the remote equipment, which over a 45-day period averaged 31 total days. There are also two other producers that used the nonlinear editing equipment at the time of CBG's site visit for a total of 53 hours over the 45-day period.

Spectrum staff indicates that there is currently no promotion of LCC-TV or the Public Access Channel, and no training has been given recently (this includes workshops focused on facilities

and equipment orientation; remote camera training; nonlinear editing training; and studio training). Spectrum staff also indicated that there are no detailed descriptions of LCC-TV or Public Access programming on the digital menu/electronic program guide.

Spectrum has designed traditional 30 minute and hour-long programming windows for each program (actually 29 minutes and 30 seconds and 59 minutes and 30 seconds plus a 30 second slate in front of each program). It schedules the half hour programs twice a week and the hour-long programs once a week. Much of the production equipment and Channels 1302 and 1304 are standard definition, as further described in the next section on facilities and equipment.

Staff indicates that there is currently no programming on Channel 1304. There are 7 hours per day x 7 days or 49 hours a week available for Channel 1304. Channel 1304 was designed during the last franchise renewal as a second Public Access Channel that could be utilized for what many in the community may consider to be “objectionable” programming. Currently all of the programming is considered to be suitable for community-at-large dissemination and is provided over LCC-TV Channel 1302. Channel 1302 is currently not provided in any online form, and there is no website available for LCC-TV.

Charter-Spectrum provided a list of all the current Access producers. This list was used to develop invitations for the Public Access focus group, as further described below.

### **Focused Discussion with Public Access Producers**

In January of 2019, interviews and a focused discussion were held with Public Access producers concerning their experience with the Spectrum Community/Public Access facility as well as their current and planned content development and distribution for LCC-TV. Similar to others, the focused discussion was guided by a PowerPoint discussion guide which posed a series of overarching questions related to the importance of Public/Community Access in Lincoln to the users of the Community/Public Access facilities, equipment and the Channel, as well as topics covering: future needs related to facilities and equipment; distribution of programming and delivery methods; promotion and awareness of the Spectrum facilities and the Channel as well as the current programs provided; and other topics on Public/Community Access content development.

Concerning the list of Public/Community producers provided by Spectrum, producers were contacted either via email or by telephone. Some of the email addresses and telephone numbers were no longer valid, so these producers could not be reached to participate. Others contacted were not able to attend, but did provide comments. Others were able to attend. Specifically, the producer of *Stab from the Past* as well as most members of his production team were in attendance at the focused discussion; the producer of *Secret Places in the Open Air* also attended; and a representative from the First Presbyterian Church and the Lincoln Community Concert Band and a Lincoln resident who had been involved in Community/Public Access in the past also attended.

The key findings from the Public Access producers focus group, the interviews and comments are as follows:

- **Community/Public Access television in Lincoln is an important public asset** – Participants in the focus group indicated that it was very important to have a Community/Public Access facility in Lincoln. They noted that, while a number of Public Access producers have their own equipment (such as a lot of churches that produce Sunday morning services for later air on the Channel), many others do not and need the resources that are provided by Spectrum and LCC-TV.

Attendees representing the show *Stab from the Past* noted that nearly no one has a full production studio like that which has facilitated the production of 146 episodes over the past four years. *Stab from the Past* covers local events and happenings in a magazine format; a show that would not be possible without the studio facilities.

Others indicated that, while they have their own field production equipment and editing equipment, not everyone has access to that, and the availability of that at the LCC-TV facility was very important as well.

- **Community/Public Access allows outreach by individuals and organizations to residents throughout Lincoln** – Participants noted that having the availability of the Channel enabled outreach for a wide variety of programming to Lincoln residents, which serves a variety of purposes. For example, some noted that it made people more aware of what is going on in the community. Others indicated that it helped with recruitment, like with the Lincoln Community Concert Band. Others noted that it allowed people to participate in occurrences that they were not able to attend in person. For example, it allows homebound residents and shut-ins to participate in Sunday worship services.

It also allows the expression of a diversity of opinions that you don't see on other channels. Specifically, it allows you to articulate a particular point of view and then get feedback. *Stab from the Past* participants noted that they typically live stream their show while it's being produced to air at a later time on the Channel, and then they do a Facebook Live concerning some of the topics that they've talked about. They indicated they always get a lot of positive feedback about their show from Lincoln residents.

- **New forms of delivery and increased awareness are needed for LCC-TV** – Participants indicated that the overall presentation of the Channel is outdated. Specifically, they noted that the following is needed:
  - *High definition* – Nearly all modern programming is in high definition, and LCC-TV should be as well so that the signal quality of the programs is consistent with others.
  - *A website for LCC-TV* – Participants noted that most programming is streamed now as well as being provided over the Channel. This should be the same for Public and Community Access and would help widen the audience.
  - *Shorter form programming* – Many programs now are in a much shorter form more commensurate with viewers' attention spans. It will be important for LCC-TV to

- move away from highly regimented programming timeframes (a half hour and an hour) and enable a wide range of program times.
- *Closed captioning* – In order to reach the diversity of the Lincoln community (as well as be ADA compliant), it would be beneficial to provide closed captioning capabilities for the programs provided over LCC-TV.
  - *Availability on a variety of different platforms* – It would also be helpful, and this can be combined with online availability, to have LCC-TV be available through portable and mobile means and also available on demand.
  - *Program descriptions on the program guide* – It would be very helpful and should increase viewership to have specific program descriptions on the program guide. If people knew what program was available at what time, it would heighten awareness and lead to increased viewership.
  - *Greater promotion* – Participants noted that one of the reasons the facility isn't used as much is that it is not promoted at all. Even though it is staffed and has reasonable equipment, Spectrum does not make people aware that it's there.

Similarly, the programming itself needs to also be more fully promoted. Right now, there is no promotion of the programming that's on, except by the individual producers through their own means. Here again, an LCC-TV website would be very helpful.

- **A variety of enhancements are needed if Public Access is going to be viable and accessible in today's video world** – Participants indicated that, beyond the production facilitation described above, Public Access needs to come into "today's world" in order to be truly valuable to Lincoln residents. This should include, for example:
  - *Multi-platform access* – Public Access programming needs to be available online in both a streaming and an on-demand format, as well as through social media.
  - *Public Access programming should be available on demand on the cable system.*
  - *Public Access programming should be provided through detailed listings in the Channel Guide* – Participants indicated that people still "surf to find what they want to watch"; however, they now do it by searching the Channel Guide. If detailed listings aren't on the Guide, people won't find it or be interested in going to the Channel.
  - *Public Access needs to be in HD* – Similarly, participants indicated that they "look at the Guide for HD only" so they wouldn't even find it if it's only on the SD channels. Participants indicated that Public Access will need to keep up with technology in order to continue to be viable in today's world.
  - *Proper equipment and facilities are needed to enhance the production of content* – The Churches currently utilize their own facilities to produce the programming that runs on Public Access. However, to truly cover community events and engage a wide variety of community organizations in developing video content, video production equipment and facilities will continue to be needed. This will require a place to produce Public Access shows, and modern studio production and post-production equipment (as well as enhanced master control and distribution equipment), along with equipment to produce programming in the field. In relation to what is available

today, this would require a substantial upgrade in Public Access facilities and equipment.

- **Participants described a number of needed enhancements to the facilities and equipment to improve the production environment** – Participants noted that the equipment is outdated and needs to be upgraded to more modern, HD production and post production equipment throughout the facility. They indicated a variety of specific enhancements regarding equipment including:
  - Working intercom headsets and PA system;
  - Enhanced lighting;
  - A better graphics package for the switcher;
  - Working internet at the facility and a way to import online content into programs while being produced;
  - Properly synced audio; and
  - Staff that is familiar with all the technology in the facility.

Regarding the facility, participants indicated the following enhancements:

- Removal of the large set that is prohibited for use by the Public Access producers, but is simply using the studio as storage currently; and
  - New sets for Community/Public Access, especially a round table.
- **Spectrum needs to make the facility more accessible** – Public Access producer participants indicated that the facility needs to be more accessible, with regular evening hours (not just by appointment). The locked door access, with only one staff member present, during only daytime hours, makes it very difficult to have the facility feel “user friendly”. Participants noted that this would tend to discourage “drop in” traffic which used to be a lot when the facility was more flexible and welcoming.

In fact, participants indicated that the facility needs to be made “more attractive to the community” so that more people would want to participate in producing Community/Public Access television.

Public Access producers also talked about how there used to be a Producers/Programmers Board, and interaction and cross-training was promoted between producers. However, none of this occurs any longer.

- **It will be important to look at an operational model going forward that promotes, encourages and empowers Community/Public Access television** – Producers noted that the services being offered to the community “were better 30 years ago than they are now”. Participants have been involved in community television production for a long period of time and want to see it return to the substantial resource that it used to be. In fact, it was noted that “the potential is vast, but the amount realized is miniscule”. Participants noted several ways that this could occur. First, is it possible that Public/Community television in Lincoln could be developed through partnerships or another operational model (such as a nonprofit) to be more community-centric (such as what Community Radio in Lincoln has become, which is largely a volunteer operation).



Perhaps resources could be combined from multiple entities (the nonprofit community, the City, Spectrum, Allo and Windstream, etc.) that could develop LCC-TV as a true, more well-utilized and more community-involved resource. A partnership with the City, and potentially operations facilitated by the City, should be fully explored. For example, public access could be re-crafted as “LNKTV Public” if the right operational model is developed and properly funded.

### **Focused Discussion with Community Organizations**

CBG and the City also engaged in outreach to a variety of community organizations to determine their experience with, and their current and future needs and interests related to, Community Access television. Outreach was done to arts and cultural organizations, human service organizations, large nonprofits such as the United Way, community services organizations, business associations, neighborhood associations and others. Attendees at the January, 2019 community organization focus group included representatives from: Legal Aid of Nebraska, the Child Advocacy Center, United Way, Community Action Network and the Lincoln Medical Education Partnership. All were at the Director level, except one who was a Coordinator.

Key findings related to the Community Organizations needs and interests regarding Community Access television are as follows:

- **More promotion of the Community/Public Access Channel resources and awareness of its current and potential programming would spur greater use by community organizations** – Participants in the focused discussion noted that some of their organizations had used LCC-TV in the distant past when they believed it was a more active channel, currently have developed videos locally or their parent organizations have for outreach and education purposes and, in a couple of cases, have used the LNKTV channels and resources for programs involving, or that were about, their organizations.

Accordingly, participants that had developed videos, or were going to be developing videos, felt that multi-purposing of those videos and using another outlet like LCC-TV would be very beneficial (in fact, they asked for information on who to contact to determine what formats were needed for providing programming to LCC-TV and what procedures to follow).

Participants also indicated that others that they were aware of would also benefit and, as such, there should be more outreach from Spectrum on the available resources at the facility and more promotion on their part of the availability of the facility and equipment as well as the programming that is currently, and potentially could be, on the Channel.

- **Focused discussion participants indicated that one of their primary missions was outreach about their services, activities and initiatives and that the Channel could be another great vehicle for that** – All of the organizations represented are involved in marketing and awareness about their services to, in some cases, specific target audiences (such as parents) and, in other cases, to the community at large (for example, the way that the United Way supports its partner agencies). If it was feasible to develop programming that was both targeted to certain demographics and, in other cases, to a wide clientele across the City, then in both cases, the use of LCC-TV would be highly beneficial to their organizations.
- **Community/Public Access would also be important as an educational tool** – Many of the organizations represented at the focus group, in providing their services, need to educate their constituencies. For example, the Community Action Network is involved in supporting parents through teaching and education about childhood development, preventing homelessness, financial well-being, the benefits of proper nutrition and other issues. All of these subjects would be great topics for programming targeted at parents. Participants mentioned, for instance, that potential clients were often uncomfortable with the process of going to interviews, applying for benefits, discussing their circumstances and the like. Having an orientation program that would provide them with tours of facilities, a walk-through of the process and an explanation of the benefits would be very helpful and would be “evergreen” in its use as a Community Access program, continually benefitting the organization and its existing and potential clients.

Others talked about development of how-to videos, especially for immigrant and lower income groups. Such videos could educate grandparents as well as parents concerning childhood issues. Such programs could be provided in multiple languages so that they reached a diversity of new immigrants.

In fact, knowing that cable television has a diverse subscribership, it was discussed that use of LCC-TV could be ideal with the proper promotion and awareness (including cross-promotion on other channels) and could be an invaluable resource in expanding the reach of community organizations’ services.

Because organizations like the United Way represent a variety of partner agencies and, as the other participants noted, there is a fair amount of cross-pollination within the nonprofit community and between health and human service organizations, as community organizations may become more active in Community Access television, the use of LCC-TV would only grow. In fact, one participant mentioned that there was a “bottomless list of topics” that could be covered by community organizations through programming on LCC-TV.

- **If facilitation services were provided, this would greatly help community organizations in providing programming over LCC-TV** – Where video isn’t currently available that could be provided over LCC-TV, community organizations indicated that, because of their staffing issues, dedicating staff to video production could be challenging. It was discussed that interns that work with these organizations that are interested in

video production could be utilized as well as Spectrum staff and potentially internships that Spectrum could develop through partnerships with educational institutions. This should be explored with Spectrum and educational institutions during franchise negotiations to see what can be developed.

## **Facility and Equipment Needs**

In order to help meet the needs described above, CBG developed specific equipment and facility requirements, as described below.

## **Equipment Baseline Definitions**

CBG's assessment established certain "baseline requirements" that apply to CBG's needs assessment and the associated equipment projections for all of Lincoln's production facilities. The goal of the Baseline Definitions is to define core requirements as PEG programmers continue to transition from their current video production environments to the industry standard of high-definition and other associated digital technologies, and to successor digital technology as it becomes industry standard, in order to meet the needs assessed in this report.

The spreadsheets have been exclusively designed for Lincoln PEG Access entities and include a description of the type and range of equipment and facilities needed in order to function adequately at the HD digital level. Some equipment that is not related to digital transition, but is still critical for video production, is also included in the spreadsheets.

It was noted during CBG's site visit that all Lincoln PEG channels produce and distribute their programming in high-definition except LCC-TV (Lincoln Community Channel-Community/Public Access) which is still in standard-definition. The goal for the LCC-TV would be to update it with high-definition equipment which would allow the production and distribution of community/public access content in high-definition also.

## **High Definition and Distribution Options**

It's important for PEG Access entities to consider all forms of distribution when thinking of their cable channels. We see a generation of improved technology that allows for access to information on multiple devices. Our society demands up-to-date information pushed to them through social media, computer and device notifications as well as many smart phone applications.

What this means is that in order to stay viable and competitive for viewership and information sharing, Lincoln PEG Access entities should be prepared to produce programming on all platforms in addition to updating their equipment to stay relevant with current and future technology.

According to the Leichtman Research Group, seventy-nine percent (79%) of households paid for traditional cable or satellite service in their 2017 annual survey<sup>41</sup>. Even though this is down from 84% three years earlier and the all-time peak of 88% in 2010, this is still a significant number of households that hold true to more traditional programming services.

Therefore, to address both the traditional TV and new media markets, all new equipment purchased by Lincoln entities should be in either High Definition (HD) or HD 4K as it becomes more available. HD is currently the industry standard as well as a 16x9 aspect ratio and produces a high, professional-level quality. The television production world has moved over time from black and white to color, VHS to Digital File-based, from analog standard definition to a fully high-definition digital environment. The broadcast, cable and satellite industries have moved to HDTV because of the obviously better picture and sound quality, which viewers now demand. New technologies such as fiber and IP infrastructure as well as file-based systems are now being integrated into production systems, which means that no standard definition digital production and post-production equipment will be available in the marketplace. Replacement parts to repair existing SD equipment will also be difficult to find. The cost for high-definition equipment continues to fall, making it available at a very reasonable cost during the term of a renewed franchise.

Although statistics are difficult to obtain on the exact amount of programming available in HD, it is CBG's experience that in order for television providers to remain competitive and expand viewership, they must deliver programming in HD. This applies to PEG Access organizations as much as to commercial cable channels as the majority of cable subscribers are primarily watching programs in the HD tier.

As mentioned above, PEG Access organizations looking to the future, need to also be aware of HD 4K television that will become common in the next decade. This will more than likely become the standard as soon as broadcasters and cable operators are able to optimize compression standards for over-the-air broadcasting and cable system distribution.

Accordingly, based on the assessed needs of Lincoln PEG program producers and providers as described in this report, CBG recommends that all new equipment purchases be HD with a possible transition to HD 4K at some point before the end of any renewed franchise period. Where needed, legacy equipment can still be used to allow access to programs and applications that are still dependent on older technology. CBG has accounted for this and added technology in the spreadsheets to accommodate this need.

Lincoln PEG Access entities, including LNKTV (Government [City], Health and Education channels) as well as LCC-TV, provide a transparent view, essential information, a public forum and overall, a great value to the community they serve. With the technology identified in the accompanying spreadsheets (Exhibit A), CBG believes that Lincoln's PEG Channels will continue to grow and evolve as a highly valuable asset to all of the communities they serve.

Based on the information gathered from site reviews, interviews and focused discussions, an analysis was made by CBG to determine the cable-related needs of Lincoln's PEG Access

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<sup>41</sup> <http://fortune.com/2018/03/01/cord-cutting-record-internet-tv/>

operations, using our expertise, experience, comparisons with other similarly situated PEG Access operations and our understanding of capital and operating funds needed to meet the needs. We then made pertinent facility and equipment projections for all forms of Lincoln PEG Access, including specifications and costs for recommended equipment. Key projections are detailed below.

## **LNKTV CITY - GOVERNMENT ACCESS FACILITIES AND EQUIPMENT NEEDS**

### **Field Acquisition**

Field Acquisition is a category that provides equipment for video production that is done outside of the production facility. It allows for portable production equipment that can be taken to various events that would be of interest to the community.

Field Acquisition is generally an independent process that does not rely on the operations of the other functional areas in the facility. Events can be shot, produced and distributed solely with the equipment recommended. For LNKTV Government Access (LNKTV City), the need for having equipment for field acquisition is important for staff in order to develop pertinent programming.

While meeting with LNKTV Government production staff, it was noted they have one remote fiber feed, allowing a direct connection from the Pinnacle Bank Arena to the LNKTV City Government production facility at the County-City Building. Programs from other remote locations are also done by the production staff and require extensive use of field equipment.

CBG has recommended support for these needs in several ways, including the recommendation of remote portable camera equipment as well as editing equipment.

LNKTV Government Access currently has a wide variety of field equipment which includes two Sony NX-5 camera systems, complete with 2 channels of wireless audio per kit. They also have two GoPro camera systems and two DSLR cameras. CBG is recommending the same amount of camera packages, but updating technology and features.

Two camera field packages are recommended, each of which include an advanced professional grade camera. These types of cameras offer a greater variety of shooting styles. Included in these packages are a tripod, 2 channels of wireless audio, light kit and accessories.

CBG has also recommended two DSLR camera field packages and two “Go-Pro” type camera field packages.

DSLR cameras resemble traditional photography cameras and offer an advantage over traditional field cameras in that there is a narrow depth of field when shooting, enabling a more “film-like” look. They also offer interchangeable lenses that would enable the videographer to change the shooting style as well as the look and feel of the production.

The “Go-Pro” type cameras offer flexibility in camera positions and mounting due to their small profile to give a unique perspective to the viewer and enable a first-person point of view. Examples are mounting this type of camera on the handlebars of a bicycle, dashboard of a vehicle or on a helmet worn by a person. Because these types of cameras are built to withstand outside elements, they offer a wide variety of programming capabilities to any production facility.

CBG has also included an audio field package in this category. This could be used for group interviews and large panel discussions. This is a resource for the government production facility needed to provide flexibility in field productions.

A flypack, also known as a “studio in a box” is a portable unit that enables the users to produce a complete multi-camera production in the field or indoors, and allows for staff to be flexible and mobile for events from different remote locations. Essentially, a flypack is a “control room in a box” allowing for full production capabilities at events in the community. This gives the staff the ability to switch multiple camera sources, manage computer inputs such as PowerPoint, and mixed audio sources in one unit, making it easy and convenient when the situation warrants productions at remote locations.

During CBG’s site visit, we noted that LNKTV City currently has a flypack in use by the production staff. Staff indicated that the current flypack has several pieces of equipment that are of various ages and functionality. Therefore, in the accompanying spreadsheet, CBG is recommending all equipment, with the exception of the switcher be replaced in Year One. Also based on staff requirements, the flypack replacement in Year Seven will include replacement of the switcher and the addition of a sports production package that would enable slow motion replay and upgraded software for this type of production. The flypack includes: 3-pan, tilt, zoom (PTZ) cameras; remote camera control; portable switcher capable of switching live camera feeds; computer inputs; a CG; 32” multi-viewer monitor; and a tapeless recorder. This is intended to be a full, stand-alone production system.

Location shoots are an ideal use for a mobile production vehicle. LNKTV has already addressed this need by purchasing a mobile production vehicle to suit the needs of their productions. CBG has included this in the accompanying spreadsheet for consideration of a replacement vehicle in the 10-year schedule.

CBG is also recommending, based on feedback from the staff, a Sprinter-type van for transporting equipment and staff to remote location shoots. This is a practical addition to LNKTV giving the ability to efficiently move equipment from one location to another.

## **Post Production**

Post Production also is an independent process that does not depend on the functional areas in the rest of the facility. In post-production, raw footage of video and audio are edited to create a finished program. Graphics and other creative additions can also be inserted to create a more professional product.

The major types of equipment involved in the baseline post production category are for ingestion (loading video into servers for processing), monitoring, digital audio mixing, video editing, and video recording (portable solid-state recorders are the preference) and three portable edit (laptop) systems.

CBG has determined that three edit systems and three portable edit systems should be procured by LNKTV for Government Access. Currently, LNKTV Government has two edit systems and

two portable edit systems. With this recommendation, we are adding flexibility for increased workflow capabilities and growth. Due to the advancements in technology in both hardware and software, current edit systems utilize state-of-the-art processing speed and updates to keep pace with other systems that host these same types of programs, such as YouTube, Livestream, mobile devices and other distribution platforms.

## **Infrastructure**

Infrastructure includes all the equipment necessary to transport video/audio internally and externally, do live streaming and provide for playback capabilities. For LNKTv Government, this includes encoders/decoders, bonded cellular technology, analog audio to SDI embedders, a multi-channel fiber multi-plex system and all the cabling, and routing necessary to support the production infrastructure.

Since the infrastructure is the backbone for all existing and new equipment needed to communicate throughout the facility, it is essential that infrastructure components be upgraded to handle both the existing equipment and new equipment we have recommended. For example, it is important to have adequate infrastructure in place to route signals from the Council Chambers to the control room.

It should be noted that LNKTv is the hub for the Government, Health and Education channels and has a direct fiber link back to Charter-Spectrum.

LNKTv Government is currently utilizing both SDI cabling and fiber throughout their building. They are full HD and, with the recommended equipment will have the capability of moving into 4K technologies should they desire.

CBG is recommending the use of portable bonded cellular technology to be used with field and studio-in-the-box productions. This technology enables the live streaming of events using mobile cellular technology where there is no landline network technology available. “Bonded” cellular refers to the technology that uses multiple cellular carriers so if one signal drops, it will automatically switch to another signal. This equipment is recommended for implementation in Year 1 of the 10-year equipment projections, with expansions every 2 years thereafter as the use of bonded cellular technology continues to increase.

## **General Production Requirements**

The LNKTv Government Access facility is the hub for general production requirements such as file archival and storage and playback servers for Education and Health as well as Government Access.

### **Archival/Storage**

Storage and archiving are important because they enable staff to save and share their work, collaborate in projects where elements are similar in nature, and store programs that can be used in an “evergreen” fashion.



Archiving and storage are also used to house finished programs that can be accessed by residents for on-demand viewing of programs. Not only can programs be archived, but they can be categorized by subject, producer, event type, or date and can be stored in various file types. As indicated earlier, television viewers are demanding the ability to view programs online via computers or mobile devices. Storing categorized programs is necessary for such access to programming.

Understanding the importance of this category, CBG has included costs for adding additional storage in Year One and growth throughout the 10-year projected timeframe. Specifically, CBG's review shows that the Government Access needs an additional 128 terabytes of storage over the 10-year equipment upgrade and replacement schedule. This also includes storage for LNKTV Health and LNKTV Education. This has been calculated based on our estimation of the current and future programming projections against the storage requirements needed for HD content (approximately 35 GB per hour of programming).

### **Server-Based Playback System/Character Generator**

During the site visit and discussion with staff, it was noted that LNKTV has a complete, HD server-based playback system from Tightrope Corporation capable of multi-channel scheduling and playback of the Government, Health and Education channels. Because this system will continue to be needed, but is fairly new, CBG is recommending a replacement in Years Four and Ten in the accompanying spreadsheet. The server-based playback system for LNKTV must have the capability for both standard and HD playback, moving to possibly 4K in the future, must have the ability to have programs transferred to them over the network (real-time ingestion), and must have a robust scheduling capability to enable a well-rounded playback resource.

Another requirement we identified for the LNKTV Government Access headend/playback capability is a character generator (CG) capable of 24/7 playback of on-air bulletin board information. This allows for additional programming features and announcements that are of interest to residents. The character generator will integrate with the playback server and will provide required bulletin board information.

Moving into the future, CBG has also allowed for use of a stand-alone system for CG capabilities to integrate into the playback server if desired.

LNKTV currently also streams 24/7 off their playback system from Tightrope Systems.

### **Studio-Room 113/Room 303/Council Chambers – Shared Control**

#### **Studio-Room 113**

This room is physically located next to LNKTV's production facility and doubles as a studio space as well as a meeting space for pre-Council, Council Directors and County Commissioner staff meetings. This room can also be used for discussion programs for the community using volunteer hosts. Because of the unique usage requirements of this room, LNKTV needs the flexibility of two different types of cameras for this room.

For meetings, they currently have robotic PTZ cameras to enable video production without camera operators. Traditional cameras are used for studio productions where a camera operator will be needed.

For the Studio-Room 113, CBG also recommends the addition of portable backdrops and lighting to enable the production of discussion and interview programs. This is not a separate line item, but would be included in Ancillary Equipment.

### **Studio-Room 113 Equipment**

Equipment for the LNKTV Government Access Studio-Room 113 should include:

- Cameras (Both PTZ and Traditional)
- Tripods
- Microphones (Wired and Wireless)
- Studio Monitoring

### **Room 303**

Room 303 is a multi-purpose room that is used by both City and County Departments and Elected Officials for many types of meetings. During CBG's site visit and discussion with staff, it was determined that this room should be equipped with robotic pan, tilt, zoom (PTZ) type cameras, flat screen monitors as well as a robust microphone/audio system similar to Room 113. This will enable the televising of additional meetings for both internal and external use, providing increased opportunities and flexibility for the LNKTV staff.

### **Room 303 Equipment**

- Cameras (PTZ)
- Microphones (Wired and Wireless)
- TV Monitors

### **Council Chambers**

This room is a joint facility shared by the City Council and the County Commissioners. The equipment in the Council Chambers is relatively new (2016). Therefore, replacement in the accompanying spreadsheet isn't recommended until Year Three.

During CBG's site visit, it was noted that a document camera was being used to show various documents during meetings. This allows for live view of photographs and other documents. CBG is recommending the continued use of such a camera and has accommodated this in the accompanying spreadsheet.

In summary, recommended equipment in the Council Chamber includes:

#### Council Chamber

- Cameras (3)
- Document Camera
- Wired and Wireless Microphones
- Monitors
- VGA/HDMI Splitters
- Assisted Listening Devices
- Scan Converter
- Digital DSP Audio Mixing System

#### Shared Control

LNKTV Government Access has a nicely-equipped control room jointly used now for Studio-Room 113 and the Council Chambers, and that will be used to control productions in Room 303 in the future. This is helpful concerning the efficient use of infrastructure; however, it could cause an issue if multiple productions were scheduled at the same time. Staff could use studio-in-the-box equipment to resolve any scheduling conflicts, if necessary.

Equipment for Shared Control includes:

- Switcher
- Robotic Camera Control
- Character Generator
- Digital Audio Mixing Consoles
- Multi-viewer Monitor
- Engineering Confidence Monitor
- Miscellaneous D/A's and cabling
- Solid State Recorder

#### Ancillary Equipment

This spreadsheet category includes basic items such as teleprompter equipment, PA, miscellaneous stands, tripods, recorders, workstations, fixtures, and the like, plus their upgrades and replacements.

In working with many communities, this type of equipment usually needs replaced on a regular basis as it also includes consumables such as light bulbs, connectors and other small items that are needed in the production facility. This will further include other items such as equipment racks, audio/video cables, batteries, gaffers' tape and other similar items.

Rather than calling these items out separately, we recommend this as a budgetary line item to accommodate these types of replacements. It is necessary for any PEG production facility and must be replaced, upgraded and added to, over the term of a renewed franchise.

## **Studio Remodel**

While discussing future needs, staff indicated a need for a separate, stand-alone studio space. This studio is proposed to be built in an abandoned restaurant space next to the current production facility. It is an approximately 840 square foot space that would require space reconfiguration (wall moved), lighting and cabling.

The main advantage of a stand-alone studio is the ability to remove conflicts from Room 113 which has multiple meetings taking place during the day. Staff indicated they would continue to use the shared control room space in conjunction with this new studio space.

## **LNKTV HEALTH FACILITIES AND EQUIPMENT NEEDS**

The LNKTV Health channel is very unique in both its mission and programming. Although located in the same facility as the government operation, it has a mission of educating and informing the public on a variety of health-related issues including information from the Lincoln Police Department, Lincoln Public Schools, Parks and Recreation, and the Health Endowment.

In the focus group conducted by CBG, it was expressed by the participants that the Health Channel serves a need with a population that requires low-cost health information that they don't normally get in any other form in the community. The channel produces programming which covers everything from stretching and exercising to healthy eating and nutrition and directs people to local resources.

As the accompanying spreadsheet shows, LNKTV Health has a small amount of separate equipment which CBG is recommending be maintained and updated over the ten-year period of the franchise.

General production requirements are not necessary for LNKTV Health as Government Access serves as the hub for the health programming to be housed at the City facility and played out to Charter.

Specific, separate areas of production for LNKTV Health include:

### **Field Acquisition**

Currently, LNKTV Health Staff is using one professional quality field camera kit, which includes a camera, tripod, wireless audio and a light kit. CBG is recommending the continued use of this equipment and replacing it in Years Two and Seven of any renewed franchise.

### **Post Production**

It was noted during our site visit that LNKTV Health has one modern edit station, capable of high-definition editing and effects as well as a laptop for portable and remote editing operations. LNKTV Health needs to have an additional permanent editing station as well, for the use by interns and contractors. Taken all together, CBG is recommending: the addition of the new edit station in Year 1 with replacement in Year 8; the update and replacement of the laptop in Years 2 and 9; and replacement of the current edit station in Years Three and Ten of any renewed franchise.

### **Ancillary Equipment**

As stated above, CBG has included a category for ancillary equipment for LNKTV Health. This includes budget for basic items such as microphones, teleprompter equipment, PA, miscellaneous stands, tripods, recorders, workstations, fixtures, and other consumables such as

light bulbs, connectors, equipment racks, cables and the like, plus any upgrades and replacements.

Rather than calling these items out in separate line items, we again recommend this as a budgetary line item to accommodate these types of replacements. It is necessary for any PEG production facility and must be replaced, upgraded and added to, over the term of a renewed franchise.

## **LNKTV EDUCATION – LINCOLN PUBLIC SCHOOLS FACILITIES AND EQUIPMENT NEEDS**

### **Field Acquisition**

As mentioned earlier, Field Acquisition is an independent process that does not rely on the other functional areas in facility operations and is intended for remote shoots and events outside of the production facility.

Currently, Lincoln Public Schools (LPS) has two Sony NX-5 camera kits and one small Canon camera utilized for LNKTV Education Access which have seen quite a bit of use by faculty and students.

Going forward, three camera field packages are recommended which include an advanced professional grade camera intended for staff production. These types of cameras offer a greater variety of shooting styles. Included in these packages are a tripod, 2 channels of wireless audio, light kit and accessories.

CBG is also recommending prosumer grade cameras intended for students because of their ease of use and quick setup. It is an entry level camera setup and is well-suited for basic shoots. Also included is one channel of wired audio and accessories, one tripod and a small lighting package. The need is to provide 3-4 prosumer grade cameras per high school for a total of 30 cameras.

### **Post Production**

In post-production as described earlier, raw footage of video and audio are edited to create a finished program. Graphics, and other additions, can also be inserted to create a more professional product. Software programs will be available for the Editor to add creative touches to the product that could include banners, music and multiple graphics to add interest and emphasis to parts of the program.

CBG has determined three new edit systems should be purchased for use by LPS for LNKTV Educational Access. We are recommending they be procured in Year One of the accompanying spreadsheet as the current systems are heavily used and in need of upgraded technology.

### **Infrastructure**

Infrastructure includes all the equipment necessary to provide for routing and transport of programming. For LNKTV Educational Access, this includes encoders/decoders and optical transmitters/receivers and all the cabling and routing necessary to support the production infrastructure and transport programming to a central headend location at LNKTV Government Access.

There is currently fiber connectivity in use throughout LNKTV Education's main Administration building, as well network connectivity between and among all the schools in the district.

Since the infrastructure is the backbone for all existing and new equipment needed to communicate throughout the facility, it is essential that infrastructure components be upgraded to handle both the existing equipment and new equipment we have recommended.

### **General Production Requirements**

General production requirements generally include things like archival and storage for video files and playback servers/character generator.

This is not a separate requirement for LNKTU Educational Access since, as mentioned earlier, LNKTU Government Access currently acts as the hub for the educational programming to be housed at the City facility, played out and transported to Charter.

### **School Board Room/School Board Room Control**

The School Board Room is used for regular School Board meetings, joint meetings with City Council, work sessions and meetings such as “Safe and Secure Kids”. The current equipment for both the School Board Room and the Control is around 5 years old and therefore, CBG has recommended replacements in Years Three and Ten.

During the site visit, it was noted the switcher was very large for the current need. This has been adjusted to a 10-input switcher in the accompanying spreadsheet.

Equipment for the School Board Room and Control includes:

#### **School Board Room**

- Cameras (4)
- Wired and Wireless Microphones
- Projection System
- Assisted Listening Devices
- Scan Converter

#### **School Board Control**

- Switcher
- Robotic Camera Control
- Character Generator
- Digital Audio Mixing Consoles
- Multi-viewer Monitor
- Engineering Confidence Monitor
- Miscellaneous D/A's and cabling
- Solid State Recorder



### Ancillary Equipment

Similar to that for LNKTV City, this spreadsheet category for LNKTV Education includes basic items such as microphones, teleprompter equipment, PA, miscellaneous stands, tripods, recorders, workstations, fixtures, and other consumables such as connectors, equipment racks, cables and the like, plus any upgrades and replacements.

Rather than calling these items out in separate line items, we recommend this as a budgetary line item to accommodate these types of replacements. It is necessary for any PEG production facility and must be replaced, upgraded and added to, over the term of a renewed franchise.

## **LNKTV EDUCATION - UNIVERSITY OF NEBRASKA FACILITIES AND EQUIPMENT NEEDS**

LNKTV Education facilities at the University of Nebraska (UNL) are unique since they both facilitate Educational Access programming and act as a training ground for students who wish to become news reporters, photographers and studio technical staff. Upon CBG's site visit we were able to view a live news production and talk with both faculty and students. It was impressive to see the students working and learning in a live cablecast environment.

### **Field Acquisition**

As with all other LNKTV PEG Access entities, CBG is recommending camera field packages for the University of Nebraska's Educational Access operation.

This will add to the flexibility of the University's need to acquire footage for news programs and other footage needed for the University, allowing a broad range of Educational Access programming.

CBG has recommended three professional-grade camera packages that include tripods, 2 channels of wireless audio, light kit and accessories. These types of cameras have a more complicated menu and offer a greater variety of shooting styles.

### **Post Production**

As described earlier, in post-production, raw footage of video and audio are edited to create a finished program. Graphics and other additions can also be inserted to create a more professional product. Software programs will be available for the editor to add creative touches to the product that could include banners, music and multiple graphics to add interest and emphasis to parts of the program.

During CBG's site visit, it was noted that the Adobe Creative Cloud Suite was used for editing. This is a robust software suite that is compliant with industry standards. It incorporates editing, graphics and special effects into one state-of-the-art package.

CBG has determined that three edit systems should be replaced in Years Two and Nine to facilitate the University of Nebraska's LNKTV Education program development.

### **Infrastructure Requirements**

As we have defined infrastructure in other areas of this report, this area includes all the equipment necessary to provide for routing and transport of programming. It is essential the infrastructure components be upgraded to handle both the existing equipment at the University and the new equipment we have recommended.

The signal from UNL can originate from multiple locations on campus. Some locations include: the Pinnacle Bank Arena, Memorial Stadium, the Devaney Center, Innovation Campus, East

Campus, Anderson Hall (The Journalism College), and the Van Burnt Visitor Center. The signal is then routed to Nebraska Educational Telecommunications (NET). NET then routes the signal via fiber to the City of Lincoln where it feeds the LNKTV headend.

Equipment recommended for the University of Nebraska includes optical transmitters and receivers, cabling, routing, patching and signal converters. The recommendation by CBG, based on feedback from the focus group participants, is that a direct feed is necessary between the University of Nebraska and LNKTV Government. Currently, this feed is routed through various hubs and has historically caused reliability issues. CBG is addressing this need by updating the transmission equipment, enabling the University to work with the cable providers to make this direct feed a reality.

## **General Production Requirements**

### **Archival/Storage**

As stated in other portions of this report, CBG has included costs for significant initial storage and then growth throughout the 10-year projected timeframe.

Specifically, CBG's review shows that the University needs an additional 128 terabytes of storage over the 10-year equipment upgrade and replacement schedule. This has been calculated based on our estimation of the current and future programming projections against the storage requirements needed for HD content (approximately 35 GB per hour of programming).

### **Studio/Studio Control**

Currently, the Studio at the University is set up to be a news/weather studio. The equipment used in the studio is 3-5 years old; therefore, CBG is recommending replacement in Year Three of the accompanying spreadsheet. They broadcast the news programming several nights a week. They also have virtual set and green screen technology.

This technology uses computer generated environments to create the illusion of a physical set in which subjects perform, substantially reducing the expense and logistics of managing physical sets. Sets can be generated live, or subjects can be recorded against a "green screen" and the virtual set added in post-production. The technology permits a variety of sets for different program types, at little cost, and allows for more efficient use of limited production space.

Virtual set technology meets the demand to produce and deliver more with less by substantially eliminating the time and cost of building, taking down and managing physical sets, with no loss in production quality. It permits use of a variety of video environments to keep programming fresh and creative, bringing viewers back to the channel, at a fraction of the cost and time required for multiple physical sets.

CBG is recommending the equipment to continue use of this technology.

### **Studio**

Equipment for the University of Nebraska Studio used to produce LNKTV Education programs should include:

- Cameras (PTZ and Traditional)
- Studio Monitoring
- LED Studio Lighting
- Virtual Set Technology

### **Studio Control**

Equipment for Studio Control should include:

- Switcher
- Robotic Camera Control
- Character Generator
- Digital Audio Mixing Consoles
- Multi-viewer Monitor
- Engineering Confidence Monitor
- Miscellaneous D/A's and cabling
- Solid State Recorder

### **Ancillary Equipment**

As with all other LNKTV PEG Access entities, CBG has included a category for ancillary equipment. This includes budget for basic items such as microphones, teleprompter equipment, PA, miscellaneous stands, tripods, recorders, workstations, fixtures, and other consumables such as light bulbs, connectors, equipment racks, cables and the like, plus any upgrades and replacements.

Rather than calling these items out in separate line items, we again recommend this as a budgetary line item to accommodate these types of replacements. It is necessary for any PEG production facility and must be replaced, upgraded and added to, over the term of a renewed franchise.

## **LCC-TV LINCOLN COMMUNITY/PUBLIC ACCESS CHANNEL FACILITIES AND EQUIPMENT NEEDS**

LCC-TV is located at a shopping mall complex with adequate parking in front of the facility. All the equipment was historically used for local origination programming produced by Charter Communications (Spectrum) staff as well as LCC-TV Community Channel productions. It is now solely the community television public access facility with one Charter Communication staff member that facilitates programming.

During our site visit and our discussion with staff, Charter Staff indicated there is a plan to have a second staff person added for coverage to help train producers and facilitate the use of the equipment.

### **Field Acquisition**

As with LNKTU Government and Educational Access, Field Acquisition is an independent process that does not rely on the other functional areas in the facility's operations and is intended for remote shoots and events outside of the projected Community/Public Access production facility.

LCC-TV is currently operating with DV-Cam technology which is tape-based and standard definition. In keeping with the transition to modern, digital hard-media HD, CBG has recommended the necessary field equipment for this transition in the accompanying spreadsheet.

Two camera field packages are recommended which each include an advanced professional grade camera intended for more experienced producers. These types of cameras offer a greater variety of shooting styles. Included in these packages are a tripod, 2 channels of wireless audio, light kit and accessories.

CBG is also recommending two prosumer grade cameras intended for less-experience producers because of its ease of use and quick setup. It is an entry level camera setup and is well-suited for basic shoots. Also included is one channel of wired audio and accessories, one tripod and a small lighting package.

CBG conducted a focus group with Public Access producers, which indicated a need for a multi-camera production kit capable of switching multiple cameras and audio sources in remote locations. We have addressed this by adding a small portable flypack to the LCC-TV equipment list. This flypack is intended to be used with the field cameras described above, and is equipped with a small switcher, audio mixer and stand-alone recorder.

### **Post Production**

As described earlier, in post-production, raw footage of video and audio are edited to create a finished program. Graphics and other additions can also be inserted to create a more professional product. Software programs will be available for the Editor to add creative touches

to the product that could include banners, music and multiple graphics to add interest and emphasis to parts of the program.

Currently, LCC-TV has three edit suites. CBG is recommending that only 2 of them will be needed in the future and they should be updated to match the Field Production equipment.

### **Infrastructure Requirements**

The equipment recommended in this area of the accompanying spreadsheet includes cabling, routing, patching and signal converters. Because there is no need for remote feeds to other locations, additional equipment is not needed for LCC-TV.

The equipment that is recommended will be necessary as part of the infrastructure that enables programming production within LCC-TV.

### **General Production Requirements**

#### **Archival/Storage**

In the Government Access portion of this report, we have already discussed the importance of Archival/Storage. As with all production facilities, LCC-TV needs to consider this need during the 10-year projected timeframe.

Understanding the importance of this category, CBG has included costs for significant implementation and growth throughout the 10-year projected timeframe. Specifically, CBG's review shows that LCC-TV needs 64 terabytes of storage over the 10-year equipment upgrade and replacement schedule.

#### **Server Based Playback System/Character Generator**

During the site visit and discussion with staff, it was determined that LCCTV has a robust playback system capable of advanced scheduling but is only standard definition on the cable system.

Modern production servers should be HD and possibly moving to 4K in the future; the ability to have programs transferred to them over a network (real-time ingestion); and a robust scheduling capability to enable a well-rounded playback resource.

A requirement CBG also identified for the LCC-TV headend/playback capability is a character generator (CG) capable of 24/7 playback of on-air bulletin board information (which LCCTV does not currently have). This allows for additional programming features and announcements that are of interest to residents. The character generator will integrate with the playback server and will provide required bulletin board information.

## **Studio/Studio Control**

The current studio at LCC-TV is of adequate size for their needs. However, public producers are only able to use part of it which is not sufficient. The layout of the studio includes a traditional news set which LCC-TV is not allowed to use. Only a small corner of the studio is available for the LCC-TV producers. They have a green wall that staff indicates hasn't been used.

CBG recommends that the news set be removed to provide more space for producers. We also recommend that virtual set technology be included in the switcher in the Studio. With additional training for the producers this would enhance the production values for LCCTV.

As discussed earlier, this technology uses computer generated environments to create the illusion of a physical set in which subjects perform, substantially reducing the expense and logistics of managing physical sets. Sets can be generated live, or subjects can be recorded against a "green screen" and the virtual set added in post-production. The technology permits a variety of sets for different program types, at little cost, and allows for more efficient use of any production space.

Virtual set technology meets this demand to produce and deliver more with less by substantially eliminating the time and cost of building, taking down and managing physical sets, with no loss in production quality. It permits use of a variety of video environments to keep programming fresh and creative, bringing viewers back to the channel, at a fraction of the cost and time required for multiple physical sets.

### **Studio**

Equipment for the LCC-TV/Public Access Studio should include:

- Cameras
- Studio Monitoring
- LED Studio Lighting
- Virtual Set Technology

### **Studio Control**

Equipment for Studio Control should include:

- Switcher
- Robotic Camera Control
- Character Generator
- Digital Audio Mixing Consoles
- Multi-viewer Monitor
- Engineering Confidence Monitor
- Miscellaneous D/A's and cabling
- Solid State Recorder

## **Ancillary Equipment**

As indicated earlier, this spreadsheet category includes basic items such as microphones, teleprompter equipment, PA, miscellaneous stands, tripods, recorders, workstations, fixtures, and other consumables such as light bulbs, connectors, equipment racks, cables and the like, plus any upgrades and replacements.

Rather than calling these items out in separate line items, we have recommended this as a budgetary line item to accommodate these types of replacements. It is necessary for any PEG production facility and must be replaced, upgraded and added to, over the term of a renewed franchise.



## PEG ACCESS NEEDS ASSESSMENT CONCLUSIONS AND RECOMMENDATIONS

After review and analysis of all the data and information gathered from the focused discussions, interviews, follow-up phone calls and correspondence, on-site facilities reviews, review of written and electronic documents and other materials, during the Lincoln PEG Access Needs and Interests Assessment, CBG has developed the following Conclusions and Recommendations. CBG's recommendations on how these needs should be fulfilled are detailed below and should be pursued with Spectrum during franchise renewal negotiations.

1. **Access Channel Capacity** -- CBG recommends that the present Governmental Access Channel 1300 (LNKTV City), the present Governmental Access Health Channel 1301 (LNKTV Health), the present Educational Access Channel 1303 (LNKTV Education), the two present Community/Public Access Channels 1302 and 1304 (LCC-TV and Public Access) be preserved. We also recommend that current PEG Access capacity be expanded to provide for a potential additional Educational Access Channel, and the provision of all Access Channels in HD (including continuation of the current HD Channels and migration of LCC-TV and the Public Access Channel to HD), as well as provision of Access Channel programming on demand, as further described below. Specifically:
  - a. The Governmental Access Channel 1300, LNKTV City, should be maintained to provide current and future City of Lincoln and Lancaster County Government Access programming, including live and recorded meeting coverage of City Council, County Commission and other public meetings, as well as programs produced in partnership with other public and community entities such as *Brown Bag Lunches*, programs that are focused on City and County agencies and services, other governmental programming and a bulletin board of Lincoln and Lancaster County programs and events, among others.
  - b. The Governmental Access Channel 1301, LNKTV Health, should be maintained to provide current and future health and wellness programming, including live and recorded health and fitness meeting and forum programming, nutritional programming, and medical and other health-oriented programming, among others.
  - c. The Educational Access Channel 1303, LNKTV Education, should be maintained to provide current and future programming produced by or on behalf of Lincoln Public Schools, the University of Nebraska at Lincoln, Nebraska Wesleyan University, other educational entities and other educational organizations that may participate in the future, including live and recorded coverage of School Board and other LPS meetings, coverage of scholastic activities, college sporting events, and programs, both live and post-produced, produced by faculty, staff and students of these educational institutions.

- d. LCC-TV (the Lincoln Community Channel) and the companion Public Access Channel should be maintained to continue to provide and expand programming produced by individuals and community and other organizations. This Channel, its programming and the availability of the Spectrum Community Access Television facility, including equipment use and checkout, should be more aggressively promoted.

Further, it will be important to consider enhancing the operational model. For example, community organizations that need greater facilitation services should have the availability of more staff than currently provided by Spectrum to assist in productions. The City should also work with Spectrum to look at other models to be supported, including the potential for LNKTV to support Public Access as another arm of the organization, or operation by an independent nonprofit, as occurs in many communities. As described by current Public Access producers, Spectrum staff really only “open the doors” and don’t assist in production. Both Public Access producers and community organizations indicated that greater use of the facility could be made with greater facilitation and assistance.

Also, in order to ensure that a diversity of opinions can continue to be expressed, it will be important to maintain both of the current Channels; LCC-TV which provides a variety of community-centric programming, and the companion Public Access Channel which allows for programming that is outside what would be considered mainstream.

- e. Over the course of any renewed cable franchise, based on the needs assessed, it is conceivable that enough educational programming will be generated such that two Educational Access Channels could be provided, one focusing on K-12 Educational Access and one focusing on Higher Educational Access. Provision should be made in the Franchise to enable the addition of this channel when programming amounts would dictate the need for two channels.
- f. HD channel carriage is important to the provision of high-quality PEG Channel programming. Accordingly, it will be important to also carry LCC-TV and the Public Access Channel in HD so that the quality is equivalent to the LNKTV PEG Channels. Further, it will be important to ensure that the HD channels are able to be provided in successor formats (such as HD4K) as the rest of the cable system would migrate to advanced platforms, so that the quality of the Access Channels is always at least equal to the best quality of commercial channels on the system. Overall, it is important that all of the PEG Channels are provided without noticeable degradation or deterioration in quality, from the point of origination at the Access Channel program origination site to delivery to the subscriber.
- g. The City should work with Spectrum to, at a minimum, more highly promote all the Access Channels, but moreover place them on more utilized tiers (tiers with other like HD channels, such as local broadcast, CSPAN, etc.). It was noted during the Needs Assessment that viewership is likely affected by the current

placement of the LNKTV and Community/Public Access Channels in the 1300s, where no other like channel is contained. Cable subscribers typically start and end their viewing in HD tiers that include a variety of different types of channels, as they come across various offerings when they scan through the electronic program guide. Placement in such a tier will enhance viewing. It was notable that both program providers and channel operators believe that all the channels were more highly viewed when they were provided with the lower channel numbers.

- h. As time-sensitive viewing continues to increase, it will also be important to ensure that enough cable-based video on demand capacity is available for PEG Access Channel programming that is both time sensitive and evergreen so that PEG Access programming can have the highest possible accessibility to subscribers by being available through multiple distribution methods. This will first require on-demand capacity for all public meetings, to be refreshed every month. Beyond this, average allocations will be needed for each PEG provider entity, estimated at a total of 40 hours of video on demand (VOD) capacity to be shared by all current four types of Access Channels (City, Health, Education and Community/Public Access). This should also include the necessary equipment to provide VOD programs to Spectrum in the format that it requires, with an ongoing requirement to upgrade such equipment if Spectrum changes its standards. The programming submitted for VOD distribution should be able to be updated and refreshed on at least a monthly basis, as needed.
  - i. All PEG Access programmers should also have access to Spectrum's electronic program guide (EPG)/digital menu for both real time (linear) and video on demand program content descriptions. These descriptions should be detailed, and enable viewers to select and record specific programs based on accessing them through the EPG/digital menu.
- 2. **Access Equipment** -- New, upgraded and replacement equipment for the Governmental, Educational and Community/Public Access program providers needs to be provided consistent with the projections shown in Exhibit B to this Report. Equipment category projections have been made from the information provided by the PEG Channel programmers and associated stakeholders, as well as that obtained through on-site review of equipment amounts, types and conditions, along with projections for expansions in the nature and level of Access Channel content development. Our review indicates that the following Access equipment funding is required to meet the needs assessed over the course of a projected 10-year timeframe:
  - a. *LNKTV Overall and LNKTV City Governmental Access* -- To provide new, upgraded and replacement equipment for the City's main LNKTV operation and the specific LNKTV City Governmental Access operation, to produce programming at its production facility and in the Council Chambers and other meeting rooms in the County-City Building, as well as through portable and remote operations, \$2,398,205 (\$1,767,850 base cost, \$530,355 installation/

training/warranty cost, plus \$100,000 in ancillary cost) will be needed during the projected 10-year timeframe, in order to support LNKTV overall and the specific City government programmatic initiatives indicated by our Assessment findings.

- b. *LNKTV Health Governmental Access* -- To provide new, upgraded and future replacement equipment specifically for the LNKTV Health Channel operation, including producing programming at the main LNKTV facility, as well as through portable and remote operations, \$125,820 (\$81,400 base cost, \$24,420 installation/training/warranty cost, plus \$20,000 in ancillary cost) will be needed during the projected 10-year timeframe, in order to support the LNKTV Health programmatic initiatives indicated by our Assessment findings.
  - c. *LNKTV K-12 Educational Access* -- As part of capital support for the LNKTV Education Channel, to provide new, upgraded and future replacement equipment for LPS in order to produce Board of Education and other public meetings, and other K-12 programming throughout the City, \$772,020 (\$555,400 base cost, \$166,620 installation/training/warranty cost, plus \$50,000 in ancillary cost) will be needed during the projected 10-year timeframe, in order to support the K-12 educational programmatic initiatives indicated by our Assessment findings.
  - d. *LNKTV Higher Educational Access - University of Nebraska* -- As another part of capital support for LNKTV Education, to provide new, upgraded and future replacement equipment for the University of Nebraska for studio as well as field production by faculty, staff and students, \$571,430 (\$401,100 base cost, \$120,330 installation/training/warranty cost, plus \$50,000 in ancillary cost) will be needed during the projected 10-year timeframe, in order to support the higher educational programmatic initiatives indicated by our Assessment findings.
  - e. *Community/Public Access* -- To provide new, upgraded and replacement equipment for Community/Public Access facilitated by Spectrum in the City of Lincoln in order to provide studio, field production and editing/post production operations for LCC-TV and the Public Access Channel, \$619,530 (\$438,100 base cost, \$131,430 installation/training/warranty cost, plus \$50,000 in ancillary cost) is needed in order to support continued and increased development and distribution of Lincoln-centric Community/Public programming in the future.
3. **Access Facilities** -- Beyond removing the unused set from the current Community/Public Access studio at Spectrum's LCC-TV facility, the primary additional facility needs identified during the study was for development of a new studio space at the County-City Building for LNKTV. Eight hundred forty-one (841) square feet of space has been identified that would need to be renovated/remodeled/rebuilt to provide a space solely for studio productions. This would then enable the current studio space to be used for continued and expanded coverage of public meetings.

Cost for renovation of the existing space to develop it into a full production studio is estimated at \$210,250 (841 square feet x \$250 per square foot).

4. **Capital Support for Facilities and Equipment** -- As indicated above, for equipment and facilities, the total dollar figure needed over a 10-year period equals \$4,697,255 (\$3,243,850 base cost, \$973,155 in installation/training/warranty cost, \$270,000 in ancillary cost, and \$210,250 in facility costs) to support LNKTU City and LNKTU Health (Governmental Access), LNKTU Education (K-12 and Higher Educational Access) and LCC-TV/Public Access (Community/Public Access). Based on the current level of estimated subscribership for Charter-Spectrum, Allo, and Windstream together (Allo and Windstream would be expected to continue to provide support based on their current franchises with the City to meet the community needs indicated herein), the cost would equal approximately \$0.52 (52 cents) per Charter-Spectrum Lincoln cable subscriber per month over a period of 10 years.

## **SECTION C**

### **REVIEW OF INSTITUTIONAL NETWORK-RELATED NEEDS AND INTERESTS**

## **INSTITUTIONAL NETWORK NEEDS ASSESSMENT**

### **Introduction**

CBG, as part of the cable-related needs ascertainment process, conducted an assessment of Lincoln's Institutional Network (I-Net) needs. This assessment incorporated a variety of activities including, but not limited to, an initial request for documentation concerning the City's existing network infrastructure and services; review of I-Net requirements and associated provision of funding, infrastructure and services that are part of Lincoln's 3 franchises with Charter-Spectrum, Allo Communications, and Windstream Communications; initial discussions with the City's Fiber Infrastructure and Right of Way Manager; a work group meeting with a variety of Lincoln's Departmental and Agency personnel concerning their current uses of Network Infrastructure and services and anticipated needs for the future; follow-up information requests based on the information, issues and concepts discussed at the meeting; a review of the information provided in response to the follow-up information requests; a follow-up on-site meeting with Lincoln's Geospatial Information System Program Manager; a third information request related to the I-Net development concepts discussed at the 2<sup>nd</sup> on-site meeting; review of the information provided on the maps and other information provided in response to the 3<sup>rd</sup> information request; and review and analysis of all the information provided in order to develop the findings, conclusions and recommendations concerning current I-Net infrastructure, services and use and I-Net needs for the future.

### **FINDINGS**

#### **Initial Work Group Meeting**

Based on initial discussions with the Director of Network Infrastructure, an I-Net Work Group meeting was scheduled for January 10, 2019. A variety of Lincoln Departments and Agency representatives were in attendance, including personnel from the Lincoln Police Department, Lincoln Fire & Rescue, Information Services, Technology Services, Traffic Engineering, the Network Infrastructure Director and the GIS Program Manager.

CBG developed an I-Net Work Group Agenda and Discussion Guide to use during the meeting to ensure that a variety of topics related to both the existing network and the needed future network were discussed. Specifically, the overall meeting agenda was established as follows:

#### **Meeting Agenda**

- Discuss Existing Fiber Network and related operations
  - Establish baseline
  - Determine any issues that need resolution

- Discuss current and future I-Net needs and related provisions for inclusion in the renewed franchise
  - Infrastructure
  - Connectivity
- Next Steps

Then, regarding specific topics to be discussed, the following subject areas were covered, along with some specific discussion points, all designed to look at current and future video, voice and data communications connectivity between and among City of Lincoln, Lancaster County and other allied organizational facilities.

### **Meeting Discussion Subject Areas**

#### **Existing Fiber Network**

- How was the existing Network Developed?
  - Through City builds
  - Through Franchise Agreements
    - Who owns the Fiber?
    - Who owns the Conduit?
- Utility of Existing System
  - Fiber Infrastructure
    - Physical Plant
    - Fiber counts
      - In backbone
      - Into facilities
    - Locations connected
    - Documentation
      - Routes/maps

#### **Discussion Points:**

- Transport Equipment
  - Edge/End user
  - Core
- System Capacity
  - Core
  - Backbone
  - Sites
    - Scalability



- Applications Enabled
  - Data
  - Voice
  - Video

Any issues with Applications?

- System Performance Parameters
  - Up-time
  - Throughput

Any Issues?

Other Issues?

### **Future I-Net-Related Needs**

- Physical Plant
  - Redundant pathing
    - Backbone
    - Individual sites
  - Network growth
    - Additional and changed/moved locations
    - Locations for Access Video Origination
- System transport
  - Network integration
    - Wireline
    - Wireless
- System Interconnection
  - With adjacent Charter-Spectrum systems
  - With adjacent non-Charter-Spectrum systems
  - With regional systems
- New Applications?
  - Data
  - Voice
  - Video
  - Access Video Origination
- Network Performance
  - Network technical standards in a renewed franchise
    - What standards?
    - Minimum values
  - System Service Response

- Service response needs
- Timeframes for implementation of new connections
- Complement of Charter-Spectrum I-Net related administrative/technical/field support personnel

### **Next Steps**

- Gather additional/supplemental Information
- Develop Draft Needs Report
  - Review internally
- Include I-Net Assessment Report in Overall Needs Assessment
- Develop Pertinent Franchise Renewal Provisions

A variety of information was discussed by the Work Group and it was determined that the next step would be to further investigate specific areas that were believed by all in the Work Group to be the network elements that needed current enhancements and/or future expansion, related to capacity, ability to enable needed applications, and the provision of necessary connectivity.

### **Additional Research and Analysis Process**

CBG was asked to develop a specific set of questions related to these targeted areas and provide them to the group for review, research and response with more detailed information that could then be analyzed and developed into a full needs set. The needed information items developed for group review and response were the following:

- An example of one of the IRUs the City has.
- Planned new sites as well as existing sites that will have increased data capacity needs in the future, where fiber I-Net connections will be necessary. For those locations:
  - Provide actual or estimated footages back to the existing network.
  - Provide estimated costs to connect these locations to the existing I-Net.
- Additional physical redundancy that is needed on the I-Net over the next 10 years for redundant connection locations:
  - Provide actual or estimated footages back to the existing network.
  - Provide estimated costs to provide redundant connections to these locations from/to the existing I-Net.
  - A list of locations where back-up power will be necessary.
- A list of copper/fiber that has hit end of useful life or now lacks the strand capacity to meet existing or future requirements. This would include multi-mode fiber, twisted pair and bundles of fiber with counts below the desired fiber counts.

- A network refresh to update/upgrade switches at a minimum of 1/3 of I-Net locations.
  - The switches (based on today's technology or planned emerging technologies) that need to be purchased.
  - City's pricing on these switches.
- A list of Mobile Access locations whereby police officers and others can download data files including body camera footage and other large files.
  - Any designs or cost calculations that have been done on these locations.
  - The aggregate data capacity (for both wireline and wireless aggregation) envisioned for these locations.
- A list of lower capacity facilities in the City, such as pump stations, where cable modem technology could be utilized.
- A list of additional regional connections needed outside of the City limits.

Over the ensuing several months, Work Group members provided responses to these questions and a follow-up meeting with the City's GIS Program Manager, to review initial concepts developed by CBG, plot facility locations and determine if any additional information was needed, was scheduled for late March 2019. This meeting resulted in the development of maps and additional information and a final set of requested information was sent concerning these materials, as follows:

- A copy of a City map with an overlay of the City's existing fiber network with the City's existing fiber shown in green or yellow, and a different color for the multi-mode fiber and copper that needs to be replaced.
- A list all the sites numbered, and then each location plotted by number on a map (both within the City of Lincoln and those that appear to be outside the City of Lincoln).
- A numbered list of DSL sites plotted on a map, including those that are outside of the City.
- Detailed information regarding the cost that the City is currently experiencing where it has either pulled fiber through its existing conduit, or had fiber constructed, both underground and aerially.
- A copy of current construction contracts that the City has with their unit cost for both underground and aerial fiber construction.

Responses to these questions were provided in early May 2019, completing the data set that CBG needed to provide the information detailed below for both the existing network and the recommended future I-Net related enhancements and network expansion.

## **Existing Network Overview**

The City's existing network is essentially a "network of networks", including: City-owned conduit; City-owned multimode and single mode fiber optic cabling; fiber optic cabling obtained through indefeasible right of use (IRU) agreements with network providers; City-owned and leased copper infrastructure; City-owned wireless facilities; broadband cable modem connections; DSL and ADSL connections.

Through this "network of networks" the City provides low, medium and high speed data communications as well as video and voice services, to its many local government departmental sites, as well as to Lancaster County agencies, partner agencies such as the Office of Aging and those with an independent Board such as the Libraries, and regionally through long haul fiber interconnections to sites outside Lancaster County.

Specifically, these sites can be categorized as follows:

### **Single Mode Fiber Optic Connections**

Utilizing City-owned single mode fiber and conduit, as well as the private provider fiber and conduit obtained through IRUs, the City has approximately 90 facilities connected throughout Lincoln, with some just outside the City limits in Lancaster County and regional connections to Ashland for the Lincoln Water System (this was through an IRU with Unite). The network incorporates over 130 plant miles of fiber and over 400 miles of conduit. This includes all manner of sites and City and County agencies served, including: The main County-City Building; parking garages; Police substations; Parks and Recreation facilities; Water and Waste Water treatment facilities; Fire Department facilities; Libraries and backhaul from Public Safety radio towers and other City and County wireless facilities.

The joint County-City Information Services as well as the IT Personnel in various Departments, manage the core and edge switches and provision of capacity necessary to enable critical video, voice and data applications over these fiber I-Net connections.

The fiber network primarily operates with a 10 Gigabit per second (Gbps) backbone with one Gbps connections at individual sites.

The fiber IRUs, as well as conduit lease agreements, are supplemented by the franchises that the City has signed with Allo, Windstream and Charter, which provide funding for institutional network support.

### **Multi-Mode Fiber and Twisted Pair Connections**

The City's traffic signal network is comprised primarily of 10 miles of multi-mode fiber and many more miles of twisted pair copper to control the traffic signals throughout Lincoln. The City's Traffic Engineering Division maintains this infrastructure as well as the core and edge transport devices. The multi-mode fiber also connects approximately 50 Lincoln Water System facilities, including a variety of pump stations.

## **Wireless and Radio Connections**

The Police, Fire and Public Works Departments use a variety of government radio, cellular and secure Wi-Fi connections, including both City-owned radios and private provider cellular connections.

## **Digital Subscriber Line**

A variety of Parks facilities, including golf courses, recreation centers, pools and maintenance shops are connected by 10 Megabits per second (Mbps) digital subscriber line (DSL) connections.

Several Police facilities are also connected by DSL connections, as well as Office of Aging connections, many of which are outside of the City.

As part of the Work Group discussion, as well as full review of documentation submitted and information obtained through follow-up meetings, discussions and correspondence, both the near term and future needs concerning enhancements, advancements and expansions needed to the existing network are described in the next sections below.

## **Future Network Needs**

### **Fiber Optic Connection Buildout to Additional Locations**

As described above, the City's network is comprised of various technologies which were available at the time needs were identified. Although some of these technologies have provided the City with reliable connectivity with acceptable speeds, the network needs to continue to migrate to faster, more reliable methods of delivery.

During our network review and discussions with the Work Group, it became clear that additional facilities will need to be connected to the fiber optic network going forward, but equally important, the need exists to upgrade existing sites to a fiber-based network. Connections to these existing sites that are not fiber optics-based are limited in the applications that can be utilized and then these applications operate much slower. To this end, the Work Group, through the methods outlined above, has identified 69 locations in the City that need connectivity or require upgrades from the current technologies provided at each location. These locations now require fiber optic connections that will help insulate them from connection obsolescence in the next few years and even decades. Providing fiber optic connections to these sites will allow for scaling of the network to the locations while minimizing any infrastructure upgrades in the future.

The 69 locations needing fiber optic connectivity at this time are listed below in Table 1, “Locations Requiring Fiber Connectivity – Near Term”. Each site has the approximate footage of new fiber optic cable needed to reach back to the existing City fiber optic network. The table also includes an average of 200 feet of fiber optic cable for the entry into the building from the existing right of way near the location.

**Table 1-Locations Requiring Fiber Connectivity – Near Term**

Location Name	Address	Total Connection Footage + Entries
Aging - Lancaster Co - N.E. Senior Center	6310 Platte Ave	884
Old City Hall	920 O	425
<b>Parks</b>		
Golf Course - Highlands	5501 NW 12th	2,502
Golf Course - Holmes/Hyde Observatory	3701 South 70th	2,367
Golf Course - Mahoney	7900 Adams	2,408
Golf Course - Pioneers	3403 W. Van Dorn	4,579
Horticulture	3200 Sumner	1,200
Maint. Shop - NE District - SHOP	5045 Colby	1,676
Maint. Shop - NW District	3130 North 5th	2,978
Maint. Shop - SE District	6400 Normal	1,664
Maint. Shop - SW District	3201 S. Coddington	1,176
Maint. - Densmore Park - Concession Stand	6701 S. 14th	425
Pioneers Park Nature Center – Entry only	3201 S. Coddington	200
Rec Center - Air Park	3720 NW 46th	1,365
Rec Center - Belmont	1234 Judson	1,910
Rec Center - Calvert	4500 Stockwell	1,235
Rec Center - Easterday	6130 Adams	425
Rec Center - Goodrich	4600 Lewis	621
Rec Center - Irving - to 1900 Van Dorn	2010 Van Dorn	600
Star City Shores Pool	4375 S 33rd Ct	522
Belmont Pool	1245 Manatt St	3,204
Highlands Pool	5511 NW 12th St	6,837
Woods Pool	3200 J St	1,124
Arnold Heights Pool	4000 NW 46th St	1,232
Ballard Pool	3901 N 66th	425
Eden Pool	4400 Antelope Creek Rd	2,046
Irvingdale Pool	1900 Van Dorn	3,414
University Place Pool	2000 N 48th	1,196
Public Gardens Division (Antelope Park)	1525 Memorial Dr	1,153

<b>Police</b>		
Gun Range	6000 NW 38th	7,273
Sub-Station - Family Resource Center	4621 NW 48th	425
Sub-Station - Pielhoch Adoption Center	6500 S. 70th	454
LPD Facility	Confidential	2,700

<b>Water/Waste Water</b>		
<b>Pump Stations</b>		
Fallbrook (NW12th) PS & Res	7990 NW 12th Street	6,430
Pioneers	1545 W. Van Dorn Street	450
Cheney	8380 Water Tower Ct.	450
Merrill	2145 N. 26th Street	450
<b>Reservoirs</b>		
Pioneers – To new connection for Golf Course - Pioneers	3005 N. Entrance Road (Pioneers Park)	700
Air Park	5900 W. Superior Street	450
Cheney	9830 Breagan Road	6,010
<b>Valve Vaults</b>		
31st & Randolph	31st & Randolph (in intersection)	700
27th & Yankee Hill	29th & Yankee Hill (south side of road)	450
<b>Pressure Point Vaults</b>		
21st & B	21st & B	2,500
Folksway & Sea Mountain	Folksway & Sea Mountain	4,600
916 W. Burt	916 W. Burt	5,700
NW50th & W. Partridge	NW 50th & W. Partridge	2,600
SW21st & W. South	SW 21st & W. South	1,000
High Plains & Densmore	High Plains & Densmore	1,600
49th & London	49th & London	700
Marlborough & Stevens Ridge	Marlborough & Stevens Ridge	2,200
54th & Locust	54th & Locust	850
73rd & Glynoaks	73rd & Glynoaks	2,050

<b>Wastewater</b>		
Wastewater	C-4	4,159
Wastewater	C-9	316
Wastewater	C-8	439
Wastewater	C-10	949
Wastewater	C-5	3,330
Wastewater	C-15	931
Wastewater	C-12	1,049
Wastewater	C-11	1,945
Wastewater	C-2	4,124
Wastewater	C-3	7,095
Wastewater	C-1	3,125
Wastewater	C-6	1,170
Wastewater	C-13	2,807
Wastewater	C-7	3,888
Wastewater	C-14	987
Wastewater	C-17	6,923
Total Footage including 200 Feet per Location for Entry:		143,772
Total Miles:		27.2

There are many variables that will affect the final cost to build a fiber optic Institutional Network expansion. Of these, the final route will likely vary somewhat from that envisioned to compile these estimates. In some cases, additional footage may be needed, while in other cases shorter routes may be available. Another variable is the percentage of underground versus aerial construction. Underground construction is approximately two to four times more expensive than aerial construction, so the final route design may have an impact on the total cost. Although we know where City fiber optic infrastructure exists, the largest unknown variable at this point is how much existing fiber optic infrastructure, for the City, Charter-Spectrum and other providers, could be leveraged for this expansion. In the network expansion detailed in Table 1, the design assumes that new fiber optic strands will need to be constructed to an existing fiber optic path location and then it is assumed that existing dark fibers would be used to connect to the existing City's network. Additional existing fiber infrastructure that could be allocated to expansion of the I-Net, would in turn reduce the construction cost shown below.

In the most recent construction bids received by the City, the average cost of construction and activation of fiber optic infrastructure in the City is \$22.00 per linear foot for 24 strands of fiber optic cable inside a single sheath. This may vary slightly depending on the length of each network extension and any specific obstacles that may be encountered. These may include railroad crossings and long concrete or asphalt parking lots that need to be bored, etc. Fiber counts can also be adjusted from the 24 used in this example. Lowering the fiber counts to specific sites will lower the cost per foot of construction a small amount.



Based on the need for 27.2 miles of new fiber optic infrastructure and the average cost of \$22.00 per foot or \$116,160 per mile, the cost to extend the network to the 69 locations in Table 1 equals approximately \$3,159,552. Adding a switch or router to each location at approximately \$4,000 per site equaling \$276,000 for 69 sites. Adding 69 locations to the network will increase the demands on the core routers and therefore increase the need for these routers by approximately 5. At \$15,000 per core router, this equates to \$75,000. Adding these network components together, the total estimated cost of the needed fiber optic network expansion is \$3,510,552.

### **Multimode Fiber Replacement and Additional WiFi Aggregation Sites**

In addition to the replacement of connections that are currently using copper and coaxial based technologies detailed above, there remains as much as 10 miles of multimode fiber optic cable in use today in the City. These connections appear to be short lengths of fiber that use the same paths as existing single mode fibers in the City. These fibers need to be replaced and we believe they can be replaced, in large part, as part of a project to upgrade the current non-fiber optic connections outlined above. For this reason, we did not break out the cost of replacing these multimode fibers for this study.

Similarly, the City has a need for WiFi locations throughout the City for mobile City staff, such as police officers, to remotely download and upload large files without needing to drive several miles to accomplish these tasks. The City currently has locations for this and may desire to add additional locations going forward. With the existing fiber optic locations, and additional locations detailed in the Report, dispersed throughout the City, relatively inexpensive WiFi routers or radios can be added throughout the City at any of these fiber-based locations.

### **Replacement of Existing Network Routers and Switches**

The City has approximately 15 Core Routers that are at or near their end of life. These will need replacement in the near term to ensure the highest level of reliability as well as to upgrade the routers to a level that will continue to meet the growing networking needs of the City into the future. At the same time, the City has 215 edge routers and switches that will also need replacement in the near term to again retain a high level of reliability while upgrading the routers and switches to meet the City's near-term network needs. The costs for these refreshes are shown in Table 2 – “Existing Router/Switch Refresh,” which shows the need for \$1,085,000 for these refreshes.

**Table 2 - Existing Router/Switch Refresh**

Item	Current preferred models	Unit Cost	Quantity	Total
Core Routers	Extreme VSP 7200 10/40/100G	\$15,000	15	\$225,000
Edge Routers	Extreme VSP 4000 1/10G	\$4,000	35	\$140,000
Edge Switches	Extreme ERS 4900 1/10G	\$4,000	180	\$720,000
Total:				\$1,085,000

## **Network Standards**

Because this I-Net is a dark fiber network with many providers, many of the performance standards that are maintained on networks would not apply to this network. Therefore, they are not necessarily needed in franchise agreements or IRUs with the providers. For instance, error rates, jitter, throughputs, latency, etc. are primarily the result of the equipment placed on the dark fiber network.

However, there are still standards that apply to providers' operation of their portions of the dark fiber I-Net. These include reliability or availability, response time when a problem is reported, repair time when a problem is identified and notification to the City in the event of planned outages due to required maintenance. Accordingly, the following standards should be included for a dark fiber I-Net in any renewed franchise or IRU:

Optical loss on the single mode fiber shall not exceed manufacturer's specification and be no worse than:

≤ .25 dB per Kilometer at 1550 nm

≤ .35 dB per Kilometer at 1310 nm

≤ .05 dB per splice

≤ .65 dB per connector pair

In addition, agreements or IRUs should allow for changes to the specifications as network parameters change over time. This will eliminate the potential to have obsolete specifications or standards in place over the final years of such agreements.

## **Network Maintenance and Outage Response**

The maintenance of fiber optic cables in the air and underground would be the responsibility of each provider, or the City where the City owns the fiber optic infrastructure. Because providers may have fiber over lashed to their existing fibers or using existing conduits and fibers within their existing strands, they would likely not want the City to be maintaining the fibers designated for City use. An agreement should be a part of IRUs, franchises or side agreements that specifically spell out who is responsible for the fiber and at what point that responsibility shifts from one provider to another or to the City. Furthermore, specific outage related response and repair times should be spelled out clearly in all agreements.

The fiber optic cabling and other facilities associated with I-Net fibers should be maintained consistent with industry standards. The providers should provide continuous service on the I-Net within the standards for network availability and reliability parameters which are the norms for large, wide area networks.

The I-Net should be considered as experiencing an "outage" for a user when that user cannot, because of a problem resulting from the failure of any network component provided by a

provider, transmit video, voice, and/or data communications on the I-Net for more than 2 hours. “Outage” conditions should not include scheduled preventive maintenance as long as the City is notified in advance and the provider considers requests for rescheduling maintenance to times less disruptive to the City, or in cases of outages outside the control of the provider. Upon notice from the City of an outage, or from the provider’s internal network monitoring systems, the provider should immediately commence to investigate and resolve the outage. With the exercise of all due diligence, the provider should complete all necessary repairs in the shortest time reasonably possible.

Regardless of response and repair times discussed above, network availability shall be equal to or better than 99.995% on an annual per facility basis. A facility is considered down if the fiber optic network causes a reduction in network performance for any reason.

Based on the above, processes should be put into place in renewed franchises, IRUs and other agreements such that providers have a written procedure to follow as it relates to planned outages. For instance, if any of these links will be impacted by a planned outage, the provider should provide a minimum of 45 days’ notice and work with the City, during the first 10 days following such notice, to determine if the day chosen by the provider will work for the City. This will allow the City to pick days for the planned outage that will present the least impact on the I-Net users.

## **Disaster Recovery Plan**

A Disaster Recovery Plan (DRP) is a documented written set of procedures, processes and steps to be taken to recover from a catastrophic network failure. A number of natural or manmade events can cause these failures, such as flooding, widespread storms, fire, freezing rain, civil unrest, terrorism, network sabotage, etc. Regardless of the cause, a DRP will ensure that all parties involved in the operation of the I-Net, including the providers and the City, are prepared to react to the disaster and take the proper steps, in the proper order, to get the network running again. A DRP becomes even more critical when multiple network providers are involved so that each clearly knows their responsibilities and priorities. The following actions should be taken to create a DRP:

- Obtain commitment by all users, providers and the City.
- Establishment of a DRP Committee to develop and regularly update the DRP.
- Perform an initial and regularly scheduled Risk Assessments.
- Establish priorities for a recovery situation.
  - Site priorities
  - Application priorities
- Establish potential equipment needs in the event of a disaster.
- Ensure spare equipment is on hand and multiple (local and non-local) equipment suppliers are identified prior to needing additional equipment.
- Assign specific responsibilities for oversight and implementation of the recovery process. Ensure that personnel are not assigned other, non-I-Net responsibilities that will compete with the recovery process during a disaster, by their organizations. Develop multiple layers of personnel for each potential task, assume some personnel and organizations will

not be able to perform tasks during the recovery. It should be assumed that, during the development of the DRP, key personnel who are highly qualified and dependable during normal operations may not be available during a disaster recovery.

- Create a highly descriptive well documented DRP.
- Test the Plan regularly and update the plan as needed but at least on an annual basis.
- Get final buy-in and approval from all users and entities. Renew the buy-in as the plan changes.

Without a DRP in place, when a disaster occurs, providers, the City and various users will have different, and perhaps opposing, ideas of what needs to be done to get the network back on line and what the priorities are. In addition, necessary equipment and personnel may not be available or may be assigned to repair or recover other non-City facilities. A DRP for the I-Net can be included in the City's DRP(s) that currently exist, but very clear responsibilities, as described above, need to be included for the I-Net. Creating a DRP should be a high priority in the near term for any I-Net infrastructure.

## **INSTITUTIONAL NETWORK NEEDS ASSESSMENT CONCLUSIONS AND RECOMMENDATIONS**

### **NETWORK FIBER OPTIC BUILD-OUT AND EQUIPMENT REFRESH**

The City should work with Charter-Spectrum, and the other cable and fiber optic network providers to design network links and develop associated I-Net franchise provisions to connect the facilities listed in Table 1. The most cost-effective means of connecting these facilities is to connect back into the City's existing fiber optic strands while constructing the least amount of new fiber needed to reach each facility. This could include, for example, the use of existing provider fiber optic strands where available and feasible at an allocable cost. Detailed designs and plans will need to be created by the City in cooperation with providers to ensure the most timely, cost effective results, but for this Study we have estimated the cost to construct and activate fiber optic infrastructure to the 69 locations listed to be approximately \$3,510,552.

When combined with the \$1,085,000 for equipment refreshes, the total networking needs identified for the City equal \$4,595,552.

### **NETWORK STANDARDS**

Any new connections should include network standards for the I-Net. These standards will put in place expectations that are consistent for both the City and providers. Network standards should include fiber optic specifications and reliability requirements. These should include:

Optical loss on the fiber shall not exceed manufacturer's specification and in no case be worse than:

≤ .25 dB per Kilometer at 1550 nm

≤ .35 dB per Kilometer at 1310 nm

≤ .1 dB per splice

≤ .75 dB per connector pair

### **MAINTENANCE AND OUTAGES**

All agreements between the City and providers should have very specific requirements for preventative and demand maintenance, response time and repair times for unplanned outages. Each of the providers should have a clear understanding of what fiber optic infrastructure they are responsible for and the time it should take to react when there is an outage as well as the amount of time an outage should take to repair. Caveats can be in an agreement to provide for situations outside of the "norm" that understandably require more time to repair.

Network availability should be equal to or better than 99.995% on an annual per facility basis. A facility is considered down if the fiber optic network causes a reduction in network performance for any reason.

## **DISASTER RECOVERY PLAN**

A Disaster Recovery Plan (DRP) should be put in place, by the users of the networks, so all catastrophic failures of the network can be overcome in the least amount of time while prioritizing the recovery tasks. The plan would dictate responsibilities, as determined during normal operating conditions so fewer decisions are being made during the disaster. The plan must be designed and accepted by all entities

## **REPORT EXHIBITS**

## **EXHIBIT A.1**

# **CITY OF LINCOLN RANDOM SAMPLE CHARTER-SPECTRUM CABLE TELEVISION RESIDENTIAL SUBSCRIBER/NON-SUBSCRIBER TELEPHONE SURVEY MARKUP**



**CITY OF LINCOLN, NEBRASKA**  
**RANDOM SAMPLE CHARTER-SPECTRUM CABLE TELEVISION SUBSCRIBER/NON-**  
**SUBSCRIBER TELEPHONE SURVEY MARK-UP**

(N=689)

(Charter-Spectrum Subscribers = 303; Non-Subscribers N=386)

The City of Lincoln is gathering information from local residents about cable television service, whether you subscribe to cable or not. Your responses are voluntary. You will not be identified and your responses will only be reported as part of a larger group.

Would you be willing to answer questions about cable television service in Lincoln? (100%/N=689)

QUALIFIER: Do you make or share equally in the decision as to whether your household subscribes to cable television? YES (100%/N=689)

INTRODUCTION

1. You must be 18 years or older to complete the survey, what is your age? N=689

YES - 89%

Declined to Respond - 11%

Range 18 years – 96 years; Mode – 60 years; Average – 62 years

2. Do you live within the City of Lincoln limits? YES (100%/N=689)

3. Does your household currently subscribe to television service in Lincoln? N=689

1. YES 78%<sup>1</sup>

2. NO (GO TO Q5) 22%/N=154

4. Who is your television provider? N=535

- |    |   |           |
|----|---|-----------|
| 1. | SPECTRUM/CHARTER/TIME WARNER/TWC (GO TO Q8) | 57%/N=303 |
| 2. | ALLO/ALLO COMMUNICATIONS                    | 13%/N=71  |
| 3. | KINETIC/KINETIC TV/WINDSTREAM               | 12%/N=65  |
| 4. | Other, Specify                              | 18%/N=96  |

Top (2) Two

1. Direct TV (N=37)

2. Dish (N=44)

---

<sup>1</sup> Figures rounded to whole numbers are used in this report so that columns, rows and totals will not always equal 100%, but rather fall between 99-101%.

NON-CHARTER CABLE SUBSCRIBER DATA

5. Have you ever subscribed to SPECTRUM (also known as Charter Spectrum, Time Warner Cable or TWC) for cable television service in Lincoln? N=386

- |    |               |     |
|----|---------------|-----|
| 1. | YES, SPECTRUM | 62% |
| 2. | NO → CONTINUE | 38% |

6. (IF NO TO Q5) For what reasons have you **never** subscribed to SPECTRUM cable TV in your community? (DO NOT READ LIST) FIRST RESPONSE N=146

- |    |   |     |
|----|---|-----|
| a. | Cost  | 24% |
| b. | Went with other cable providers                     | 7%  |
| c. | Satellite Subscriber (Dish, DirectTV, etc.)         | 14% |
| d. | Not available                                       | 3%  |
| e. | Don't Want/Don't Watch TV/No time to watch TV       | 15% |
| f. | Unfavorable view of the Cable Company               | 10% |
| g. | I use the Internet instead of watching TV via cable | 4%  |
| h. | Prefer to watch free over-the-air TV channels       | 4%  |
| i. | OTHER, specify <sup>2</sup> N=28                    | 19% |

7. (IF YES TO Q5) Why did you stop subscribing to SPECTRUM cable television service? (DO NOT READ LIST) FIRST RESPONSE N=240

- |    |   |     |
|----|---|-----|
| a. | Cost  | 58% |
| b. | Satellite Subscriber (Dish, DirectTV, etc.) | 5%  |
| c. | Not available                               | 1%  |
| d. | Don't watch anymore/Didn't watch it         | 4%  |
| e. | I started using the Internet to watch TV    | 2%  |
| f. | Service Issue                               | 13% |
| g. | Programming Issue                           | 3%  |
| h. | Billing issues/problems                     | 3%  |
| i. | I rely on free, over-the-air television     | 1%  |
| j. | OTHER, specify <sup>2</sup> N=26            | 11% |

---

<sup>2</sup> See End of Exhibit A.1 for Open Coded Responses.

SPECTRUM CABLE SUBSCRIBER DATA

8. (IF YES TO SPECTRUM/CHARTER/TIME WARNER/TWC IN Q4) You indicated that you subscribe to SPECTRUM (ALSO KNOWN AS CHARTER SPECTRUM, TIME WARNER CABLE OR TWC), how many years have you had SPECTRUM cable television service at your current address? 90%/N=274 (N=29 chose not to answer)

Less than 1 year to 57 years; Average – 11.4 years; Mode – 1 year

9. Which of the following levels of cable television service do you subscribe to from SPECTRUM? N=303

- |   |     |
|---|-----|
| 1. Limited Basic Service, which has about 20 channels           | 18% |
| 2. TV Select, which includes 161 channels.                      | 39% |
| 3. TV Silver, which includes 254 channels.                      | 25% |
| 4. TV Gold, which has 307 channels, or a higher tier of service | 9%  |
| 5. Other, Specify   | 3%  |
| • Basic plus BTM  |     |
| • Grandfathered plan from TW                                    |     |
| • 60 Channels   |     |
| • Basic Channels with Spanish Channels                          |     |
| • 25 Channels   |     |
| • Basic with Extra  |     |
| • Channels 2-80   |     |
| • Bundle  |     |
| 6. (Don't Know/Not Sure)  | 6%  |

10. How much is your total cable television bill on average, including all services, such as video, Internet, telephone and fees? 88%/N=266 (N=37 chose not to answer)

\$13.00 - \$500.00; Average – \$150.30; Mode -\$150.00

11. My next few questions are about SPECTRUM. Overall, how satisfied are you with your current cable television service? (READ LIST) N=303

- |                      |     |
|----------------------|-----|
| 1. Very Satisfied    | 16% |
| 2. Satisfied         | 53% |
| 3. Dissatisfied      | 17% |
| 4. Very Dissatisfied | 12% |
| 5. Don't Know        | 2%  |

12. For what reason are you “Dissatisfied or Very Dissatisfied” -- that is, what could SPECTRUM do better to make you consider a more positive rating? (DO NOT READ LIST) (FIRST RESPONSE) N=88

a.	Want a la carte channel selection (let me pick my channels or packages)	5%
b.	Better phone-based customer service	13%
c.	More HD channels	1%
d.	Lower rates	27%
e.	Reduce outages/interrupted service	23%
f.	Programming issues	13%
g.	Other, Specify <sup>2</sup> (N=16)	18%
h.	Refused	1%

### SERVICE FEATURES

13. Now I’m going to read you a list of cable TV service features and characteristics. For each one I read, please rate your cable television service as either: Very Satisfied, Satisfied, Dissatisfied or Very Dissatisfied. The first one is . . . (INSERT ITEM, STARTING AT “1”) Overall, how satisfied are you with (ITEM), Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

	Cable Television Feature N=303	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don’t Know
1	The picture quality	33%	61%	5%	2%	0.3%
2	The sound level consistency across channels	24%	55%	18%	2%	1%
3	The programming packages available	17%	50%	22%	7%	5%
4	Billing practices	11%	57%	20%	7%	5%
5	The ability of a Customer Service Representative to explain and address billing questions and problems	18%	50%	14%	8%	9%
6	Communications regarding rates and programming changes	9%	40%	30%	9%	13%
7	Service and repair response	18%	54%	12%	6%	11%
8	The time window for service appointments	16%	53%	12%	4%	16%
9	The arrival time of the service technician	19%	57%	4%	2%	17%

CUSTOMER SERVICE

14. Now, I'm going to ask you about any phone contacts you may have had with SPECTRUM. During the past year, have you called SPECTRUM for any reason? N=303
- |                               |     |
|-------------------------------|-----|
| 1. YES                        | 75% |
| 2. NO (GO TO Q19)             | 23% |
| 3. DON'T REMEMBER (GO TO Q19) | 2%  |
15. For what reason(s) have you called the SPECTRUM office during the past year? (DO NOT READ LIST) (FIRST RESPONSE) N=228
- |  |     |
|--|-----|
| 1. Cable outage/loss of signal                                   | 29% |
| 2. Signal quality problems (picture, sound)                      | 12% |
| 3. Billing questions   | 11% |
| 4. To change type of service subscribed to (add/remove channels) | 4%  |
| 5. To change number of TV sets connected to cable                | 1%  |
| 6. Request additional programming (channel or program)           | 2%  |
| 7. Request cable modem/high speed internet service               | 2%  |
| 8. Problem with my cable modem/high speed internet service       | 4%  |
| 9. Problem with my mini-box, DTA, adapter                        | 4%  |
| 10. Problems with my digital set-top                             | 6%  |
| 11. Problems with my installation                                | 3%  |
| 12. Problems with on screen guide                                | 1%  |
| 13. Problem with my cable phone service                          | 3%  |
| 14. Don't know/don't remember                                    | 4%  |
| 15. Other, Specify <sup>2</sup> (N=34)                           | 14% |
16. When you called SPECTRUM's office, did you get a busy signal before you got through? N=228
- |                   |     |
|-------------------|-----|
| 1. YES            | 9%  |
| 2. NO             | 77% |
| 3. DON'T REMEMBER | 14% |
17. Was your call answered, including any time you were left on hold, within 30 seconds by a SPECTRUM customer service representative? N=228
- |                   |     |
|-------------------|-----|
| 1. YES            | 39% |
| 2. NO             | 45% |
| 3. DON'T REMEMBER | 16% |

18. If your call to SPECTRUM was to report a problem or request service, how long after your contact did SPECTRUM begin working on the problem? Would you say...N=228
- |   |     |
|---|-----|
| a. The same day reported                              | 46% |
| b. The next business day                              | 15% |
| c. Days later   | 15% |
| d. About a week.                                      | 4%  |
| e. About a month.                                     | 1%  |
| f. Problem never resolved.                            | 7%  |
| g. Don't know/Can't remember                          | 7%  |
| h. Call wasn't to report a problem or request service | 5%  |

### OUTAGES

19. My next few questions are about cable signal outages. During the past year, have you ever lost your entire cable signal for a total of more than 24-hours while you still had electricity? N=303

- |                           |     |
|---------------------------|-----|
| 1. YES                    | 13% |
| 2. NO (GO TO Q22)         | 85% |
| 3. DON'T KNOW (GO TO Q22) | 2%  |

20. During just the past year, can you estimate how many times you've lost your entire cable signal for a period of more than 24 hours while you had electricity? N=37 (3=Don't Remember)

Range is 1 to 12 service outages of more than 24 hours in the past year;  
Mode – 1 service outage of more than 24 hours in the past year;  
Average – 2.5 service outages of more than 24 hours in the past year

21. How satisfied were you with the length of time it took SPECTRUM to restore your service? Would you say you were.. (READ LIST) N=40

- |                      |     |
|----------------------|-----|
| 1. Very Satisfied    | 0%  |
| 2. Satisfied         | 28% |
| 3. Dissatisfied      | 43% |
| 4. Very Dissatisfied | 25% |
| 5. Don't Know        | 5%  |

## PICTURE QUALITY

22. In the past year, have you had any significant problems with picture clarity or reception?  
N=303

1. YES	35%
2. NO (GO TO Q26)	64%
3. DON'T RECALL/KNOW (GO TO Q26)	1%

23. If YES to Q22: Have you had reoccurring problems with picture clarity or reception constantly, every few days, a few times a month or rarely? N=105

1. Constantly	12%
2. Every few days	18%
3. A few times a month	34%
4. Rarely	34%
5. Don't Know	1%

24. On which channels do you most frequently experience picture clarity or reception problems?  
N=105

1. Other, Specify <sup>2</sup> (N=56)	53%
2. Don't Remember/Not Applicable	47%

25. How satisfied were you with the length of time it took SPECTRUM to resolve your reception problem or restore your cable service? Would you say you were . . N=105

1. Very Satisfied	8%
2. Satisfied	39%
3. Dissatisfied	30%
4. Very Dissatisfied	15%
5. Don't Know	9%

26. Do you know that you can submit a complaint to the City's Telecommunications/Cable Advisory Board if you are dissatisfied with your Cable TV (or Internet) service and your provider has been unable to resolve your issues? N=303

1. YES	32%
2. NO	68%

PEG CHANNELS

ALL NON-SUBSCRIBERS TO CHARTER SPECTRUM CABLE SERVICE

27. The cable providers in the City of Lincoln currently set aside a portion of their channels to be used to provide local programming. These channels are currently used for City, education, health and wellness programs, and public access. These channels are known as LNKTV Channels and public access.

Are you aware of these channels? N=386

- |        |     |  |
|--------|-----|--|
| 1. YES | 70% | <u>Non-Spectrum Cable Subscribers</u><br>Allo – 83%<br>Windstream – 72%<br>Satellite - 73%<br>Non-Television service subscribers – 63% |
| 2. NO  | 30% | <u>Non-Spectrum Cable Subscribers</u><br>Allo – 17%<br>Windstream – 28%<br>Satellite - 27%<br>Non-Television service subscriber – 37%  |

28. (FOR NON-CABLE SUBSCRIBERS ONLY) Do you have an interest in being able to receive the local access channels? N=250

- |        |     |
|--------|-----|
| 1. YES | 34% |
| 2. NO  | 66% |

29. Are you aware that LNKTV local access programming is also available online? N=386

- |        |     |   |
|--------|-----|---|
| 1. YES | 26% | <u>Non-Spectrum Cable Subscribers</u><br>Allo – 34%<br>Windstream – 23%<br>Satellite - 33%<br>Non-Television service subscriber – 21% |
| 2. NO  | 74% | <u>Non-Spectrum Cable Subscribers</u><br>Allo – 66%<br>Windstream – 77%<br>Satellite – 67%<br>Non-Television service subscriber – 79% |



## SPECTRUM CABLE SUBSCRIBERS

30. SPECTRUM currently sets aside a portion of its channels to be used to share local access programming. These channels currently provide local government, educational, health and wellness, and public programming over the cable system.

On the SPECTRUM system, they can be found on Channels 1300, 1301, 1303 and 1304 and are also known as LNKTV channels and the public access channel.

Are you aware of these channels? N=303

- 1. YES 45%
- 2. NO 55%

31. Are you aware that the LNKTV local access programming is also available online? N=303
- 1. YES 19%
  - 2. NO 81%

### ASK ALL SPECTRUM CABLE SUBSCRIBERS WHO ARE AWARE (ANSWERED YES TO Q30)

32. How often do you watch local Government Access programming that appears on local Channel 1300 (LNKTV City), the government television channel? Programming on this channel includes city council, budget and other local government meetings, brown bag lectures, and programs such as Out and About and Live and Learn. (READ LIST) N=135

- 1. 5 hours or more per week. 6%
- 2. Less than 5 hours per week, but on a weekly basis. 13%
- 3. Once or twice per month. 16%
- 4. Once or twice a year. (GO TO Q34) 19%
- 5. Never (GO TO Q34) 41%
- 6. (DO NOT READ) Don't Know (GO TO Q34) 5%

33. Now consider the quality of programs you've seen on Government Access Channel 1300, LNKTV City. The rating categories are excellent, good, fair or poor. N=47

	Government Access Channel - Channel 1300/LNKTV City	Excellent	Good	Fair	Poor	Don't Know
1.	LNKTV City's picture quality	15%	62%	19%	0	4%
2.	LNKTV City's sound quality	13%	57%	23%	4%	2%
3.	LNKTV City's overall value of programming.	19%	45%	26%	0	11%

34. How often do you watch locally produced, Educational Access programming that appears on SPECTRUM Channel 1303 (LNKTV Education). This channel provides K-12 school district programming from the Lincoln Public School District. Programming includes School Board meetings, Lincoln Public Schools Learning Lunch, as well as programs produced by Nebraska Wesleyan University and University of Nebraska in Lincoln (UNL). (READ LIST) N=135

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 3%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 5%  |
| 3. Once or twice per month.                           | 12% |
| 4. Once or twice a year. (GO TO Q36)                  | 19% |
| 5. Never (GO TO Q36)                                  | 53% |
| 6. Don't Know (GO TO Q36)                             | 8%  |

35. Now consider the quality of programs you've seen on Educational Access Channel 1303, LNKTV Education. The rating categories are excellent, good, fair or poor. N=27

	Educational Access Channel 1303/LNKTV Education	Excellent	Good	Fair	Poor	Don't Know
1.	LNKTV Education's picture quality	26%	59%	15%	0	0
2.	LNKTV Education's sound quality	19%	67%	15%	0	0
3.	LNKTV Education's overall value of programming.	26%	59%	11%	4%	0

36. How often do you watch locally produced, Health and Wellness programming that appears on SPECTRUM Channel 1301 (LNKTV Health). This channel features programming associated with Healthy Living and Wellness like Shape of the City, Get up and Go and information about Medicare. (READ LIST) N=135

- |    |  |     |
|----|--|-----|
| a. | 5 hours or more per week.                          | 2%  |
| b. | Less than 5 hours per week, but on a weekly basis. | 7%  |
| c. | Once or twice per month.                           | 8%  |
| d. | Once or twice a year. (GO TO Q38)                  | 18% |
| e. | Never (GO TO Q38)                                  | 60% |
| f. | (DO NOT READ) Don't Know (GO TO Q38)               | 4%  |

37. Now consider the quality of programs you've seen on the Government Access Health Channel 1301, LNKTV Health. The rating categories are excellent, good, fair or poor. N=24

	Government Access Health Channel 1301/LNKTV Health	Excellent	Good	Fair	Poor	Don't Know
1.	LNK-TV Health's picture quality	17%	75%	8%	0	0
2.	LNK-TV Health's sound quality	17%	67%	13%	4%	0
3.	LNK-TV Health's overall value of programming.	29%	63%	8%	0	0

38. How often do you watch locally produced, public programming that appears on SPECTRUM Channel 1304, the public access channel? This channel features local community shows, events and other local programming. (READ LIST) N=135

- a. 5 hours or more per week. 1%
- b. Less than 5 hours per week, but on a weekly basis. 8%
- c. Once or twice per month. 7%
- d. Once or twice a year. (GO TO Q40 or Q42) 20%
- e. Never (GO TO Q40 or Q42) 58%
- f. Don't Know (GO TO Q40 or Q42) 5%

39. Now consider the quality of programs you've seen on the Public Access Channel 1304. The rating categories are excellent, good, fair or poor. N=23

	Public/Community Access	Excellent	Good	Fair	Poor	Don't Know
1.	Public Access's picture quality	22%	57%	17%	0	4%
2.	Public Access's sound quality	13%	57%	26%	0	4%
3.	Public Access's overall value of programming.	9%	70%	13%	0	9%

ALL SPECTRUM CABLE SUBSCRIBERS WHO VIEWED ANY ACCESS CHANNEL AT LEAST ONCE A MONTH.

40. Considering the local programs that appear on the LNK-TV City, Education and Health channels and your local public access channel, are there any other types of local programming you have an interest in being able to receive? N=58

- 1. Other, Specify<sup>2</sup> 10%/N=6
- 2. Nothing/No/Don't Know 90%/N=52

41. How valuable would it be to you to be able to receive the programming on Lincoln's local access channels on demand on the cable system? Would you say it is Very Valuable, Valuable, Somewhat Valuable or Not at all Valuable? N=58

- a. Very Valuable 14%
- b. Valuable 22%
- c. Somewhat Valuable 22%
- d. Not at all Valuable 29%
- e. Don't Know 12%

42. Regardless of how often you might watch, how important is it that Lincoln's local access channels, featuring city, education, health and wellness, and public access programming be available to all Lincoln cable subscribers? Would you say it is Very Important, Important, Somewhat Important or Not at all Important? N=303

- |                         |     |
|-------------------------|-----|
| a. Very Important       | 33% |
| b. Important            | 26% |
| c. Somewhat Important   | 25% |
| d. Not at all Important | 10% |
| e. Don't Know           | 6%  |

43. A portion of your cable bill goes to support local access programming. How important is it that SPECTRUM be required to continue to support local access programming in a new franchise? N=303

- |                         |     |
|-------------------------|-----|
| a. Very Important       | 36% |
| b. Important            | 24% |
| c. Somewhat Important   | 18% |
| d. Not at all Important | 11% |
| e. Don't know           | 11% |

44. When you consider the total cost of your bill from SPECTRUM as 100%, what percentage of it should go to support the local access programming, like LNKTV channels? N=303

N=119 or 39% - Don't Know

N=184 (range 0% - 100%); Mode-5%, Average -12%

Percentages Named:

0% - 6%	1% - 4%	2% - 5%	3% - 1% %	4% - 1%	5% - 17%
10% - 13%	12% - 1%	20% - 5%	25% - 2%	30% - 1%	50% - 3%
60% - 1%	75% - 1%	100% - 1%			

**ASK EVERYONE**

INTERNET

45. Do you have Internet access at home? N=689

- |                           |     |
|---------------------------|-----|
| 1. YES                    | 85% |
| 2. NO (GO TO Q47)         | 13% |
| 3. DON'T KNOW (GO TO Q51) | 2%  |

46. [IF YES TO Q45] Who provides that Internet service? (GO TO 48) N=587

- a. SPECTRUM/CHARTER/TIME WARNER/TWC (N=269) 46%  
(Spectrum - 73%; Windstream - 1%; Non-Cable Subscriber - 26%)
- b. ALLO/ALLO COMMUNICATIONS (N=105) 18%  
(Spectrum - 1%; Allo - 61%; Non-Cable Subscribers – 38%)
- c. KINETIC GIG/WINDSTREAM (N=171) 29%  
(Spectrum - 16%; Allo - 1%; Windstream - 35%; Non-Cable Subscriber – 49%)
- d. Satellite Service (i.e., Dish, DirectTV, etc.) (N=4) 1%  
(Non-Subscriber 100%)
- e. Other, Specify<sup>2</sup> (N=38) 6%  
(Spectrum – 34%; Allo – 1%; Windstream – 1%; Non-Subscriber – 58%)

Top (3) Three

Don't Know N=15  
Verizon N=6  
AT&T N=5

<b>Internet Choices</b>	<b>Charter Spectrum Subscriber (N=303)</b>	<b>Non- Subscriber to Cable TV (N=250)</b>	<b>Allo Subscriber (N=71)</b>	<b>Windstream Subscriber (N=65)</b>	<b>Total (N=689)</b>
Charter Internet	65%	28%	0%	3%	39%
Allo Internet	0.3%	16%	91%	0%	15%
Windstream Internet	9%	33%	1%	91%	25%
Satellite Internet	0%	2%	0%	0%	1%
Other Internet	2%	6%	0%	0%	3%
Don't Know my Internet Provider	3%	3%	3%	2%	3%
No Internet	19%	11%	4%	5%	13%
Don't Know If I have Internet	2%	1%	1%	0	2%

47. [IF NO TO Q45] Why don't you have Internet access at home? (DO NOT READ LIST) (GO TO Q54) (FIRST RESPONSE) N=92

- |   |     |
|---|-----|
| 1. I don't own a computer   | 59% |
| 2. I use my mobile phone for Internet access                                    | 3%  |
| 3. I don't have the money for Internet access and/or equipment                  | 1%  |
| 4. Service is too expensive   | 4%  |
| 5. I don't know how to set up the equipment                                     | 1%  |
| 6. I don't know how to use the Internet   | 2%  |
| 7. I don't think I need the Internet  | 23% |
| 8. I don't understand the child safety settings;<br>my kids know more than I do | 1%  |
| 9. Other, Specify <sup>2</sup>  | 5%  |

48. I'd like to ask you a few questions about your Internet Service.... How satisfied are you with the following: N=587 (ALL HOME INTERNET SUBSCRIBERS)

Internet Characteristics N=587	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not Applicable
The choice of Internet providers in Lincoln	16%	59%	14%	3%	8%
The cost of your Internet service	12%	47%	27%	6%	7%
The speed of your Internet service	18%	57%	15%	5%	4%
The reliability of your Internet Service	20%	63%	11%	4%	3%

#### ALL CHARTER-SPECTRUM INTERNET SUBSCRIBERS

Internet Characteristics N=269	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not Applicable
The choice of Internet providers in Lincoln	10%	62%	16%	4%	7%
The cost of your Internet service	7%	44%	33%	11%	5%
The speed of your Internet service	10%	62%	17%	7%	3%
The reliability of your Internet Service	13%	65%	16%	6%	1%

49. What do you mostly use the internet for? (DO NOT READ LIST) (FIRST RESPONSE)  
N=587

1. Visit a government website like the City of Lincoln's	2%
2. Look for information about a service or product you are thinking of buying	7%
3. Sell something online	2%
4. Buy something online	6%
5. Do any online banking	4%
6. Work from home (telecommuting)	7%
7. Operate or support a home-based business	1%
8. Look online for information about a job	1%
9. Look for information about a place to live	1%
10. Look online for news or information about politics	4%
11. Look for health or medical information	0.5%
12. Take a class or do homework	1%
13. Keep in touch with family and friends	4%
14. Use an online social networking site like Facebook, Twitter, Snapchat, Instagram	13%
15. Share something online that you created yourself	1%
16. Contribute to a website, blog or other online forum	1%
17. Play online video games	5%
18. Communicate with child's school as parent or caregiver	0.5%
19. Watch television or other videos	11%
20. Email	13%
21. Other, Specify <sup>2</sup> (N=90)	15%
22. Refused	2%

50. Do you use internet-based video streaming services such as Netflix, Hulu, Amazon Prime, Sling TV, etc.? N=587

1. YES (N=310) (31% – Spectrum; 13% – Allo; 10% – Windstream; 47% – Non-Cable Subscriber)	53%
2. NO (N=273) (53% – Spectrum; 10% – Allo; 11% – Windstream; 27% – Non-Cable Subscriber)	47%
3. DON'T KNOW (N=4) (25% – Allo; 50% – Windstream; 25% – Non-Subscriber)	1%

**FOR ALL CABLE SUBSCRIBERS WITH INTERNET**

51. Have you considered canceling your cable television service (“Cable cutting”) and replacing it with off-the-air and/or internet-based video streaming? N=365

1. YES N=113 31%  
(62% – Spectrum; 23% – Allo; 15% -Windstream)

2. NO [GOTO Q53] N=252 69%  
(67% – Spectrum; 16% – Allo; 16% – Windstream)

52. How many years from now will you make that change? (READ LIST) N=113

a. Less than 1 year from now	30%
b. 1-2 years from now	21%
c. 3-4 years from now	12%
d. 5-9 years from now	4%
e. 10+ years from now	2%
f. Never	8%
g. Don’t Know	25%

53. If you could only have one service, which would you choose, your Internet service or your Cable TV service? (DO NOT READ LIST) N=365

a. Internet Services	46%
b. Cable TV Services	36%
c. Neither/I want both	14%
d. Don’t Know	1%

**ASK EVERYONE**

TELEPHONE SERVICES

54. Do you mostly use a cell phone? (DO NOT READ LIST) N=689  
(Landline – 80%; Cellphone – 20%)

a. YES	45%
b. NO	34%
c. I DON’T HAVE a cell phone	6%
d. I <u>ONLY</u> have a cell phone	1%
e. I use my cell phone and landline equally/I have both	15%



55. How do you currently receive emergency information such as information on Tornado warnings, Flood Alerts, other weather alerts, Amber Alerts, etc...? (FIRST RESPONSE)  
N=689

Top 6

1. TV (N=236)	34%
2. Cell phone (N=216)	31%
3. Phone (N=77)	11%
4. Radio (N=59)	9%
5. Internet (N=18)	3%
6. Emergency Siren System (N=14)	2%

OTHER

56. Is there anything else you would like to say about cable television service in your community? (FIRST RESPONSE) N=689
- |   |     |
|---|-----|
| a. No/Nothing                                       | 37% |
| b. Billing issues/rate issues                       | 6%  |
| c. Service issue                                    | 2%  |
| d. Just don't like the company                      | 1%  |
| e. Monopoly/Need Competition                        | 3%  |
| f. Satisfied with Service                           | 15% |
| [Allo-10; Wind-15; NS-8; Satellite-14; Spectrum-58] |     |
| g. Internet service is slow                         | 1%  |
| h. The provider I want isn't available where I live | 1%  |
| i. Too expensive/Cost too much                      | 14% |
| j. Other, Specify <sup>2</sup> (N=135)              | 20% |

BACKGROUND QUESTIONS

My last few questions are asked in order to better understand your opinion when considering others like yourself.

57. Do you own or rent your home? N=689  
OWN 81%      RENT 16%      REFUSED 3%
58. Do you currently have children under age 18 in your household? N=689
- |            |     |
|------------|-----|
| 1. YES     | 18% |
| 2. NO      | 81% |
| 3. REFUSED | 2%  |

59. What is your race or ethnic background? (READ LIST IF NECESSARY) N=689

- |    |                            |      |
|----|----------------------------|------|
| a. | African American/Black     | 1%   |
| b. | Asian                      | 0.3% |
| c. | White                      | 91%  |
| d. | Hispanic/Latino/a          | 0.3% |
| e. | American Indian            | 0.3% |
| f. | Biracial/Multiracial/Other | 3%   |
| g. | REFUSED                    | 4%   |

60. What is the highest level of education you have completed? (READ LIST IF NECESSARY) N=689

- |    |                           |     |
|----|---------------------------|-----|
| a. | Some high school or less  | 1%  |
| b. | High school graduate      | 18% |
| c. | Some college/trade school | 25% |
| d. | College/4-year degree     | 38% |
| e. | Postgraduate              | 16% |
| f. | REFUSED                   | 3%  |

61. What best describes your current employment? (READ LIST IF NECESSARY) N=689

- |    |                                    |      |
|----|------------------------------------|------|
| a. | Working full-time                  | 38%  |
| b. | Working part-time                  | 5%   |
| c. | Working and in School              | 1%   |
| d. | Full-time Student                  | 0.1% |
| e. | Retired                            | 49%  |
| f. | Disabled                           | 3%   |
| g. | Other, Specify <sup>2</sup> (N=25) | 4%   |

62. And which of the following broad categories best describes your total annual household income, before taxes? (READ LIST) N=689

- |    |                                 |     |
|----|---------------------------------|-----|
| 1. | Under \$25,000                  | 10% |
| 2. | \$25,000 to less than \$35,000  | 8%  |
| 3. | \$35,000 to less than \$50,000  | 14% |
| 4. | \$50,000 to less than \$75,000  | 16% |
| 5. | \$75,000 to less than \$100,000 | 10% |
| 6. | \$100,000 or more               | 18% |
| 7. | REFUSED/DON'T KNOW              | 23% |

63. Gender (by aural observation) N=689

- |    |        |     |
|----|--------|-----|
| 1. | Male   | 44% |
| 2. | Female | 56% |

Those are all my questions. My supervisor may wish to verify that I conducted this interview.  
The City of Lincoln thanks you very much for your time.

### **OPEN CODED RESPONSES**

Q6. For what reasons have you never subscribed to SPECTRUM cable TV in your community?  
Other, Specify N=28

- Happy with current service provider, I do not have to wait 45 minutes to get assistance.
- Didn't like the service
- Do not know anyone with service
- Don't subscribe
- Don't want to have Spectrum
- Due to wiring
- Happy with current service
- Have streaming services
- Have not been approached.
- Rent here and don't live in my own place
- I like what I have
- Just never have
- Like to have telephone service
- Never had cable
- No need (2)
- No interest
- No longer wanted cable
- No need
- No reason (3)
- Not interested in the programming
- Not sure if I have it
- Overpriced; not the best reputation
- Satisfied with current
- Very happy with Windstream and don't feel it was necessary
- Was told that the tv was too old and would have to rent boxes for each
- Never thought of them

Q7. Why did you stop subscribing to SPECTRUM cable television service?  
Other, Specify N=26

- ALLO more available
- ALLO was available in our area and we wanted to give that a try
- Better offer
- Better reception from other company
- Didn't have the equipment needed.
- Didn't like the programing they had.
- Got tired of them
- I did not like the attitude of the customer service.
- I did not like the service, customer service and channel line up
- Internet service was too slow.
- Moved away (2)
- Moved and I wanted to try ALLO
- New software was horrible; software would crash
- Promotional deal was over

- Retirement center
- Squirrels were eating the wires up
- Switched over to streaming services like HULU and Netflix
- Switched when ALLO came in
- Terrible company, worst company in the country
- Too many issues that didn't get resolved
- Trouble with the boxes
- Use streaming services
- Wasn't aware that we had it.
- We subscribed by mistake
- Wiring was too old and product wouldn't work right

Q12. For what reason are you “Dissatisfied or Very Dissatisfied” -- that is, what could SPECTRUM do better to make you consider a more positive rating?  
Other, Specify N=16

- Lack Turner Classic most of the time
- Want you to buy other services
- Too many buttons
- Keep payments the same, it increases every month
- Changed to digital
- The left hand needs to know what the right is doing
- Get upset when you have to wait
- Need to be people friendly; more promotions
- Dislike ads
- Interference with your program; the screen will go black, then no sound
- My box won't let me watch certain channels
- I got no picture but have sound
- Forcing you into bundles and too expensive
- Bury the cable line that is on my fence
- Make remote easier to use
- Picture often freezes or sound goes out

Q15. For what reason(s) have you called the SPECTRUM office during the past year? Other, Specify N=34

- Refund money
- Put account on vacation
- Bury lines in the backyard
- Just very confusing all around
- Unable to speak with someone over the phone; must drive to office
- Repair and upgrade services
- Dissatisfaction with the service, need help setting up
- Service and billing
- Hook up extra box
- Technical problems
- Internet and phone problems
- Unhappy with the price
- Remote issues
- They ask you to reboot your own tv

- Problem with clicker or Autotron, it didn't work.
- Replacement of cable in yard
- One channel
- Problem with the box, router, and then upgrade programming in person.
- Internet problems
- To pay my bill
- Remote won't talk to tv
- List of the channels
- Problems with the remote control and getting tv to come on and off.
- Away from home for several months
- To determine outage in the system
- Just to pay my bill
- Problem with tv remote
- Understanding new remote
- Internet connection
- Premium channels and availability
- To pay a bill
- Programming event time
- Issues with programming the remote
- Internet

Q24. On which channels do you most frequently experience picture clarity or reception problems?  
N=56 (Broadcast Networks=ABC-16, CBS-6, NBC-2, Fox-2)

- Channel 34 (ESPN)
- Channel 48 (Nat'l Geo)
- All Channels (11)
- Local
- 310 NFL
- Channel 81 (Pop)
- Channel 51 (TCM)
- Channel 37 (FS Midwest)
- Channel 59 (HGTV)
- Channels 2-14
- It varies
- Live sporting events
- Channel 7 (ABC)
- Channel 8 (8) (ABC)
- ABC (3)
- Sport channels (2)
- Channel 10, 11 (NBC, CBS)
- Channel 25 (weather)
- Random channels
- CBS
- Channels 11, 8, 12 (CBS, ABC, PBS)
- Channel 22 (2) (CNN)
- Channel 44 (Fox News)
- ABC, CBS, and NBC
- Do not remember

- Channels 1-13
- Channel 11 (2) (CBS)
- Channel 9 (FOX)
- FOX
- HGTV
- Channel 1
- 202 and 206
- Not Sure
- Channels 4, 8, 24 (MyTV, ABC, BTN)
- ESPN

Q40. Considering the local programs that appear on the LNKTV City, Education and Health channels and your local public access channel, are there any other types of local programming you have an interest in being able to receive? Other, Specify N=6

- Workout channels
- Omaha tv station
- PBS and those stations
- Channel 1011
- Back yard farmer
- Regular tv and sports

Q46. Who provides that Internet service? Other, Specify N=38

- Earthlink
- AT&T (5)
- Unsure/Don't Know (15)
- Verizon (6)
- AOL
- Bluestem fiber
- Phone company
- Direct tv now
- On my phone
- Altel
- Nebraska Cal Tech
- Cox
- Sprint
- TNT
- Internet Nebraska

Q47. Why don't you have Internet access at home? Other, Specify N=5

- Doesn't connect
- Refused
- No longer need
- Another
- I use daughter's internet or at work

Q49. What do you mostly use the internet for? Other, Specify N=90

- A little bit of everything
- A lot of things
- Any
- Browse online (3)
- Business and pleasure (5)
- Can't answer
- Communication (2)
- Communication, emails, regular shopping
- Computer
- Don't really use it (4)
- Downloading information and research
- Educational purposes
- Email
- Entertainment (3)
- Equibase
- Everything (2)
- General information (2)
- General internet usage
- General purpose
- General research
- General uses
- Google (3)
- Hardly nothing
- I do not use the internet
- Instead of using data on phone, we connect to Wi-Fi
- Internet searches
- Just surfing the web for a reason
- Keeping records of things
- Learning videos; Music videos
- Look up information
- Look up phone numbers
- Looking at different things I don't have to make a phone call to find out about
- Looking at websites
- Mostly information of interest to husband
- News and entertainment
- No specific thing
- Pay bills
- Personal use (2)
- Phone and computer
- Recreational
- Research (5)
- Research communication
- Research for company on non-profits
- Research for traveling
- Sports
- Stock market
- Streaming videos
- Surf the net (4)
- Tablet

- To get rid of boredom
- Uber
- Use Wi-Fi (5)
- Web browsing (3)
- Wife uses it. I do not
- Work (2)
- Work and entertainment
- Work and social media, email, communications
- Word processing and looking things up
- Encyclopedia

Q56. Is there anything else you would like to say about cable television service in your community?  
Other, Specify N=135

- I want only channels 1-20
- A lot of competition
- About the internet, I'm paying 60 dollars a month for 60 mgs
- ALLO didn't make a mess going through my back yard; that's nice
- ALLO has been really good to work with compared to other cable companies.
- ALLO is faster and cheaper; same speed with others around using it
- ALLO is not cable service, but it is internet-based
- ALLO tore up yard and street without acknowledgement
- Anxious to get ALLO
- Audio problems
- Be nice if cheaper
- Cable company could send notices out about local tv channels
- Cable tv will be gone within 5 years.
- Cannot pick the channels I want
- Can't wait until ALLO gets here
- Change bundles of channels
- Channel NBC glitches sometimes
- Cheaper
- Choice of channels
- Choose channels
- Customer service is abysmal with exception when they had someone out of town.
- Customer service is awful; impossible to get through to customer service
- Different remote box
- Disconnection of Channel 7
- Dish could be better and I hate Spectrum
- Do not approve of Dish TV
- Don't go to Windstream
- Don't have cable service anymore; use the Dish network for TV programs
- Don't like anything; offer 300 channels and nothing to watch
- Employees were arrogant and rude
- Everyone is dissatisfied
- Finding out in a few weeks
- Glad ALLO has come to the area
- Go back to Time Warner or Cablevision because Spectrum is the pits
- Have antenna; not interested in cable tv



- How come some people get more than one box for usage?
- I am grateful for this survey
- I am happy with how things are.
- I am perfectly happy with my service
- I can't think of anything
- I didn't like the underground development
- I do not have cable
- I don't know anything about it
- I don't like cable TV
- I enjoy the streaming service for Netflix instead of regular cable tv
- I feel tv has been ruined due to the number of commercials
- I have not had a problem
- I just wish that it would go back to the way it was before it was Spectrum
- I like DirecTV and wouldn't be opposed to switching
- I liked when they had their own people locally
- I miss Nebraska games. I'd like to be able to watch Nebraska games at home
- I should be able to pick what I want, pay for what I want
- I take whatever I get
- I think they are doing a good job compared to Spectrum
- I think they're all alike. I had three or four different providers
- I want the city to get out of the field of telecommunications
- I wish it was cheaper
- I wish that cable got local Omaha channels.
- I wish there were more choices
- I wish there were more providers. I wish they had more tiers
- I wished the city owned the company
- I would like to choose my own channels
- I would like to pick the channels I get
- I would switch to Spectrum if I didn't have to bundle, but they don't
- Improved with new choices for service
- It all sucks
- It could be worse
- It has improved
- It is terrible
- It stinks
- It's becoming obsolete
- It's fine
- Lack of channels
- Left yard a mess
- Lost channels
- Love it; just wish it was cheaper
- Lower bill
- More choices available currently
- More options
- Need a menu style for packages; need NASCAR channels; don't need ESPN
- Need more choices; the other provider we don't like at all
- Not a big lover of it; everything has been okay here
- Not going to be having Spectrum very long if things aren't adjusted
- Not having channel 7. I believe that it is important that I am updated.

- Not very technological
- Omaha news channel
- Only aware of one person who likes it
- Outrageously priced
- Overall, it's very good
- Overall very satisfied with Spectrum
- Passing interest and not happy with treatment of neighborhoods.
- Really satisfied
- Really satisfied
- Same channels, high bill
- Satisfied with it
- Senior rates needed
- Spectrum is a bad company.
- Spectrum is bad. Not reliable.
- Terrible
- Thanks to ALLO for the best service I have ever had
- The new internet provider in Lincoln is ALLO phone; I will get it maybe
- The weather affects it all the time
- There is a very limited and poor cable service in Lincoln.
- They should go out of business and put everything up in the air.
- Too big
- Too expensive
- Too expensive and misleading
- Too expensive. I live on a limited amount of money
- Too much interruption for no reason
- TV
- Types of programming (murder-involved)
- Very poor customer service
- Very poor service. We don't like it very much. It costs too much also
- Want more of a choice of channels on the TV
- We could use less advertising.
- We could use more variety
- We have covered it all
- We need more than one company
- What about the costs?
- When I grew up, just had an antenna for one station. I don't want to waste time
- Will cancel service soon
- Windstream; bad providers had to switch from them
- Wish there were better channels
- Wish they had better packages
- With the remote, it takes longer for the TV to come on
- Would like local assistance over the phone
- Would like more channels from overseas in Philippines for family member
- Would prefer other sports like local
- Need channel 7
- Keep the rates down
- Net neutrality is extremely important.
- Glad there is competition
- Working on getting it better

- Prices are ridiculous
- Getting with internet

Q61. What best describes your current employment? Other, Specify N=25

- Social security (2)
- Not working (2)
- Home wife (2)
- Stay at home parent (3)
- Retired but volunteer
- Unemployed (3)
- Both retired and own business
- Waiting for a job
- Semi-retired
- Refused (9)

## **EXHIBIT A.2**

# **CITY OF LINCOLN CHARTER-SPECTRUM CABLE TELEVISION RESIDENTIAL SUBSCRIBER/NON-SUBSCRIBER ONLINE SURVEY MARKUP**

**CITY OF LINCOLN, NEBRASKA**  
**CHARTER-SPECTRUM CABLE TELEVISION SUBSCRIBER/NON-SUBSCRIBER**  
**ONLINE SURVEY MARK-UP**

N=866

(Charter-Spectrum Cable Subscribers = 331; Non-Charter Spectrum Cable Subscribers N=535)  
(Online Respondents =839 and Written Respondents = 27)

The City of Lincoln (City) is responsible for monitoring and administering the local contracts to provide cable television services in the Lincoln area, commonly called, a cable television franchise. The City is currently gathering information about community needs from local residents regarding cable television service, whether you are a cable subscriber or not. Your input will help the City to determine franchise provisions that will meet your future cable television related needs and interests. Your individual responses will remain anonymous and will only be reported as part of a larger group.

1. Do you make or share equally in the decision as to whether your household subscribes to cable television? N=866

YES	100%	NO	0%
-----	------	----	----

2. How old are you? N=866

Under 18	0%	18-25	3%
26-35	17%	36-45	24%
46-65	43%	66 and older	14%

3. Do you live within the City of Lincoln? N=866

YES	100%	NO	0%
-----	------	----	----

4. Which one of the following providers does your household currently subscribe to for television services? N=866

SPECTRUM/CHARTER/TIME WARNER	38%/N=331
ALLO COMMUNICATIONS	15%/N=134
WINDSTREAM/KINETIC	4%/N=32
Other Television Subscriber	10%/N=90
I do not subscribe to television service in Lincoln	32%/N=279

**Non-Cable Subscribers**

5. Have you **ever** subscribed to Spectrum (also known as Charter/time Warner) cable television service in Lincoln? N=369 Non-Cable Subscribers

YES 77%/283                      NO 23%/86

6. If No, for what reasons have you **never** subscribed to Spectrum cable TV in Lincoln? N=86 Non-Cable Subscribers (Multiple answers allowed)

- |    |  |     |
|----|--|-----|
| a. | Cost   | 56% |
| b. | Satellite Subscriber                             | 13% |
| c. | Went with other cable providers                  | 3%  |
| d. | Don't Want/Don't Watch TV/No time to watch TV    | 16% |
| e. | Not available                                    | 2%  |
| f. | Unfavorable view of the Cable Company            | 36% |
| g. | Prefer to watch free over-the-air TV channels    | 31% |
| h. | I use the Internet instead of watching via cable | 65% |
| i. | Other, specify (N=7)                             | 8%  |

1. Condo Contract
2. Cable is a racket
3. Not a fan of their pricing or offerings
4. When we moved to Lincoln, Time Warner Cable told us that we had to pay a higher rate for just internet service with them since we were using DIRECTV for TV. I also had co-workers that complained about their rates increasing constantly with them
5. I prefer streaming services over cable
6. Hulu and Netflix
7. Sucky customer service

7. If Yes, why did you **stop subscribing** to Spectrum cable television service? N=284 Non-Cable Subs (Multiple answers allowed)

- |    |  |     |
|----|--|-----|
| a. | Cost   | 89% |
| b. | Satellite Subscriber/went to another provider (Dish, DirectTV, etc.) | 5%  |
| c. | Went with other cable providers                                      | 6%  |
| d. | Don't Want/Don't Watch TV/No time to watch TV                        | 12% |
| e. | I started using the Internet to watch TV                             | 47% |
| f. | Service issue  | 35% |
| g. | Programming issue  | 11% |
| h. | Billing issue/Problem  | 21% |
| i. | I rely on free, over the air television                              | 22% |
| j. | Other, specify (N=49) <sup>1</sup>                                   | 17% |

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<sup>1</sup> See Open Coded List of Responses at the End of this Exhibit A.2.  
Exhibit A.2

**For Spectrum Cable Television Subscribers (All questions are self-selected unless noted)**

8. How many years have you had Spectrum (previously known as Charter/Time Warner) cable television service at your current address? N=325 Spectrum Subs

\_\_\_\_\_ YEARS 🎯 Range 0-45 years, Mean=11.56, Mode=10/8%

9. Which of the following levels of cable television service do you subscribe to from Spectrum? (REQUIRED QUESTION) N=331 Spectrum Subs

Limited Basic or Basic Service, which has about 20 channels	5%
TV Select, which includes 161 channels	39%
TV Silver, which includes 254 channels	30%
TV Gold, which has 307 channels, or higher tier of services	14%
Don't Know	7%
Other (Specify) (N=17)	5%

1. Spectrum is included in Apartment Rent; pretty much a little more than basic
2. Internet only (4)
3. Just switched to the basic plus 10 chosen channels
4. The basic plan at Spectrum. Not sure how many channels. They no longer offer the 20 channels
5. Apt complex provides the cable
6. With our agreement we receive 125 channels and internet
7. Spectrum says we're grandfathered in
8. The very minimum, which isn't about 20 channels.... this needs updated
9. Expanded Basic, Digi Tier 1 and 2
10. We have more than 20 channels but I don't know how many channels
11. Build your own pack through the app
12. Internet and 10-channel special package
13. Less than 8 channels
14. I have basic but 72 channels

**For all Allo Subscribers (All questions are self-selected unless noted)**

10. How many years have you had Allo cable television service at your current address? N=134

\_\_\_\_\_ YEARS 🎯 Range 0-3 years, Mean=1.1, Mode=1/50%

11. Which of the following levels of cable television service do you subscribe to from Allo?  
REQUIRED QUESTION N=134

Limited Local Service, which has over 20+ channels	7%
TV Basic, which includes 170 channels, or a higher tier of service	80%
Other (Specify) (N=18)	13%

1. Internet only (10)
2. Internet Only - Subscribe to streaming TV service thru separate provider
3. Internet only, paired with Netflix, Hulu & Amazon (3)
4. No cable TV (4)

**For all Windstream Subscribers (All questions are self-selected unless noted)**

12. How many years have you had Windstream (also known as Kinetic TV) cable television service at your current address? N=32

\_\_\_\_\_ YEARS 🎯 Range 0-6 years, Mean=2.88, Mode=1/21%

13. Which of the following levels of cable television service do you subscribe to from Windstream? (REQUIRED QUESTION) N=32

Kinetic Basic, which has over 22+ channels	0%
Kinetic Select TV, which includes 136+ channels	56%
Kinetic Preferred TV, which has 191+ channels, or higher tier of service	41%
Other (Specify) (N=1)	3%

1. Internet Only

**For Allo And Windstream Subscribers**

14. Have you **ever** subscribed to Spectrum (also known as Charter/time Warner) cable television service in Lincoln? N=166 Non-Spectrum Subs

YES 86%/143	NO 14%/23
-------------	-----------



15. If No, for what reasons have you **never** subscribed to Spectrum cable TV in Lincoln?  
N=23 Non-Spectrum Subs (Multiple answers allowed)

- |    |  |     |
|----|--|-----|
| a. | Cost   | 21% |
| b. | Satellite Subscriber                             | 21% |
| c. | Went with other cable providers                  | 38% |
| d. | Unfavorable view of the Cable Company            | 46% |
| e. | Prefer to watch free over-the-air TV channels    | 4%  |
| f. | I use the Internet instead of watching via cable | 4%  |
| g. | Other, specify (N=6)                             | 25% |
1. Spouse works for Windstream....
  2. Heard that Allo had the best internet
  3. Like the idea of fiber optic. WORST decision I ever made. Cox, and then, and then....too many buyouts. Streaming is on our horizon
  4. I heard too many complaints from other people about reception and service
  5. We subscribed to Time Warner 10 years ago but we switched do a better offer from DirectTV. When the DirectTV intro prices ran out we switched to Kinetic and are pretty happy to stay with them
  6. Prefer Windstream and have been a 40 year plus customer of LT&T

16. If Yes, why did you **stop subscribing** to Spectrum cable television service? N=143 Non-Spectrum Subs (Multiple answers allowed)

- |    |   |     |
|----|---|-----|
| a. | Cost  | 80% |
| b. | Satellite Subscriber (Dish, DirectTV, etc.)   | 4%  |
| c. | Not available                                 | 1%  |
| d. | Went with other cable providers               | 38% |
| e. | Don't Want/Don't Watch TV/No time to watch TV | 4%  |
| f. | I started using the Internet to watch TV      | 13% |
| g. | Service issue                                 | 59% |
| h. | Programming issue                             | 19% |
| i. | Billing issue/Problem                         | 28% |
| j. | I rely on free, over the air television       | 4%  |
| k. | Other, specify (N=41) <sup>2</sup>            | 29% |

<sup>2</sup> See Open Coded List of Responses at the End of this Exhibit A.2.  
Exhibit A.2

**For All Cable Subscribers – Spectrum, Allo and Windstream (All questions are self-selected unless noted)**

17. How much is your total current monthly bill on average, including all services, such as video, internet, telephone and fees? N=484

**Spectrum N=323**

Range= \$13.58 to \$575

Mode=\$150

Mean=\$167.68

**Allo N=129**

Range= \$0 to \$300

Mode=\$65

Mean=\$152.80

**Windstream N=32**

Range= \$30 to \$275

Mode=\$150

Mean=\$157.00

18. Overall, how satisfied are you with your current cable television service? N=497

**Spectrum N=331**

Very Satisfied	3%
Satisfied	30%
Dissatisfied	38%
Very Dissatisfied	28%
Don't Know	1%

**Allo N=134**

Very Satisfied	57%
Satisfied	32%
Dissatisfied	5%
Very Dissatisfied	2%
Don't Know	4%

**Windstream N=32**

Very Satisfied	25%
Satisfied	41%
Dissatisfied	16%
Very Dissatisfied	9%
Don't Know	9%

19. For what reason(s) are you “Dissatisfied or Very Dissatisfied” -- that is, what could your cable television provider do **better** to make you **consider** a more positive rating? (check all that apply) N=235

**Spectrum N=218**

a.	Want a la carte channel selection (let me pick my channels or packages)	59%
b.	Better phone-based customer service	24%
c.	More HD channels	6%
d.	Lower rates	84%
e.	Need more competition/monopoly	39%
f.	Have less or no Outages/interrupted service	55%
g.	Have less or no Programming issues	29%
h.	Other, specify (N=78) <sup>3</sup>	36%

**Allo N=9**

a.	Want a la carte channel selection (let me pick my channels or packages)	44%
b.	Better phone-based customer service	0%
c.	More HD channels	0%
d.	Lower rates	67%
e.	Need more competition/monopoly	22%
f.	Have less or no Outages/interrupted service	33%
g.	Have less or no Programming issues	11%
h.	Other, specify (N=3)	33%

1. TV service locks up frequently. Issues with TV remote and set top box
2. I don't buy cable TV
3. Omaha s/b local channels, not Kearney or Hastings

**Windstream N=8**

a.	Want a la carte channel selection (let me pick my channels or packages)	50%
b.	Better phone-based customer service	50%
c.	Lower rates	75%
d.	Need more competition/monopoly	13%
e.	Have less or no Outages/interrupted service	38%
f.	Have less or no Programming issues	50%
g.	Other, specify (N=3)	38%

1. Get local on the eights for Lincoln on the Weather Channel
2. Customer service sucks
3. Internet service is (strength) undependable. They say yes we will fix it. For a short time then back to weak signal

<sup>3</sup> See Open Coded List of Responses at the End of this Exhibit A.2.  
Exhibit A.2

20. For each of the listed cable TV **service features and characteristics**, please rate as either: Very Satisfied, Satisfied, Dissatisfied or Very Dissatisfied. Overall, how satisfied are you with ....

	<b>Spectrum Subscribers N=331</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>DK</b>
A	The <b>picture</b> quality	18%	67%	9%	5%	1%
B	The <b>sound</b> level consistency across channels	11%	57%	26%	6%	1%
C	The <b>programming packages</b> available	5%	30%	45%	16%	4%
E	Billing practices	3%	34%	31%	30%	2%
F	The ability of a Customer Service Representative to explain and address billing questions and problems	4%	37%	24%	25%	11%
G	Communications regarding rates and programming changes	2%	22%	36%	34%	6%
H	Service and repair response	4%	46%	23%	18%	9%
I	The time window for service appointments	5%	43%	21%	15%	15%
J	The arrival time of the service technician	7%	49%	16%	10%	18%

	<b>Allo Subscribers N=132</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>DK</b>
A	The <b>picture</b> quality	58%	35%	2%	0%	5%
B	The <b>sound</b> level consistency across channels	56%	36%	3%	1%	5%
C	The <b>programming packages</b> available	44%	41%	8%	2%	5%
E	Billing practices	57%	29%	8%	2%	4%
F	The ability of a Customer Service Representative to explain and address billing questions and problems	64%	26%	5%	1%	5%
G	Communications regarding rates and programming changes	54%	28%	11%	0%	8%
H	Service and repair response	61%	23%	5%	0%	10%
I	The time window for service appointments	56%	27%	1%	1%	15%
J	The arrival time of the service technician	59%	26%	1%	0%	15%

	<b>Windstream Subscribers N=32</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>DK</b>
A	The <b>picture</b> quality	50%	47%	0%	0%	3%
B	The <b>sound</b> level consistency across channels	28%	53%	16%	3%	0%
C	The <b>programming packages</b> available	25%	47%	16%	9%	3%
E	Billing practices	25%	53%	13%	6%	3%
F	The ability of a Customer Service Representative to explain and address billing questions and problems	19%	44%	22%	9%	6%
G	Communications regarding rates and programming changes	9%	41%	25%	13%	13%
H	Service and repair response	25%	41%	16%	13%	6%
I	The time window for service appointments	16%	47%	9%	16%	13%
J	The arrival time of the service technician	25%	34%	16%	6%	19%

21. During the **past year**, have you **called your current cable television provider** for any reason?

**Spectrum N=329**

- |    |                |     |
|----|----------------|-----|
| 1. | YES            | 83% |
| 2. | NO             | 13% |
| 3. | DON'T REMEMBER | 4%  |

**Allo N=133**

- |    |                |     |
|----|----------------|-----|
| 1. | YES            | 73% |
| 2. | NO             | 23% |
| 3. | DON'T REMEMBER | 4%  |

**Windstream N=32**

- |    |                |     |
|----|----------------|-----|
| 1. | YES            | 84% |
| 2. | NO             | 16% |
| 3. | DON'T REMEMBER | 0%  |

22. For what **reason(s)** have you **called** your cable provider during the past year? (check all that apply)

**Spectrum N=275**

Billing questions	49%
Cable outage/loss of signal	73%
Signal quality problems (picture, sound)	51%
To change type of service subscribed to (add/remove channels)	22%
To change number of TV sets connected to cable	13%
Order pay-per-view event	2%
Request additional programming (channel or program)	3%
Request cable modem/high speed internet service	9%
Problem with my cable modem/high-speed internet service	46%
Problem with my mini-box, DTA, adapter	9%
Problems with my digital set-top box	39%
Problems with my installation	7%
Problems with on-screen guide	10%
Problem with my cable phone service	7%
Don't know/don't remember	1%
Other (please specify) (N=41) <sup>4</sup>	15%

**Allo N=98**

Billing questions	21%
Cable outage/loss of signal	48%
Signal quality problems (picture, sound)	28%
To change type of service subscribed to (add/remove channels)	10%
To change number of TV sets connected to cable	5%
Order pay-per-view event	0%
Request additional programming (channel or program)	2%
Request cable modem/high speed internet service	5%
Problem with my cable modem/high-speed internet service	24%
Problem with my mini-box, DTA, adapter	4%
Problems with my digital set-top box	17%
Problems with my installation	4%
Problems with on-screen guide	2%
Problem with my cable phone service	2%
Don't know/don't remember	3%
Other (please specify) (N=13)	13%

1. No service
2. Help to reprogram tv remote
3. Problem with remote
4. Email issues
5. Caller i.d. Not appearing on tv screen
6. DVR playback at times spotty

<sup>4</sup> See Open Coded List of Responses at the End of this Exhibit A.2.  
Exhibit A.2

7. Programming of DVR remote
8. To sign up for service
9. Problems with 3rd party app to watch tv anywhere.
10. Question about setting up additional tv
11. Installation help
12. Dog chewed through fiber cable
13. Cable strung through neighbor's gate

**Windstream N=27**

Billing questions	52%
Cable outage/loss of signal	56%
Signal quality problems (picture, sound)	22%
To change type of service subscribed to (add/remove channels)	33%
To change number of TV sets connected to cable	0%
Order pay-per-view event	4%
Request additional programming (channel or program)	4%
Request cable modem/high speed internet service	11%
Problem with my cable modem/high-speed internet service	41%
Problem with my mini-box, DTA, adapter	7%
Problems with my digital set-top box	30%
Problems with my installation	7%
Problems with on-screen guide	4%
Problem with my cable phone service	7%
Don't know/don't remember	0%
Other (please specify) (N=5)	19%

1. Trying to get a lower bill
2. They say one thing, then do something else on service and charges
3. Wifi not working
4. Needed new remote
5. Explanation on usage

23. When you called your cable operator's office, did you get a busy signal before you got through?

**Spectrum N=274**

1. Yes	9%
2. No	79%
3. Don't Remember	12%

**Allo N=98**

1. Yes	0%
2. No	97%
3. Don't Remember	3%

**Windstream N=27**

1. Yes	11%
2. No	78%
3. Don't Remember	11%

24. Was your call answered, including any time you were left on hold, within 30 seconds by a customer service representative?

**Spectrum N=274**

Yes	17%	No	68%	Don't Remember	15%
-----	-----	----	-----	----------------	-----

**Allo N=98**

Yes	69%	No	10%	Don't Remember	21%
-----	-----	----	-----	----------------	-----

**Windstream N=27**

Yes	26%	No	48%	Don't Remember	26%
-----	-----	----	-----	----------------	-----

25. If your call was to report a problem or request service, how long after your contact did your cable provider begin working on the problem? N=397

**Spectrum N=272**

a. The same day reported	36%
b. The next business day	10%
c. Days later	24%
d. About a week	7%
e. About a month	1%
f. Problem never resolved	9%
g. Don't know/Can't remember	9%
h. Call wasn't to report a problem or request service	4%



**Allo N=98**

a. The same day reported	76%
b. The next business day	6%
c. Days later	2%
d. About a week	1%
e. About a month	3%
f. Problem never resolved	2%
g. Don't know/Can't remember	3%
h. Call wasn't to report a problem or request service	7%

**Windstream N=27**

a. The same day reported	44%
b. The next business day	30%
c. Days later	15%
d. About a week	0%
e. About a month	0%
f. Problem never resolved	0%
g. Don't know/Can't remember	7%
h. Call wasn't to report a problem or request service	4%

26. During the past year, have you ever lost your entire cable signal for a total of more than 24-hours while you still had electricity?

**Spectrum N=328**

1. YES	24%
2. NO	70%
3. DON'T KNOW	7%

**Allo N=133**

1. YES	9%
2. NO	89%
3. DON'T KNOW	2%

**Windstream N=32**

1. YES	9%
2. NO	88%
3. DON'T KNOW	3%

27. During just the past year, can you estimate how many times you've lost your entire cable signal for a period of at least 24 hours while you had electricity?

**Spectrum N=78**

\_\_\_\_\_ NUMBER OF SERVICE OUTAGES IN PAST TWO YEARS  
Range 0 to 12; Mode=1; Mean=2.3

**Allo N=13**

\_\_\_\_\_ NUMBER OF SERVICE OUTAGES IN PAST TWO YEARS  
Range 1 to 4; Mode=1; Mean=1.4

**Windstream N=2**

\_\_\_\_\_ NUMBER OF SERVICE OUTAGES IN PAST TWO YEARS  
Range 4 to 10; Individual Answers=4-8; 10; Mean=8

28. How satisfied were you with the length of time it took your cable television provider to restore your service? Would you say you were:

**Spectrum N=78**

1. Very Satisfied	0%
2. Satisfied	15%
3. Dissatisfied	51%
4. Very Dissatisfied	32%
5. Don't Know	2%

**Allo N=13**

1. Very Satisfied	8%
2. Satisfied	54%
3. Dissatisfied	31%
4. Very Dissatisfied	0%
5. Don't Know	8%

**Windstream N=2**

1. Very Satisfied	0%
2. Satisfied	0%
3. Dissatisfied	100%
4. Very Dissatisfied	0%
5. Don't Know	0%

29. In the past year, have you had any significant problems with picture clarity or reception?

**Spectrum N=329**

YES	57%
NO	43%

**Allo N=134**

YES	19%
NO	81%

**Windstream N=31**

YES	35%
NO	65%

30. How often have you had reoccurring problems with picture clarity or reception?

**Spectrum N=187**

1. Constantly	16%
2. Every few days	23%
3. A few times a month	37%
4. Rarely	23%
5. Don't Know	1%

**Allo N=25**

1. Constantly	24%
2. Every few days	24%
3. A few times a month	28%
4. Rarely	24%
5. Don't Know	0%

**Windstream N=11**

1. Constantly	27%
2. Every few days	9%
3. A few times a month	36%
4. Rarely	18%
5. Don't Know	9%

31. On which channels do you most frequently experience picture clarity or reception problems?

**Spectrum N=148<sup>5</sup>**

Top 5 Channels Mentioned – 6 (NBC), 8 (ABC), 10 , 11 (CBS), and 18 (FOX)

**Allo N=18**

1. Most of them- they get stuck
2. All (2)
3. Pixelated channels usually on locals
4. KOLN, PBS, some cable channels
5. 8
6. All of them. Picture would lock up like it was buffering for 30 seconds or more.
7. Can't remember
8. It was all channels with Spectrum
9. Local (3)
10. Any
11. 10
12. History
13. ESPN had no picture, just sound for about 4 hours
14. It varies
15. 10/11

**Windstream N=12**

1. Local
2. Netflix
3. 10, 11
4. All (5)
5. The HD special channels like HGTV, TLC etc.
6. Don't remember and threw away list
7. Fox News, Hallmark, NFL, all of them
8. Random pixilation problems

32. How satisfied were you with the length of time it took your cable television provider to resolve your reception problem? N=220

**Spectrum N=184**

- |                      |     |
|----------------------|-----|
| 1. Very Satisfied    | 0%  |
| 2. Satisfied         | 25% |
| 3. Dissatisfied      | 44% |
| 4. Very Dissatisfied | 16% |
| 5. Don't Know        | 15% |

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<sup>5</sup> See Open Coded List of Responses at the End of this Exhibit A.2.  
Exhibit A.2

**Allo N=24**

1.	Very Satisfied	21%
2.	Satisfied	21%
3.	Dissatisfied	42%
4.	Very Dissatisfied	0%
5.	Don't Know	17%

**Windstream N=12**

1.	Very Satisfied	8%
2.	Satisfied	42%
3.	Dissatisfied	25%
4.	Very Dissatisfied	17%
5.	Don't Know	8%

33. Do you know that you can submit a complaint to the City's Telecommunications/Cable Advisory Board if you are dissatisfied with your Cable TV (or Internet) service and your provider has been unable to resolve your issues? N=497

YES	24%	NO	76%
-----	-----	----	-----

**Spectrum N=331**

YES	20%	NO	80%
-----	-----	----	-----

**Allo N=134**

YES	34%	NO	66%
-----	-----	----	-----

**Windstream N=32**

YES	28%	NO	72%
-----	-----	----	-----

**Ask Everyone**

34. The cable providers in the City of Lincoln currently sets aside a portion of their channels to be used to provide local programming. These channels are currently used for City, education, health and wellness programs, and public access. These channels are known as LNKTV Channels and Public Access. Are you aware of these channels? N= 866

YES 77% NO 23%

**Non-Cable Subscribers N= 369 (N=90 Satellite/N=279 Other Non-Cable Subs)**

YES 78% NO 22%

**Spectrum N= 331**

YES 72% NO 28%

**Allo N= 134**

YES 83% NO 17%

**Windstream N= 32**

YES 88% NO 13%

**Non-Cable Subscribers**

35. Do you have an interest in being able to receive local government, education, community and public access programming? (N=369)

YES 67% NO 33%

36. Are you aware that LNKTV local access programming is also available online? N=866

**Everyone**

YES 38% NO 62%

**Non-Cable Subscribers N=369**

YES 39% NO 61%

**All Subscribers that are Aware of the PEG channels**

**Spectrum N=237**

YES 37% NO 63%

**Allo N=111**

YES 48% NO 52%

**Windstream N=28**

YES 46% NO 54%

**All Subscribers that are Unaware of the PEG channels**

**Spectrum N=94**

YES	7%	NO	93%
-----	----	----	-----

**Allo N=23**

YES	9%	NO	91%
-----	----	----	-----

**Windstream N=4**

YES	0%	NO	100%
-----	----	----	------

**All Subscribers that are Aware**

37. How often do you watch local government access programming that appears on LNKTV City (Spectrum Channel 1300, Allo Channel 2, Kinetic Channel 5/1005), the government television channel? Programming on this channel includes City Council, budget and other local government meetings, brown bag lectures, and programs such as "Out and About" and "Live and Learn". N=377

**Spectrum N=238**

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 1%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 10% |
| 3. Once or twice per month.                           | 15% |
| 4. Once or twice a year.                              | 37% |
| 5. Never  | 38% |
| 6. Don't Know   | 0%  |

**Allo N=111**

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 1%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 6%  |
| 3. Once or twice per month.                           | 18% |
| 4. Once or twice a year.                              | 32% |
| 5. Never  | 41% |
| 6. Don't Know   | 1%  |

**Windstream N=28**

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 0%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 11% |
| 3. Once or twice per month.                           | 29% |
| 4. Once or twice a year.                              | 32% |
| 5. Never  | 25% |
| 6. Don't Know   | 4%  |

38. Consider the quality of programs you've seen on Government Access LNKTV City.  
Please rate the following areas on a scale of excellent, good, fair or poor.

**Spectrum N=61**

	<b>Government Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	Government Access' <b>picture</b> quality	10%	62%	21%	0%	7%
B	Government Access' <b>sound</b> quality	7%	59%	25%	3%	7%
C	Government Access' overall value of programming.	15%	57%	18%	5%	5%

**Allo N=29**

	<b>Government Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	Government Access' <b>picture</b> quality	24%	66%	7%	0%	3%
B	Government Access' <b>sound</b> quality	24%	45%	21%	7%	3%
C	Government Access' overall value of programming.	24%	55%	17%	0%	3%

**Windstream N=11**

	<b>Government Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	Government Access' <b>picture</b> quality	36%	27%	36%	0%	0%
B	Government Access' <b>sound</b> quality	18%	45%	36%	0%	0%
C	Government Access' overall value of programming.	27%	45%	9%	18%	0%

39. How often do you watch locally produced, Educational Access programming that appears on the LNKTV Education Channel (Spectrum Channel 1303, Allo Channel 23, Kinetic Channel 80/1080)? This channel provides programming from the Lincoln Public Schools including School Board meetings and Lincoln Public Schools Learning Lunch, as well as programs produced by Nebraska Wesleyan College and University of Nebraska in Lincoln (UNL).

**Spectrum N=238**

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 1%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 5%  |
| 3. Once or twice per month.                           | 7%  |
| 4. Once or twice a year.                              | 31% |
| 5. Never  | 55% |
| 6. Don't Know   | 2%  |



**Allo N=111**

1. 5 hours or more per week.	2%
2. Less than 5 hours per week, but on a weekly basis.	4%
3. Once or twice per month.	11%
4. Once or twice a year.	25%
5. Never	56%
6. Don't Know	3%

**Windstream N=28**

1. 5 hours or more per week.	4%
2. Less than 5 hours per week, but on a weekly basis.	4%
3. Once or twice per month.	18%
4. Once or twice a year.	36%
5. Never	39%
6. Don't Know	0%

40. Consider the quality of programs you've seen on the educational access channel LNKTV Education. The rating categories are excellent, good, fair or poor.

**Spectrum N=32**

	<b>Educational Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	The Educational Access Channel's <b>picture</b> quality	0%	75%	19%	0%	6%
B	The Educational Access Channel's <b>sound</b> quality	0%	69%	22%	3%	6%
C	The <b>overall value</b> of the programming on the Educational Access Channel.	9%	69%	9%	6%	6%

**Allo N=18**

	<b>Educational Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	The Educational Access Channel's <b>picture</b> quality	33%	56%	6%	0%	6%
B	The Educational Access Channel's <b>sound</b> quality	33%	39%	22%	0%	6%
C	The <b>overall value</b> of the programming on the Educational Access Channel.	33%	56%	11%	0%	0%

**Windstream N=7**

	<b>Educational Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	The Educational Access Channel's <b>picture</b> quality	57%	14%	29%	0%	0%
B	The Educational Access Channel's <b>sound</b> quality	57%	14%	29%	0%	0%
C	The <b>overall value</b> of the programming on the Educational Access Channel.	29%	14%	29%	14%	14%

41. How often do you watch locally produced, Health and Wellness programming that appears on the LNKTv Health Channel (Spectrum Channel 1301, Allo Channel 3, Kinetic Channel 10/1010)? This Channel features programming associated with Healthy Living and Wellness programming like "Shape of the City", "Get Up and Go", information about Medicare, other local health programs and more.

**Spectrum N=238**

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 1%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 4%  |
| 3. Once or twice per month.                           | 5%  |
| 4. Once or twice a year.                              | 20% |
| 5. Never  | 68% |
| 6. Don't Know   | 1%  |

**Allo N=111**

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 2%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 4%  |
| 3. Once or twice per month.                           | 6%  |
| 4. Once or twice a year.                              | 20% |
| 5. Never  | 66% |
| 6. Don't Know   | 2%  |

**Windstream N=28**

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 0%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 0%  |
| 3. Once or twice per month.                           | 25% |
| 4. Once or twice a year.                              | 21% |
| 5. Never  | 54% |
| 6. Don't Know   | 0%  |

42. Consider the quality of programs you've seen on the LNKTV Health Channel. The rating categories are excellent, good, fair or poor.

**Spectrum N=25**

	<b>Health Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	Health Access Channel's picture quality	20%	68%	4%	0%	8%
B	Health Access Channel's sound quality	20%	60%	12%	0%	8%
C	The overall value of the programming on the Health Access Channel.	32%	52%	8%	0%	8%

**Allo N=13**

	<b>Health Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	Health Access Channel's picture quality	46%	46%	8%	0%	0%
B	Health Access Channel's sound quality	46%	31%	23%	0%	0%
C	The overall value of the programming on the Health Access Channel.	54%	31%	15%	0%	0%

**Windstream N=7**

	<b>Health Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	Health Access Channel's picture quality	29%	29%	29%	0%	14%
B	Health Access Channel's sound quality	29%	29%	29%	0%	14%
C	The overall value of the programming on the Health Access Channel.	14%	43%	29%	0%	14%

43. How often do you watch locally produced, Public/Community Access programming that appears on the Public Access Channel LCC-TV (Spectrum Channels 1302 and 1304, Kinetic Channel 13)? These Channels provide local and other community-based programming including, for example, local community shows, religious and faith-based programming, local events and other local programming. When answering, consider your total viewing time of all public/community access channels.

**Spectrum N=238**

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 1%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 5%  |
| 3. Once or twice per month.                           | 12% |
| 4. Once or twice a year.                              | 25% |
| 5. Never  | 55% |
| 6. Don't Know   | 3%  |

**Windstream N=28**

- |   |     |
|---|-----|
| 1. 5 hours or more per week.                          | 0%  |
| 2. Less than 5 hours per week, but on a weekly basis. | 14% |
| 3. Once or twice per month.                           | 4%  |
| 4. Once or twice a year.                              | 32% |
| 5. Never  | 50% |
| 6. Don't Know   | 0%  |

44. Consider the quality of the public and community access programs you've seen on the Public/Community Access Channels. The rating categories are excellent, good, fair or poor.

**Spectrum N=43**

	<b>Community/Public Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	The Community Access Channels' <b>picture</b> quality	7%	70%	19%	0%	5%
B	The Community Access Channels' <b>sound</b> quality	7%	60%	28%	0%	5%
C	The <b>overall</b> value of the Public/Community Access Channel programming.	12%	62%	19%	2%	5%

### Windstream N=5

	<b>Community/Public Access Channel</b>	Excellent	Good	Fair	Poor	Don't Know
A	The Community Access Channels' <b>picture</b> quality	60%	0%	20%	0%	20%
B	The Community Access Channels' <b>sound</b> quality	60%	0%	20%	0%	20%
C	The <b>overall</b> value of the Public/Community Access Channel programming.	40%	20%	0%	0%	40%

45. Considering the local programs that appear on the LNKTV City, Education and Health channels and your local public access channel, are there any other types of local programming you have an interest in being able to receive? N=56
1. Agriculture related programs (S)<sup>6</sup>
  2. Animal shelter broadcasts proffering animals for adoption (S)
  3. Christian based living (W)
  4. Court Room (S)
  5. Emerald Ash Borer update for City of Lincoln, Household Hazardous Waste Issues (storage/handling/disposal) (A)
  6. Guide to local government (S)
  7. I enjoyed the local authors segment recently and visits to various places around town (S)
  8. I get the ones that I want, mainly city council meetings (A)
  9. I love the PAL presentations... (S)
  10. I might be interested but I don't think you can search programs for the kind of programs I might like to see, so if watch such shows it is because I happened to click on them so it is entirely random. I DVR most shows I watch so I don't do much clicking. That would not work if I watched a lot of sports, but I don't watch sports unless my brother happens to be visiting (S)
  11. I rely more on KLIN radio for updates than a local TV station, whether it's LNKTV or a commercial station (A)
  12. I would like greater promotion relating to the channel # for each of these. I've truly searched for them on the guide and not been successful in locating them (S)
  13. I would like the LNKTV City, Education and Health channels to be on the lower tier as they used to be. I used to watch them on Chanel 5 but was unsure where they were moved to (S)
  14. I would like to see tours of the city itself, new eateries, things that new residents would find helpful (S)
  15. I would rather have more options of what channels I want to watch instead of being tied to bundled channels (S)
  16. In addition to HS sports some coverage of HS activities like concerts, plays, drama, debate (S)

<sup>6</sup> (S) – Spectrum Subscriber; (W) – Windstream Subscriber; (A) – Allo Subscriber  
Exhibit A.2

17. Include high school activities, like the Citywide Marching Band competition, various school concerts including UNL (S)
18. "Info on police dept" (S)
19. Information on all candidates who are running for office in Lincoln/Lancaster County (A)
20. KZUM streaming (S)
21. Lecture series from UNL (A)
22. Lincoln history (S)
23. Local (high school) sports events (S)
24. Local Arts, High Education Programs, Local Historical Programming (S)
25. local food and/or music scene (S)
26. Local High school events, sports, plays, concerts etc. (W)
27. Local high school sports coverage (W)
28. local high school sports, especially football games at Seacrest (S)
29. Local kids shows featuring local music & entertainment aimed at children & teens (S)
30. Local news & weather (S)
31. Local news on weekend mornings (S)
32. more about various government services.. federal state and local (S)
33. More arts programming like the library's reading series (S)
34. More fire and police department stuff (S)
35. More High school sports. Usually only Omaha teams are shown (W)
36. More history of Nebraska not only Lincoln (S)
37. More HS sports (A)
38. Music and art (W)
39. Omaha local channels (S)
40. Programming on street & utility projects that go into details about what is being done, what the time line is for completion and where the money comes from and what the big picture is for Lincoln' utilities (S)
41. Public Safety Information, Higher Education Programs, Special Events, K-12 School Events & Activities, Local Sports, Local Arts, Local Senior Citizen Programs, Local Historical Programming, Health/Wellness Programs (S)
42. Public Safety Information, Public/ Community Events & Activities, Public/ Community Events & Activities, Local Sports Community News, Government Meetings, Local Senior Citizen Programs, Health/Wellness Programs, Local Historical Programming (S)
43. Public Safety Information, Public/Community Events & Activities, Community News, Government Meetings (S)
44. Public Safety Information, Special Events, Local Citizen Programs (S)
45. Public Safety Shows or live call ins (A)
46. Raise the quality. It's garbage programming. Lip service by providers and city departments. Waste of bandwidth. (S)
47. Road construction/closure/conditions? (S)
48. Special Events, Local Arts, Local Senior Citizen Programs, Health/Wellness Programs, Local Historical Programming (S)
49. Special events, Local sports, Local business Programming, Local Senior Citizen Programs, Government meetings, Local Historical Programming (S)
50. Special Events, Local Sports, Local Historical Programming (S)

- 51. Sports (S)
- 52. Symphony or concerts (S)
- 53. We just need easier channels to find. Is this the city council channel? (S)
- 54. We support NETV, watch local news, and love our Huskers. A couple favorites include USA, AMC, TCM, BTN, HGTV, and the Hallmark Movie channel. (A)
- 55. We watch youtube videos using a roku stick for woodworking, automotive repair, cooking, home maintenance, decorating, crafts etc. that are not available on television lineups. We can access them when we want them without looking at a schedule and missing a program. (A)
- 56. Yes, Lincoln should be able to watch OMAHA NEWS (W)

**All Subscribers who are Aware of the Lincoln PEG Channels**

46. How valuable would it be to you to have detailed descriptions of local community programming on the electronic program guide/menu? Would you say it is Very Valuable, Valuable, Somewhat Valuable or Not at all Valuable? N=374

**All Cable Subscribers Aware**

Very valuable	12%
Valuable	28%
Somewhat valuable	34%
Not at all valuable	17%
Don't Know	9%

**Spectrum N=237**

Very valuable	11%
Valuable	31%
Somewhat valuable	33%
Not at all valuable	16%
Don't Know	9%

**Allo N=110**

Very valuable	12%
Valuable	25%
Somewhat valuable	33%
Not at all valuable	20%
Don't Know	11%

**Windstream N=27**

Very valuable	15%
Valuable	22%
Somewhat valuable	41%
Not at all valuable	19%
Don't Know	4%

47. How valuable would it be to you to be able to receive the programming on Lincoln's local access channels on-demand on the cable system? N=375

**All Cable Subscribers Aware**

Very valuable	8%
Valuable	20%
Somewhat valuable	34%
Not at all valuable	25%
Don't know	13%

**Spectrum N=237**

Very valuable	8%
Valuable	21%
Somewhat valuable	36%
Not at all valuable	23%
Don't Know	12%

**Allo N=110**

Very valuable	10%
Valuable	19%
Somewhat valuable	30%
Not at all valuable	29%
Don't Know	12%

**Windstream N=28**

Very valuable	0%
Valuable	18%
Somewhat valuable	36%
Not at all valuable	21%
Don't Know	25%



### **All Cable Subscribers**

48. Regardless of how often you might watch, how important is it that Lincoln's local access channels, featuring city, education, health and wellness, and public/community access programming be available to all Lincoln cable subscribers? N=497

#### **All Cable Subscribers**

Very Important	28%
Important	31%
Somewhat Important	23%
Not at all Important	14%
Don't know	4%

#### **Spectrum N=331**

Very Important	27%
Important	32%
Somewhat Important	24%
Not at all Important	14%
Don't Know	4%

#### **Allo N=134**

Very Important	31%
Important	25%
Somewhat Important	22%
Not at all Important	17%
Don't Know	6%

#### **Windstream N=32**

Very Important	25%
Important	38%
Somewhat Important	25%
Not at all Important	6%
Don't Know	6%

49. A portion of your cable bill goes to support local access programming. How important is it to you that your cable provider be required to continue to support local access programming in a new franchise? N=493

#### **All Cable Subscribers**

Very Important	27%
Important	22%
Somewhat Important	27%
Not at all Important	20%
Don't know/Refused	4%

**Spectrum N=329**

Very Important	26%
Important	25%
Somewhat Important	29%
Not at all Important	17%
Don't Know	4%

**Allo N=132**

Very Important	33%
Important	14%
Somewhat Important	23%
Not at all Important	26%
Don't Know	5%

**Windstream N=32**

Very Important	19%
Important	22%
Somewhat Important	22%
Not at all Important	28%
Don't Know	9%

50. When you consider the total cost of your bill from your cable provider as 100%, what percentage of it should go to support local access programming, like LNKTV channels?  
N=497 (N=52 Don't Know)

Range 0% - 100%; Mode – 5%; Average – 7%

**Percentages Noted**

0%	17%/74	1%	12%/52	2%	11%/47	3%	5%/20
4%	1%/3	5%	21%/94	7%	0.2%/1	8%	1%/3
9%	0.5%/2	10%	19%/83	15%	3%/12	20%	6%/25
25%	4%/17	30%	1%/5	40%	0.2%/1	50%	1%/5
80%	0.2%/1	100%	0.2%/1				

**Spectrum Subscribers N= 331** (N=41 indicated 0%; N=38 indicated Don't Know)

Range 1% - 100%; Mode – 5%; Average 8.3%

**Allo Subscribers N= 134** (N=26 indicated 0%; N=9 indicated Don't Know)

Range 1% - 30%; Mode – 10%; Average 6%

**Windstream Subscribers N= 32** (N=4 indicated 0%; N=5 indicated Don't Know)

Range 1% - 20%; Mode – 5%; Average 5%

### **All Cable Subscribers**

51. Have you considered canceling your cable television service (“Cable cutting”) and replacing it with off-the-air and/or internet-based video streaming? N=494

YES	79%	NO	21%
-----	-----	----	-----

52. How many years from now will you make that change? N=390

Less than 1 year from now	34%
1-2 years from now	17%
3-4 years from now	2%
5-9 years from now	1%
10+ years from now	0%
Don't Know	47%

53. If you could only have one service, which would you choose, your Internet service or your Cable TV service? N=497

Internet Services	67%
Cable TV Services	6%
Neither/I want both	23%
Don't Know	3%
Other (please specify) N=5	1%

1. Internet
2. I can't afford internet
3. Less control of cost the fewer the providers
4. I don't have a choice what I pay is included in my rent. I don't have a choice of provider
5. I'm switching to Allo, they are literally outside working on it now

54. Is there anything else you would like to say about cable television service in your community? N=853

No/None/Nothing	53%/N=453
Other Mentions	47%/N=400 <sup>7</sup>

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<sup>7</sup> See Open Coded List of Responses at the End of this Exhibit A.2.  
Exhibit A.2

**Everyone**

55. Do you have Internet at home? N=866

YES 98% NO 2%

56. Who provides that Internet Service? N=847

SPECTRUM/CHARTER/TIME WARNER/TWC	48%
ALLO/ALLO COMMUNICATIONS	36%
WINDSTREAM/KINETIC GIG	13%
Satellite Service (i.e., Dish, DirectTV, etc.)	0.2%
Other (please specify) N=15	2%
1. Verizon Hotspot (4)	
2. Internet Nebraska (3)	
3. Business Spectrum paid by my employer	
4. I am still with Spectrum even though their prices creep up, but Allo is too expensive and Allo is well known for using illegals and it's morally wrong and ILLEGAL	
5. NT&T (3)	
6. Earthlink through Spectrum	
7. Cell phone hot spot	
8. Sprint	

57. How satisfied are you with the following: N=825

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
The choice of Internet providers in Lincoln	18%	44%	25%	9%	4%
The cost of your Internet service	15%	33%	33%	18%	2%
The speed of your Internet service	29%	42%	19%	10%	1%
The reliability of your Internet service	30%	42%	18%	10%	1%

58. What do you mostly use the internet for? N=841

Visit a government website like the City of Lincoln's	41%
Look for information about a service or product you are thinking of buying	80%
Sell something online	29%
Buy something online	74%
Do any online banking	77%
Work from home (telecommuting)	38%
Operate or support a home-based business	11%
Look online for information about a job	31%
Look for information about a place to live	28%
Look online for news or information about politics	70%
Look for health or medical information	64%
Take a class or do homework	25%
Keep in touch with family and friends	80%
Use an online social networking site like Facebook, Twitter, Snapchat, Instagram	78%
Share something online that you created yourself	17%
Contribute to a website, blog or other online forum	22%
Play online video games	32%
Communicate with child's school as parent or caregiver	20%
Watch television or other videos	71%
Other, please specify (N=42) <sup>8</sup>	5%

59. Do you use internet-based video streaming services such as Netflix, Hulu, Amazon Prime, SlingTV, etc.? N= 845

YES 79%                      NO 21%                      Don't Know 0.2%

60. Why don't you have Internet access at home? (check all that apply) N= 18

I don't own a computer	33%
I use my mobile phone for Internet access	44%
I don't have the money for Internet access and/or equipment	33%
Service is too expensive	56%
Service is too slow	11%
I don't know how to set up the equipment	22%
I don't know how to use the Internet	11%
I don't think I need the Internet	11%
I am worried about privacy of my information	17%
I am worried about safety	6%
Other (please specify) N=1	6%

- When I did have the internet, my computer was hacked by less-than-scrupulous Indian/Pakistani IT people. I believe they were able to do something to my computer,

<sup>8</sup> See Open Coded List of Responses at the End of this Exhibit A.2.  
Exhibit A.2

causing it to malfunction. They are relentless and I WILL NOT have them harassing me!

61. Do you mostly use a cell phone? N=866

	Cable Subscribers <u>N=497</u>	Non-Subscribers <u>N=369</u>
Yes	62%	62%
No	7%	2%
I don't have a cell phone	1%	1%
I use my cell phone and landline equally	15%	30%
I only use a cell phone	15%	4%

62. How do you currently receive emergency information such as information on Tornado warnings, Flood Alerts, other weather alerts, Amber Alerts, etc...? N=766

**Responses (Multiple Responses)**

Cell Phone	72%
Alert on TV	18%
Text Message	8%
Weather Alert Radio	5%
Alert System	1%

**Background Questions**

My last few questions are asked in order to better understand your opinion when considering others like yourself.

63. What is your gender? N=852 Male 50% Female 50%

64. Do you own or rent your home? N=860 Own 79% Rent 21%

65. Do you currently have children under age 18 in your household? N=860  
YES 30% NO 70%

66. What is your race or ethnic background? N=840

a. African American	1%
b. Asian	1%
c. Caucasian	92%
d. Hispanic	2%
e. Native American	0.4%
f. Biracial/Other	1%
g. Other	3%

67. What is the highest level of education you have completed? N=853

1.	Some high school or less	0.2%
2.	High school graduate	7%
3.	Some college/trade school	34%
4.	College/4-year degree	38%
5.	Postgraduate	21%

68. What best described your current employment? N=833

1.	Working full-time	73%
2.	Working part-time	5%
3.	Working and in School	1%
4.	Full-time Student	1%
5.	Retired	12%
6.	Disabled	3%
7.	Seeking employment	1%
8.	None of the above	1%
9.	Other, please specify (N=22) <sup>9</sup>	3%

69. Which of the following broad categories best describes your total annual household income, before taxes? N=808

1.	Under \$25,000	6%
2.	\$25,000 to less than \$35,000	8%
3.	\$35,000 to less than \$50,000	15%
4.	\$50,000 to less than \$75,000	25%
5.	\$75,000 to less than \$100,000	21%
6.	\$100,000 or more	25%

70. What is your home zip code? Confirmed 100% were in City of Lincoln N=832

68502	11%
68503	4%
68504	5%
68505	4%
68506	11%
68507	6%
68508	3%
68510	10%
68512	5%
68514	0.2%
68516	20%
68520	0.2%
68521	11%

<sup>9</sup> See Open Coded List of Responses at the End of this Exhibit A.2.  
Exhibit A.2

68522	3%
68523	0.2%
68524	2%
68526	2%
68527	0.5%
68528	2%



### **Open Codes to Open-ended Questions**

7. If Yes, why did you **stop subscribing** to Spectrum cable television service? Multiple answers allowed

Other, specify (N=49) 17%

1. Once when they came to fix things the guy left and I ended up with no working TV. Another time my computer tech called to get help getting something up for computer, my modem was great till she found out I owned it then it wasn't any good. When I called to complain - they tried to up sell me
2. I subscribe to Hulu, Amazon, and Netflix
3. Condo Contract
4. No way to get the channels you want option. You always have to get channels you don't want. I would like weather channel and history channel maybe a couple more but that is it.
5. Poor customer service. (2)
6. Cost and poor service quality were the two biggest issues.
7. They were the worst I had ever had!
8. SICK OF PAYING TAXES AND FEES TO THE CITY FOR DOING NOTHING TO PROTECT THE BUDGETS OF ITS POPULATION!
9. In the past, they wouldn't work with us on keeping the cable cost down. Offer no specials to current users. Once we quit, THEN they want us to come back. It will never happen. PlayStation Vue is the way to go. No boxes, no hassles, excessive fees/taxes etc.
10. They are too expensive
11. It's all CRAP
12. Net Neutrality opposition
13. Seemingly endless cost hikes, feeling like you have to wrestle with them about it all the time, feeling as if you're getting ripped off, poor service, equipment not working properly, getting them to respond to service calls, having to wait in long lines at their office. You name it, it went wrong. Got tired of it. The expense not worth the product. So, we just cut the cable, now go with OTA and Hulu.
14. The cost for Spectrum is ridiculously high. I have internet/Wi-Fi with Spectrum but will not pay their cable price any more.
15. And added Netflix and Hulu
16. Rarely watched and use Hulu, Netflix, and Vudu
17. Spectrum required the set-top boxes to receive channels and I consider the boxes worthless. They are constantly breaking down, requiring you to reboot constantly. I refuse to accept any cable TV service that requires the box!
18. Spectrum/TWC's business model is bad for consumers. They start you at a low price and quietly add fees and increase your bill on the sly. There is not a standard price per customer with the same plans.
19. Spectrum is merely another name for Time Warner. You can change the name but they didn't fool anyone. Thieves and liars.
20. Poor customer support
21. Annoyed by their badgering about services I neither wanted nor needed

22. This service sucks
23. Started requiring additional equipment at additional cost for every TV in the house.
24. Poor picture quality
25. Quality of User Interface to find and watch shows is dated, cumbersome.
26. "Had to pay for a bunch of channels I didn't want and never watched. But it was all or nothing, so I chose ""nothing.""
27. "No, a la carte option. Paying crazy money to watch only a few channels.
28. Customer service issues
29. Poor quality equipment, frequent 'unavailable' channels, sudden jumps in monthly cost when 'contract' ended but not allowed to start new one for 3 months - basically a scam; makeup for discounts in that 3 months.
30. Had it in the past became too expensive. Switch to Direct Tv. Also, we were having problems with it working. Squirrels are terrible in our area.
31. The cost of cable was coupled with an interest in 'cord-cutting'- using the internet to watch television/film content...
32. Went with TV thru the air and my game system, a PS 4 as it was cheaper and more scalable to my needs.
33. The increase the services fee without any notification, terrible customer services and high prices for a mediocre services and programming.
34. Their customer service is a joke.
35. They are the MOST difficult people to work with, and VERY rude.
36. AWFUL customer service!
37. Crap service, crap technology, frequent "accidental" over billing
38. Was provided through apartment complex, did not want to pay when I moved out.
39. To elaborate, cost was far too high for what I was getting. I prefer to pay for streaming exactly the content I want.
40. I get three times the internet speed, for relatively the same cost, with Allo, and Spectrum cable is outrageously, egregiously, cost-prohibitive. Also, their customer service people are annoying and don't quit calling you, when you ask them nicely to stop calling you.
41. Both ridiculous pricing for quality and poor, rude customer service.
42. Poor, very poor, customer service.
43. Terrible, awful customer service. Thank goodness ALLO came in to provide an alternative.
44. Too many ads. Too many channels that I didn't want. Service was too slow. I wanted to pick my own programs rather than choose a package
45. They are horrible to do business with.
46. Piss poor customer service.
47. I subscribe to Netflix, Hulu, and HBO streaming services.
48. They were horrible, and I hear the same of spectrum. Plus, way over priced

17. If Yes, why did you **stop subscribing** to Spectrum cable television service? Multiple answers allowed

Other, specify (N=41) 29%

1. Keep changing prices
2. Had, but disconnected; disconnected because constant disruption of service
3. "The week I would pay my bill we would lose internet services, sometimes up to 3 days. Never had a clear signal, lots of black outs. COST is RIDICULOUS. Customer service was awful and they were always rude. I will never go back
4. "Spectrum insisted on bundling services to reduce our cost and we didn't want to bundle the phone.
5. They kept raising the cost to the point that it was not affordable
6. Costs kept rising
7. Internet speed
8. "I was employed there during the buy-out transition. After the Spectrum way of operating was shared it didn't align with my moral or customer service values."
9. Very poor customer service.
10. Terrible customer service, do not show up for appointments and do not return calls.
11. Ancient equipment, bill always going up, lack of features
12. Poor customer service and responses to service outages. Continuously made me come to their service center to change out their defective modems instead of onsite service as part of their installation.
13. Rapacious business practices, near-constant rate hikes, deceptive practices re 'specials.'
14. Horrible customer service. Horrible internet. Prices kept increasing
15. Spectrum overcharges for terrible service, including but not limited to actual provided signal / broadband and customer service regarding. Lincoln should consider taking more of their pure profit through fees and regulations unless they improve their service standards.
16. Just horrible prior service with Time Warner, glad to have (finally) other options. Spectrum was better, but such bad experience with TWC. Really like Allo.
17. Their internet service was too slow for the price.
18. More expensive - always offering specials that expire and price doubles - aggressive sales and marketing
19. Constant problems with interruptions of service.
20. Poor reception. Could not watch TV without it freezing up all of the time
21. Internet speed
22. Quality, pixilation, slow equipment updating by Spectrum...didn't address the problem until customer was fed up and moved on to their competitor
23. Tired of the cable freezing up.
24. We got tired of its marginal service and regular increases in cost.
25. Your survey doesn't account for my situation. I subscribe to both Allo & Spectrum. My homeowner's association provides the Spectrum subscription. I would not otherwise have Spectrum.
26. Allo had much faster Internet service speed for same price
27. Speed of signal

28. They play games with your billing. Always calling in to get on a "plan" which would expire and bill would go up \$100 or more.
  29. Bad service
  30. Not able to talk to local person
  31. Their customer service was terrible... My internet was constantly having problems. they're building was always a prob.. Never again
  32. They are the worst company I have ever had to deal with in my entire life. I can't think of a single good thing to say about that company.
  33. Way too many channels we didn't watch
  34. Poor customer service
  35. Very poor customer service.
  36. They're trash and they know it.
  37. Lousy service and poor customer service.
  38. They are terrible
  39. Internet speed
  40. Had to reset the modem weekly due to slower speeds
  41. fiber optics vs. old cable wires
19. For what reason are you "Dissatisfied or Very Dissatisfied" -- that is, what could your cable provider do **better** to make you **consider** a more positive rating?

**Spectrum First Mentions (N=218)**

- i. Other, specify (N=78) 36%
1. Cost to high- reliability - selection of channels in packages
  2. Lower the cost!! stop offering varying rates. My friend pays less for more services (or did before I dropped channels.) Stop raising my rates every year, without notifying me first.
  3. Cost too much. For what you get - would be happy with a basic service. Will be getting rid of Cable TV
  4. Offer more of the Public Televisions options - "Omaha Local News Channel
  5. Upgrade hardware. Old technology. Hard Drives? Have to reboot all the time
  6. Local telephone contact, local techs to report problems, cheaper prices for not totally satisfactory service
  7. Engineering and technical services seems to be substandard/ tuning seems to be disconnected between cable and TV often.
  8. Connectivity sometimes show 2. Phone lines are not clear
  9. Lower the Cost. Instead of breaks for New Customer reward. 2. Lack of God programming. Dependability of that service will be trouble free.
  10. The Bill is too high
  11. Internet isn't performing at the speed it says it would be.
  12. From Jan 2018 to Jan 19 bill increased \$445 yr
  13. Better customer service. No published local customer service number. When I do call, mechanical voice says to report problem via website. This is impossible to complete, due to no internet service.
  14. Not very accessible for the deaf and hard of hearing in customer service
  15. Easier/faster setup for DVR box & BETTER internet & WIFI

16. Highly suspect that Spectrum throttles internet rates for various (separate) web-based applications. This is absolutely unacceptable, and until recently ILLEGAL.
17. Pricing to get the channels we want is outrageous. There should be incentives to KEEP customers for more than 5 years.
18. Rates AUTOMATICALLY increase UNLESS you go to the office annually.
19. App is problematic
20. Pictures pixelate frequently
21. Don't need repeated channels
22. Provide access to local Omaha broadcast (especially NBC) channels
23. 30-day vacation hold policy
24. Too many stupid channels, problems constantly with the new boxes, and NO OMAHA NEWS Stations!
25. STOP throttling internet speeds. Max speed should be the standard and no "pay for increase in speed" options should exist
26. Costs need to go down for TV and Internet bundles
27. Poor signal for local channel
28. Better HD feeds for NFL games
29. Too many problems with cable not working. they can't seem to get it fixed
30. Unlimited number of boxes per household
31. Less internet issues
32. No longer able to receive Omaha stations
33. The Spectrum button controls are slow to respond 5 to 15 seconds.
34. No Omaha channels
35. Poor quality broadband
36. I bundle TV, phone and internet and still pay \$160 a month. Also, I get a lot of digital break-up in the TV picture and the first solution Spectrum suggests is to re-boot. I'm tired of that! In addition, I'm paying for A LOT of duplicate channels based on the package I have. I had to take those extra channels just to get the one or two channels I really wanted. One more thing...When I change channels the delay is terrible. I get a black screen for at least 5-10 seconds; sometimes nothing at all.
37. Availability of KETV
38. Time Warner seemed better, since Spectrum always having to reboot the system or something is wrong, I am fed up and am looking at Allo
39. Inconsistent internet speed
40. Have to re-boot cable box several times per week.
41. Company is allowed to rip people off for trash they do not want. Cable boxes should be outlawed.
42. Cable/internet service in Lincoln had gotten out of control. The severely poor services we receive reflects the elected officials in Lincoln. They are the ones who put the customers in this boat by choosing these loser cable companies. The public deserves excellent service...go find it.
43. Those idiot boxes we are forced to have to watch any tv
44. There are many choices but I have service issues. Most local channels are broken and unwatchable since the system went digital last year. Spectrum has been unable to correct this. All fixes fail again after a few days. On all

- channels the audio lags behind the picture. Have had service men to my house to fix, they cannot find anything wrong with my home installations, and the lagging audio persists. I hate the people that you talk to on the phone about problems are all out of state and probably have no clue where Lincoln. Operators have told me they are also in charge of complaints from New York and Texas so you can imagine how little attention Nebraska problems get.
45. DVR has to be replaced too often and we lose everything we had recorded
  46. All-around bad service, from internet dropping to cable tv not working, bad customer services, and waiting days for repair crews to fix the issues. I've spent too many hours on the phone with spectrum customer support. Turning on you tv should be a simple task! Spectrum sucks! The city of Lincoln needs options when it comes to a provider for internet and cable tv services! I pay a lot of money each month to have Spectrum be nothing but an irritation to me. We also need to have the ability to select what cable stations we want. I pay for stations in my current package that I never watch and don't need.
  47. The continual increases that Spectrum puts on its customers in order to pay for them over the top television advertising is terrible. We just had ANOTHER increase in our set top boxes which became a requirement for ALL TV's to have in order to have cable TV in the home. This was Spectrum's way of bilking customers for more money. And they continue to increase the cost of these boxes!! It was too bad that when they went to this forced purchasing of set top boxes for every TV, that the city of Lincoln did not have a say in that decision!!
  48. Improve quality! Sound does not always sync with picture.
  49. Employee attitude/service seriously diminished since change to Spectrum.
  50. Generally low-quality audio/visual
  51. Better service
  52. Billing issues since Spectrum UNNECESSARILY CHANGED equipment. Was left without service due to uninformed subcontractors. Billing issues took 3 months to resolve and last 6 months they are overbilling again. Accounting problem occurred due to subcontractors changing equipment, then reverting, Spectrum now no longer recognizes 22 yrs. of loyalty. Looking to change to different provider as I can no longer deal with incompetent people many states away.
  53. Give the number of Mbps that we are paying for
  54. Local reception on HD channels have become horrid. Awful to watch due to cutting out.
  55. Put Omaha 7 & 6 back on and get rid of Kearney and far right crappy tv news
  56. Cost of cable boxes and no competition as Allo still doesn't have a competitive issue
  57. Less issues with streaming services
  58. Want the TV to stop slowing down and show a pixel picture.
  59. The local non-Lincoln stations (CBS, ABC, NBC) should be the Omaha stations and not the Tri-City (Grand Island, Kearney, Hastings) stations. We are 90 miles from the Tri-Cities and only 45 minutes from Omaha. Omaha is local and affects Lincoln. The Tri-Cities do not. Also, the television

- reception from the Tri-City stations is terrible and goes out/freezes frequently (i.e. in an hour probably about 15 times).
60. Horribly glitchy cable boxes -- constant problems!!
  61. Get rid of the required box for each tv
  62. Less technical issues
  63. Changing rates after 12 months
  64. Want Omaha channels (3,6,7,9) all in HD!
  65. Horrible customer service
  66. Cost
  67. Constantly having to reboot the box
  68. Have customer service reps at location more knowledgeable about available services, more locations to pay bill in person.
  69. Customer Service
  70. Too many channels I pay for are ALWAYS unavailable
  71. I went outdoor to take the equipment back today but I have no car
  72. Or signal in our house that they can't seem to fix
  73. Prices keep jumping around, hidden fees, terrible service, the list goes on.
  74. Too expensive
  75. The service is completely unreliable: TV, Internet & Phone are prone to going down MULTIPLE times a day. There have been no results from complaints other than to "Reboot, reboot, reboot." Unfortunately, that doesn't work, either.
  76. \$5 charge per tv set for digital box PLUS \$5 per tv set for digital service. For 2 sets that is \$20 per month on top of the cable service and taxes. For me that is almost half again on top of my cable service just for digital. Without digital, I don't get service. I am retiring in 2019 and don't think the super basic cable is an extravagance but \$20 extra per month IS!!
  77. Constantly buffering, internet so slow, cable streaming is horrible
  78. Continued poor picture quality - pixilation and poor service
22. For what **reason(s)** have you **called** your cable provider during the past year? (check all that apply)

**Spectrum N=275**

Other (please specify) (N=41) 15%

1. No Picture / new remote not programmed
2. To setup new digital box
3. A computer Wi-Fi problem
4. Needed help hooking up a different TV
5. DVR/Internet issues
6. Channel outages, video/audio out of sync
7. Could not get cable and TV turned on at the same time.
8. Internet Connectivity/ T.V. Connectivity
9. Request to solve problems are not always solved. A person just lives with things the way they are, which doesn't make me happy for what I pay.
10. Moving

11. WI-FI problems involving TV and printer
12. "pixilation and sound interruption. On line help was robotic and same as online help. Disappointing."
13. Fix the line supporting area
14. Why is customer penalized if only one service is required? Why are "bundles" allowed? They are more expensive overall. Also, get rid of internet "throttling" the speed should be at the max speed all the time. Company should not be able to "pay for speed"
15. Request lower rate.
16. Trying to lower my bill. New customers get better deals that aren't available to long term customers. In my opinion they should forget the deals and just offer more reasonable rates for everyone. Most people want internet and tv services and shouldn't have to be gouged all the time by the providers in Lincoln. Pricing and TWC gradually increasing your bill, like you don't notice, should be against the law.
17. Not able to get what the guide says is supposed to be available
18. Each time a technician comes out they have a different reason for why the same problem can't be fixed. Thinking about changing to Dish.
19. Have called spectrum several times to try and get the rates lowered. So far, no success.
20. App problems
21. PRICE!!!!
22. Out of the blue, the remote will stop talking to the TV. It has to be reset based on the model of TV.
23. "WE HAVE HAD TECH'S OUT 7 TIMES THIS YEAR. PROBLEM STILL NOT SOLVED. THEY HAVE BEEN HERE AS LONG AS 5 HOURS AND AS SHORT AS 20 MINS."
24. Needing to move service to a different address.
25. Remote control programming
26. Trying to negotiate a lower monthly bill. They routinely raise the rate with little or no explanation and will not consider negotiating to lower your bill without losing part of your package.
27. To set up a new box
28. The cable service has consistent poor picture quality with local stations, lagging audio. I now ask for discounts for days I do not have good service. They have to take to a service but I have gotten some discounts after doing a crazy person act with a supervisor. I have had service persons to correct the problem. It works for a few days and then it is back to the disrupted service. Cable service guy did reorganize the outlets on my home panel, but that did not stop the problem from recurring. I would also like to get away from having to subscribe to channels by bundle and only order channels that I watch. They could offer something like so many channels for a flat price, in tiers, and then you pick what you want. On Demand could be a separate fee. It's a digital system. Isn't that being computers are supposed to be able to do.
29. I've called them so many times throughout the last two years. I've even had customer service representatives tell me I don't know what I am talking about when I am looking right at my television as it's in a state of being froze! They also say they'll call back and they never do! Everyone I've ever talked to about Spectrum is very dissatisfied with this company and its service!!



30. No local customer service to speak with anymore. Really a problem.
  31. "Moved & needed to start service at new address. Questions before having service regarding price-shopping"
  32. Billing rates
  33. Wish that Lincoln offered NBC out of Omaha instead of Hastings, this is more local than Hastings is.
  34. The phone rep signed me up for extra dvr stuff and an internet modem which he then said I needed to return bc he "had to" leave it. The bill for the change in service was incorrect and needed to be corrected/renegotiated
  35. To lower my bill.
  36. Problem with DVR
  37. They over charged me for 18 months and instead of refunding me I have a huge credit that will take me forever to use
  38. I have phone service but don't use it. Have it ship it off because of all the marketing calls. Spectrum says it would be more expensive to get rid of it, .??
  39. Internet Was Flaky
  40. Losing ALL services (phone, TV & internet) due to digging contractors hired by City/Allo for fiber upgrade. We've lost all services multiple times in the last 12 months - we meaning our entire neighborhood block!
  41. Slow service
31. On which channels do you most frequently experience picture clarity or reception problems?

**Spectrum N=148**

- 4
- 6 (2)
- 7
- 8 (3)
- 9
- 11
- 12
- 22
- 43
- 56
- 10/11, Disney, Hallmark
- 11 and/or 8
- 11, 8
- 11,22,23,56
- 12 (NET); 11 (KOLN-KGIN); 17 (NET World)
- 12, 56
- 18 - Fox Network, 6 - NBC, 8 - ABC
- 2 different channels lost sound
- 22, 56, 59, 66, 4 many
- 27,45
- 34, 6

- 4 thru 22
- 43, 45, 46, 130,132,
- 45, 55,59, 63, 22
- 480, 403
- 50 & 56
- 50 to 75 channels
- 6 and 11
- 6 NBC
- 8 and 11
- 8, 10,
- 8, 11 (3)
- ABC
- Above 22 - These boxes have never been able to resolve for very long
- All (29)
- All Digital channels
- All especially local
- All of them, but mostly the "local" channels that aren't local (6, 8, 9, 11). They consider the Tri-Cities, which are 90 or more miles away local and don't consider Omaha, which is 45 minutes away local. The signal from the Tri-Cities stations frequently have issues.
- All on-demand channels.
- Animal planet most, but all channels
- Bravo, HGTV, food
- Broadcast networks, sports channels
- BTN
- BTN 24, Fox 18, ABC 8
- cannot remember
- CBS Channel 1209
- CBS, NBC
- Channel 11
- Channel 6
- Channels 1 - 22
- Channels between 100-300, mostly kids' channels
- CNN
- Depends on what set is being used, but local channels, cable news channels are worst affected.
- Every channel.
- fox 42
- Fox News, ABC, etc.
- Fox, NBC, others
- Half of them
- Hallmark Channel Fox News Local channels
- High def
- I think it was ABC, CBS but not sure

- I think it was channel 8 was hosed for hours one day. Called my sister and it was to see if it was just my cable, she was having the same problem.
- It seems to rove the channels but TLC a lot
- It varies. Keeps saying "please wait". Also, on some channels sound cuts out. Channels between 40-50.
- It varies
- KOLN/KGIN
- local and some of the movie tier channels
- local broadcast channels: channels 10, 8, 6, and NET channels
- local CBS
- Local channel 10/11
- Local channel CBS Channel 10/11
- Local channels (6)
- Local channels 6-18
- Local channels and HGTV, channel 59
- Local channels, Fox News
- Lower channels
- Lower tier channels (3-75
- Lower tier channels. Local channels
- Mostly local news
- Movie channels, i.e. HBO, Cinemax
- Nat Geo
- NBC (Channel 6) (2)
- NBC stations
- Networks
- Never the same ones
- Omaha stations
- On demand movies purchased
- One set top box did not receive any signal so all channels
- Our issue was a pixelated picture coupled with sound issues. It occurred twice this past year. On both occasions the appointment was missed. The issue was finally resolved and has not recurred since.
- QVC
- Random people
- Recently channel 10/11 had sync problems with audio-visual, picture freezing or intermittent, sound on channel 141 consistency lower than other channels.
- Reception
- Several (3)
- Streaming services
- TCM
- The channels I watch are 8, 11, 27, 38, 65, and 73
- The majority of channels
- Too many to remember them all.
- Upper Channels
- Upper tier

- Varies (3)
- Variety, primary 11
- Watching husker sports. not cool
- When problem with pixels or pausing all channels effected

54. Is there anything else you would like to say about Spectrum's service in your community? (N=853)

Other Mentions            47% (N=400)

1. "The cost is getting to be prohibitive, way too expensive! Spectrum tells us that cost are going up to provide programming. They forget to mention that their CEO makes 2.5 million dollars!!! We get several hundred channels, about half came in regularly the other half are dark, black, or lines go through screen. We cannot get local channels except their ads come through perfectly. We have new TV and new box. All new equipment. The outside line into our house is very old, stretched and hanging down half way to the ground. LES (from SPECTRUM) told us we need new lines outside. We have spent years trying to convince SPECTRUM that the line is very bad. We have not been successful.
2. "Need more options. For these services, price for these services continue to climb every few months it seems, contract in last 18 months increase \$145 to \$195 - went digital and had to have set top boxes for any TV. Lost phone service (landline) for Appropriation 1 week
3. I get charged for my router - have had it for 10 years - have I not paid it off already?! I miss the pre "digital" cable - could get cable on all TV's without extra charge - quality was fine. Spectrum over charges for everything. I will only use internet in January
4. I would like to be able to select shows that I like for my cable package.
5. I would cut the cable if I had access to high speed internet only. Cable costs too much.
6. I would like to not have satellite service as there are weather related problems with satellite. However, Time Warner (which it was when I had it), provided poor service, the one tech was rude and when he left, I ended up with no Working TV. Their service center lied to me, always tried to up sell me, wanted my account info when all I wanted was the hours of the service center. All the services are too expensive, you get a lot of channels you don't want, to get the ones you do. They should give you a chance to design your own channel packages. I was going to go to Allo for internet, but because they messed up my yard 2 years in a row, left holes uncovered or marked and did not tell me about them, never apologized, and have put part of their cable on my land - not in the basement. I choose Windstream. Time Warner internet had to be rebooted about once a week. They were rude about it. I would end up rebooting it once a week myself. Consumers need more rights with cable, satellite and internet companies. Direct TV is friendly and try to be helpful. They are expensive.
7. Had cheapest internet with Time Warner \$14.99. This year Spectrum raise to \$19.99 stating they could not do TW price, in November 2018 another \$5.00 hike, so in one year \$10.00 hike, to \$24.99. Too much!

8. I'm a huge believer in Net Neutrality - things are only going to get worse in terms of cable due to the Trump administrations gutting of Net Neutrality.
9. Allo keeps advertising in my neighborhood but says I can't be connected yet. When I called to get service over a year ago. Even more bizarre is that they dug in my yard 2 years ago.
10. We are blessed in Lincoln to have a choice of three broadband providers and gigabyte services plus Lincoln is one of the top 100 GASD internet markers in the nation with an average speed of 87 MG/sec since Allo came to town.
11. Spectrum is awesome, Windstream is pathetic
12. Cable TV likes to show too many stupid dumb, garbage commercials
13. It's too complicated, Like Radio TV should be free
14. They increase cost every few months. Cost of new digital boxes keep increasing. Never any warning until the bill arrives. Passed a rule that only my husband can talk with them. My home was just dropped off even though I have written all the checks since the 70's (new rule within the last year.) I spent 35 minutes and 3 reps to discover this on 12/10/2018. Wanted to discuss new bill increase of \$9.62. At the end of the 35 minutes I was told they would only talk with my husband since his name is now the one on the Bill. The only thing they seem to want is new customers. Once you are with, they don't care anymore! Less programming and more cost. We have lost channels.
15. Was thoroughly disgusted with aging cable lines not being replaced, ever upward prices since there was no competition. Very pleased when Allo arrived
16. I used to think that it was lack of competition that caused the pricing of Internet services to be exorbitant but now I know that it is just Lincoln's way of allowing their citizens to be gouged by anyone with enough clout (or kickbacks) to ignore healthy competition and just overcharge regardless of which company.
17. Since there are so many options for internet viewing, I really don't know why anyone subscribes to any television service
18. It would be nice to have a more reasonable cost. The cost of living expenses has been skyrocketing, including telephone and Internet services. It isn't within a lot of households means to subscribe to all these services, even if there were discounts to have all of them together. The Internet broadband speed is preferable, especially 50 MB or higher. You can watch anything off the Internet and subscribe to other TV programs (Amazon Prime, Netflix, Hulu and the likes for a much cheaper rate.
19. "We have gone to streaming through internet. We have had Spectrum, Direct TV, Windstream - everything - customer service is lacking in all of them and cost is ridiculous.
20. "The rates are too high for the service. Our Internet is faster with Allo but we get so many channels we never watch. I wish there was a way to just get the channels we want
21. They need to listen to what their customers are telling or complaining about and take action to resolve. Just don't tell us they will improve or resolve problem to make us feel better and then do nothing.
22. I am annoyed there are not more budget minded options for TV and internet service.
23. Prices are definitely out-of-line and outrageous! After the increase just received, I will be cancelling service with Spectrum within two months.

24. The cost is outrageous and there are only a couple companies to choose from. As consumers we deserve more. We pay way too much for very little
25. Cost is too high for quality of services, both internet and cable reception.
26. Customer service SUCKS.
27. Ever since Charter purchased and assumed operation of Time Warner Cable, the quality of service provided and customer service has deteriorated to unacceptable levels. There is no local telephone number for customer service. The times I have called customer service, the customer service representative has not made me feel like a valued customer. Each time, I felt as though the customer service representative was pressured to end the call quickly, even if the issue was not resolved. Also, I am tired of the long wait period. The hold message is very annoying. And, the suggestion to report my issue via the Internet is totally ludicrous. Since the cable and Internet go down together, how can I report the issue without Internet service? Quarterly, the City of Lincoln needs to review Charter's log of customer complaints, service, etc. to better evaluate the degree of customer service. The City of Lincoln cannot and should not merely rely on unverified data from Charter. If Charter wants an exclusive contract with the City of Lincoln, Charter needs to prove it is worthy and operates in an honest and responsible manner, with customer service in the forefront.
28. cable company needs to be more responsive to the needs of the disability community and specifically the deaf and hard of hearing community
29. All the companies have ridiculous pricing. There has to be a limit. Omaha services aren't this ridiculous, according to family that live there.
30. I would like to be able to pay for only those channels I actually watch
31. Would like other cable companies in Lincoln.
32. I just recently will be paying more for my service. I think 157.00 is too much to pay for what I get so will be going to streaming.
33. Lower the rates on everything
34. Offer rates for Senior Citizens
35. Glad Spectrum (TWC) finally has competition, affording more choice for consumers.
36. We need more options with companies that actually CARE about their subscribers
37. The cable company pulls you in with this great rate than a year later you bill has doubled maybe even tripled. I tried to lower my bill several times but it goes down \$5 or \$10 dollars. Then next month they increase it \$20 dollars next month. I will be cutting the cord this year unless the cable company can be comparable to Hulu, Sling etc.
38. There seems to be a lot of issues with every single television service provider. I am not sure why that is.
39. Prices are outrageous and for no reason they all keep raising the rated. No explanation and we are stuck footing these bills
40. " It seems that during the transition of Time Warner to Spectrum, specifically in the City of Lincoln, that interruption of service is the norm. I've talked with many of my neighbors and co-workers who have had these same problems. Spectrum can't explain these service interruptions except to say, ""It's probably hardware related or an issue with wiring inside of the home."" Spectrum's pricing also continues to increase making it a less desirable choice as a provider. Due to these ongoing issues our household has dropped Spectrum TV service and opted for streaming services instead.

41. "it is way too expensive and I want Channel 7 (Omaha News station) back
42. Cost for me is way too high, friends have same package and number of boxes that are now required for each tv set, which I think is just their way to get more money out of us, and as my friends go who live in other parts of the city pay 50-70 dollars less per month than I do and all services they and I have are identical. Also, when I have lost service due to declared outages or upgrades thru signals from them to their boxes that don't take and I have to switch out boxes myself just so I can regain service again. why do they continue to charge us for the full month when they know we did not have service during those times? ALL THEY WANT IS AS MUCH MONEY AS THEY CAN GET OUT OF US WITH NO CARES ABOUT HOW IT IMPACTS US, THEY CONSTANTLY RAISE PRICES WITHOUT NOTIFICATION OR ANY GOOD REASONING FOR IT!!!!!!
43. I am disappointed that Omaha news/stations are not carried by local cable provers- I do not care at all about Hastings/Kearney/Grand Island news.
44. "Having other providers in the market has been a relief. I with the local/educational channels in Lincoln were available as a Roku channel."
45. I'm glad there is no longer one non-satellite option.
46. Pricing is tremendously high and programming package options too limited. Should be regulated to lower consumer costs. I don't mind paying a fair price for what I use, but telecom greed needs to be challenged.
47. I have been repeatedly disappointed by Spectrum/Time Warner for cable and internet. I used Internet Nebraska while it existed and now use Allo. I'm happy with Allo.
48. Bundled channel packages that I never watch will continue making me watch Netflix or catching up on television shows a different way.
49. The entrance into the market of Allo has forced everyone to become more competitive on service offerings and pricing. Has been good for consumers overall.
50. We are unable to get a good fiber optic cable because it is not offered in our area. We are located in the City of Lincoln. Do not understand why we are not considered when fiber optic is installed.
51. Spectrum needs more competition so they will be more focused on good customer service. When I complained about my service, I was told that if I wasn't happy with my service, I was free to switch to whomever else I wanted to use. So, I did.
52. My family does not have cable any longer. We are very happy using internet television. I'm certain that we will never subscribe to cable again. Unless cable vision drastically changes and moves into modern times.
53. I'm thankful there are options and we are currently investigating one which will more adequately meet our needs at a much more reasonable cost.
54. needs to be more competitive in pricing and package offerings.
55. Cable TV in general is too expensive, dish is expensive, internet is ridiculous. Cut the Dish last year and haven't looked back. Home phone is next.....
56. Allo had been fantastic to deal with. Their customer service is excellent and you very seldom need to call them because there are no problems!!
57. Make sure that competition continues. Monitor charges. Encourage less expensive service.
58. Get someone cheaper for cable and internet. Spectrum is some pimps taking peoples hard earned money and providing lousy service.

59. Have complained locally. Sent letters to spectrum South Carolina office and now state attorney general. Gets noticed but nothing happens but a lot of phone calls. Then the rates go up.
60. Please get rid of the cable franchise with Charter Communications/Spectrum because they are not in the best interest of Lincolniters, as they screwed us over by raising the rate on internet alone from \$45 to \$65 monthly, which takes a large chunk of our money. Their customer service sucks, their speeds are not as advertised, and goes down frequently. I am waiting for Allo to come to my place. Please follow the idea of the State of New York and not let them do business in Lincoln. They also need internet plans for low income residents.
61. Too expensive, internet and free air is good enough for my family of 7 with no complaints
62. "EVERY TIME WE TURN AROUND THE CITY AND ITS REPRESENTATIVES ARE IMPOSING NEW OR HIGHER TAXES AND/OR FEES (""FEE""; DECEPTIVE WAY OF IMPOSING NEW TAXES WITHOUT SAYING THE WORD), THE CREATIVITY OF THIS PROCESS KNOWS NO BOUNDS. EXAMPLE: \$3.00 ""TEMPORARY"" WHEEL TAX; THIS HAS GROWN INTO A \$111.00 TAX OVER THE YEAR AND WE DRIVE ON LOGGING ROADS AND ""TEMPORARY"" NEVER EXISTED. POINT BEING, WE DO NOT NEED ANY MORE GOVERNMENT REGULATIONS TO DRIVE UP THE COSTS! LEAVE OUR TELEVISION ALONE! "
63. The representatives of Spectrum aren't consistent with their costs, channel packaging, which feels like dirty business practices. I am given a quote regarding channel packages in the morning, while a neighbor is told something completely different a few hours later. They need to be more honest and consistent, be more subscriber-centric.
64. I didn't know where the local channels went after they went off the lower numbers, 5 and 10 I believe. I haven't watched them since then. I thought they were gone. I did not see the changes posted anywhere.
65. All cable companies are behind in the times. Customers are tired of the big channel companies negotiating deals with the cable companies and past the costs onto the users. They will be the next Blockbuster, gone. Also, more people are going to antennas again to get the local channels for free.
66. "TV services are too expensive. That said, cable is probably the best option. The best solution would be a service much like pay per view. Offer 200 channels, recording or on demand, I like my Allo service but am looking at cable because of the expense. (\$168.00 a month is terrible!) My guess is when I call Spectrum January 2, the fees and costs will align with other local providers, forcing me to pick between ""hot sticks and Netflix"" "or decent speed for internet service. I, for one, will pick the fastest internet service and use my 2 smart TVs more wisely. This will leave local programming out. Very sad. Good thing there are so many apps!
67. "When using Spectrum Services aka Time Warner, my bill for internet and tv went from 85.00 to 134.00 in 4 years. Every time your promotional rate expired you had to deal with their person whom were less than cordial and get different answers from different people. The final straw was the notice of internet increases starting in I believe the Nov 2018 billing cycle stating that internet would increase from 54.99 to 59.99. I checked back on the previous statements for 10 or 11 months and was



- already paying the 59.99 and I was supposedly on a promotion during this time period. I am not the only person who has experienced this issue. As far as the internet services, I have never received the speeds I was supposed to be getting, but they don't tell you that due to other subscribers on the line your speeds may be slower. I could as I'm sure others have go on, and on, but I pulled the plug on spectrum as I know others have and maybe in the future you won't have to ask if I/we have ever used their services because they won't exit. Terrible, Terrible, company. I switched to Windstream and my speeds are as advertised and more. The tv threw Direct is crisper, clearer, and you don't have to deal with someone overseas when you call them.... Ok, I'm done.
68. "Spectrum and Allo are both way overpriced. Even getting basic is an enormous price. I know in other cities and states their cable is incredibly cheaper. Also, they have monopolies so they can choose the best for them. Lincoln made a price gouging deal clear back when it was cablevision and they have been gouging ever since.
69. "we are happy with our internet service with Allo and stream all of our television via internet except for public broadcasting for which we use an antenna
70. I'm disabled unfortunately & I'm on a fixed income & its real difficult to fit cable TV into my budget. Perhaps there are options that could be available for fixed income.
71. Rates are too high, considering inflation. The last increase was especially steep. I also wish they would have at least one Omaha TV station in the lineup, such as WOWT for the NBC affiliate instead of Hastings. People here are more interested in events in Omaha, news, sports, recreation and shopping than they are in Hastings-Kearney-Grand Island, unless they have some personal ties with central Nebraska, because of distance alone. We received Omaha stations for years, both via antenna and cable.
72. I do not use ALLO, but I was not happy with the way they conducted business in the community. I was very displeased to walk into my fenced in backyard to find someone had dug up and spray painted my landscaping with no prior notice. I do NOT appreciate someone coming onto my property and especially a fenced in backyard without prior notice, I feel very violated by this action. I did make a complaint with the company as well.
73. I feel cable needs to come up with some type of service that will allow consumers to pick which channels they want at a low cost. Basically, just pay for what they watch. For instance, we switch to Hulu live. It only cost us 50 dollars a month for unlimited devices.
74. The cost of service is too high.
75. It should be more affordable for people with low income households. Or elderly and disabled
76. the prices are too high and confusing.
77. I don't use it now, I won't ever use it again.
78. The cost has gotten out of hand and the service/programing has gotten worse
79. Please help make it affordable.
80. taxes and fees are way too high on this stuff...as are taxes and fees on cell service
81. "Dish TV is far superior to all others, DVR records 7 shows at once. auto records local channels. very little issues with service, best pricing and customer service over Time warner.
82. "Used to have DirecTV. It was better than what Allo delivers.
83. They are all too expensive

84. Spectrum has no respect for its longtime customers. We will be moving our internet to Allo within the next 2-3 months.
85. it's a scam, overpriced, poor quality offerings (content), using a box is not convenient
86. Spectrum is a bad monopoly for Lincoln and all of Nebraska. I welcome Allo with open arms.
87. The cost is the main reason. I went to a roku and tried to return my boxes and they told me I had to have at least one box in order to still have cable. Rip off when they charge for the boxes.
88. better options on plans (contracts)
89. Concessions have been excised from providers to pay for community access programming and production. I hope that concessions will continue or be brought back from all providers to fund community access programming and production.
90. It is ridiculous they our local/broadcast NBC station) KSNB) is located out of the Hasting/Kearney area. Lincoln is closer to Omaha and share more common interest between the two than does Lincoln and the Tri-City area. The NBC station on Lincoln's Spectrum/Charter provider needs to be WOW-TV out of Omaha.
91. Pricing continues rise with all talk about better services which I never seem to see. Also tired of paying for way too many channels that are never watched. Their attitude is and has been quite simple, take it or leave it.
92. Love my ALLO service. It's really disappointing that Spectrum and Kinetic weren't interested in providing advertised speeds, let alone reasonably priced speeds until they had competition from ALLO. For-profit monopolies are not a good thing.
93. "We need to have the Omaha News Stations! This is unbelievable that we can't get one Omaha news station since many commutes to Omaha for work and activities. I don't care what is going on in Kearney or Lexington or whatever news is now on Channel 6. We watch only about 4 stations consistently and don't need 100+ channels just to watch the 4 we want. We are considering an antenna again so we can get the Omaha news stations again. Lastly, the recent installations of the set top boxes have been a nightmare for me in assisting my 90-year-old Mother. I get calls all day at work because she has ""no TV"". I can't tell remotely if it's something she is doing or the box? I don't understand how any seniors around town are watching TV."
94. Wish won't bundle. Wish could get fast internet for less than \$50 without b
95. Communities are built on trust and mutual support. Cable company should be providing a service to community. Company is making profits and providing less and less "service" to community. For example, "pay for speed" options should not exist. Speed should be as fast as possible all the time. Information and knowledge exchange are required for communities to thrive.
96. Come on! It's the Price! My cable bill has doubled since Spectrum bought out Time Warner. I am scheduled to switch to Allo on January 10. Internet only...the antenna is installed in my attic and the local stations come in fine. The rest we will stream in off the internet. I'm retired and I really don't want to mess with the streaming etc..... BUT almost \$200.00 a month for TV and Internet you have to be crazy! The best part will be .....in a month or two Spectrum will offer us a "Discount Package" to get us back...not this time! Hey, thanks for listening! :-)
97. I am not happy that we cannot get Omaha news KMTV etc.
98. "When we had Spectrum, we had all kinds of issues with static on both TV and phone. they could never resolve or weren't interested in resolving the issue. With

- ALLO we have never had an issue with static and we do have a problem they are able to solve the problem immediately over the phone. they are very responsive. The only problem with ALLO is that we are unable to get public access channels, e.g. church services. My uncle recently moved to Gateway Vista and was very disappointed that he could not keep his ALLO account."
99. We, as a city, should have free internet services (tax supported), it is such a vital importance to all of us, and it seems it is more important than many things we use today. Taxes will be the biggest concern for all, however. But the benefit to the community will be so much better off. With that, taxes are still extremely high even with Allo, Time Warner, etc. Some surcharge for just the collecting of the tax due. That's ridiculous!
100. Time Warner's customer service is awful. I can't wait to end my service.
101. Cost of service for low income and Elderly is much too high for them to afford the service when on a budget
102. Prices are getting outrageous.
103. Please require the price to be more reasonable. The cable fees in Omaha are significantly less than they are in Lincoln, and nickel and diming us to death (i.e. charging a fee for every little thing) is stupid. Lump that all in the monthly charge, and make the monthly charge reasonable. Thank goodness for over the air and streaming!
104. Spectrum went from \$100 a month for internet and basic cable to \$150 a month for the same service. I cannot afford to pay that. thank you
105. The fees are too high; and much of it is the tag on for local services. This approach should be examined, particularly in view of the amount of property tax that are assessed.
106. Pricing is the BIG thing
107. Spectrum advertises too much to internet-only subscribers, I am going to switch to Allo when it is installed in my neighborhood since it costs about the same for the same service but less if I go with a slower speed.
108. We had Dish Network for years, but when we moved in April, we decided to go to internet only because of cost. Allo internet was just installed into our new neighborhood and has great bandwidth with lower price than cable or satellite.
109. Spectrums customer service is very good. On the guide, it has repeated channels.
110. It's high time that the City of Lincoln hold the current internet/cable/telephone providers accountable for better customer service and competitive cost structure. I would prefer an ala carte cable TV programming option.
111. Spectrum was getting expensive, each box cost extra and the price was not going to get better. My TV kept going out and I'd have to reboot. I have antenna and it is GREAT! Great reception much better than cable. I cannot get all of the football games but I have a radio or can go to the sports bar or family and friends if I can't live without football! Now I have FREE TV except for the Hulu and Netflix that I get off of a family plan. I just give the some \$ once in a while to cover the costs.
112. We chose to discontinue cable service in Lincoln because it's too expensive. We now receive some coverage using an antenna and the rest we get over the internet through HULU. These offer us MANY more options and instead of paying over \$200 a month, we now pay \$80 a month for HULU and internet combined.

113. "Too expensive!!! On hold too long when calling about a problem; talking to someone outside of the US that says they have been trained to fix cable/internet issues and they are either not fixed and/or made worse. Paying for channels I never watch; have to pay more to get the channels I do want to watch."
114. The cost is prohibitive compared to being able to access content through streaming channels.
115. Cable is too expensive and I likely won't subscribe unless a fully a la carte option is available.
116. broadband should be a public utility
117. Spectrum, Allo, and Kinetic are all very similar in what they offer content-wise and price-wise. We need more competition here.
118. They act like your unimportant to them, your just one. I don't think, that's good business.
119. It needs to be more affordable. I currently have a TV antenna and am supposed to be able to get local channels, but even these have poor/unreliable reception. Why can't we get some antennas around Lincoln that would help with the people who don't want to pay half their salary for cable and are trying to get the local channels?
120. It is way too expensive and too many channels. The providers give you decent rates to switch and then subsequent years, raise it so high the cost is prohibitive for me. DirecTV gives me a decent rate every year.
121. I got fed up with Cablevision/Spectrum continually raising their price.
122. There is so few options which makes it frustrating and limiting when considering a change. My husband watches tv the most with a wide variety of channels but is disappointed in how often he feels there is nothing really to watch even with all those channels. Our remotes work poorly and getting a new one does not change it. The problem with receiving channels 50 & 56 is not permanent - sometimes the picture is there then suddenly it isn't and will come back on while you are contacting them for service so how can they make it better if it is not an ongoing problem? They don't! So, it is on again, off again which is hard to watch & considering the cost of cable service can make one fume. I watch little tv, mostly news, weather and Husker fball & vball so am unhappy that channel 7 is no longer available to watch and very disappointed that I pay so much each month just so I can watch the upper channels the few times Husker games are on them.
123. "PRICE TOO HIGH FOR SENIORS. SENIOR DISCOUNTS WOULD BE NICE. CABLE IS GETTING TOO HIGH AND IS STARTING TO HURT THE BUDGET. BEING DISABLED, WATCHING TV IS OUR ONLY PLEASURE. NOT CAPABLE OF DOING MUCH PHYSICAL THINGS. WOULD LIKE TO SEE MUCH LOWER COSTS!!"
124. Too expensive for me.
125. Internet service is bad.
126. Too bad it got so ridiculously expensive. Like so many things anymore it priced itself right out of (my) business.
127. It's gotten better with more options. Still expensive. Not sure the city access channels have much use. What are the usage numbers on them? I can't think there are many viewers.
128. The price is outrageous

129. Why are our cell phone taxes so high? I cut cable and replaced with an OTA antenna. I like to watch your YouTube channel LNKTV. Much harder to cut my cell bill. The taxes are too high on the cell phones.
130. I never had issues with TWC with customer service. They went above and beyond. Then spectrum took over! HORRIBLE customer service (if you could call it that) I jumped on the Allo train as soon as I could! Much more courteous
131. Allo is an amazing company doing great things for Lincoln, including providing an alternative to the previous monopoly riding monster that is Spectrum. More support for Allo and more penalty for the terribleness that is Spectrum is my vote.
132. Don't watch these channels enough to comment on them.
133. they need to be more responsible to the problems their service causes people. When contacting them they just don't seem to care what is wrong with their services. need more competition in the city.
134. Until the community that I currently live in signed an agreement with spectrum I used an antenna for my tv viewing and then paid for internet. I was fine with that arrangement not wanting or being able to pay the high costs of having cable tv, but when my community signed the agreement with spectrum it did allow me to keep the internet and received 125 channels for less than what I was paying for just internet. Only time will tell if there is another price that will be paid for such a great deal for this lower income community. Like, slower than normal internet and tv speed, because buffering does suck. But so far so good.
135. The pain of bundled packages. Always have to threaten to leave to get a decent rate.
136. Our move to Allo has been the best moves we have made in years and have not has the billing issues we had for years with Spectrum/TWC. Now they are going door to door with pushy sales people that do not understand 'No'. Thank you for bringing Allo to Lincoln.
137. do not like the cable box required. with today's technology spectrum should be able to figure out the security without the box. If they can't, subscribers should not be required to pay monthly fees per box. currently use two boxes and it adds \$30 to the bill.
138. The idea of competition is to reduce the cost will making available a higher quality of product to the consumer. All of the companies offer horrible service and performance for similar pricing. When one raises the price, they all do. None of them really care about customers or their products just their profit margins.
139. Seems like there are hidden or confusing fees, like for the boxes you need.
140. It costs too much for what it provides.
141. Internet-based television provider plus roof antenna provides all the TV we need at a much lower cost. Admittedly it's a bit less convenient than having all TV come through a cable provider, but given Spectrum's terrible reputation and the cost of Allo, we're satisfied.
142. Price is too high for what you get, too many repeat channels
143. We need more internet and cable competition. The prices are way too high.
144. I would have stayed with Spectrum for my cable but the cost went up multiple times. I didn't want the land phone line for \$29.99 a month fee, but I couldn't remove it without paying more per month. I would prefer just to have the Internet and Cable package that cost below \$100 month.
145. Spectrum service has improved since Allo arrived in Lincoln

146. Spectrum service (Wi-Fi) completely sucks.
147. "Prices are too high. Since Spectrum took over TWC customer service has been better than in the past. I also think services have been more consistent "
148. 7
149. left over wiring hanging on light pole to the ground
150. "I live in a downtown high-rise condo. ALLO has refused to wire the building UNLESS the HOA has a bulk cable agreement with ALLO.
151. We consider ALLO to be in violation of their agreement with the city to provide services to all residents. "We can put up with the questionable service but we are very puzzled by the huge increase in the rates. In July of 2018 are monthly bill was \$138.94. In December 2018 the bill increased to \$204.14. We haven't made any changes in our service. We have been loyal customers for over 40 years and we strongly feel that this is no way to treat a long-time customer.
152. I realize that progress involves change, but the digging and destruction caused by Allo and subcontractors was beyond what was necessary and not well planned in my opinion. It sounds like there is a need for a second round if another company wants to add the same fiber. This is a concern
153. Glad that you made this survey available. I think wholesale changes in what is perceived as the value of cable television are closer than they are far away. That might change if cable providers moved to a "cafeteria" mode of channel selection rather than forcing people into a package. That business practice alone will ultimately be cable TV's undoing if it doesn't change, in my opinion.
154. This entire Allo process is very irritating! Having workers coming into private backyards and then them not even being able to communicate with you to ask questions is frustrating! We won't consider that company due to our frustration!
155. Restore Omaha KETV
156. "They should be required to give money to NETV so provide the top-quality programing, the historical documentaries, the archival of our American and Nebraska history. And I mean ALL of our collective history inclusive of ALL Nebraskan experiences. "
157. Cable television should be a managed budget item in every entity,
158. Allo has been the best by far.
159. It's way too expensive expensive!
160. way too expensive
161. OVER PRICED
162. Everyone always said Time Warner had a monopoly on cable in Lincoln as the only game in town, we thought it would get better with some competition...but that's not the case. Spectrum is more uncaring than even Time Warner was. We have ordered 2 Roku streaming devices and will quit cable and, in the Spring, will have Allo come out and connect us with their internet...and then leave Spectrum for good. Recommending this to everyone we can.
163. I used to subscribe to Time warner, but ever since they were bought out the customer support has gone out the window. For instance, they cut my internet due to a bad connection and took 3 days to come hook it back up after me yelling at them. Since I got allow, I had a bad connection and they had a service tech out in less than 45 minutes at 830 pm none the less. I pay the same amount for internet and am way happier with Allo

164. The Time Warner monopoly has gone on far too long. We should have had competing businesses a long time ago.
165. I
166. Spectrum is absolutely awful.
167. I've never subscribed to cable TV and I never intend to because it is such a garbage service and TV is available online commercial-free.
168. Spectrum has a horrible record with poor service and poor quality of signal. Please stop having a monopoly in the city and open it up!
169. The cable service in this town has been a monopoly for as at least as long as I have lived on my own (since moving to college). Due to a non-competitive market, service and prices are nowhere near comparable to satellite and fiber services. The city of Lincoln has been in Cablevision and Time Warner Cable's pockets for too long. Any hardship that they are facing can be directly correlated to their past business practices.
170. It is way too expensive! I do not have the recording or any extra and it keeps going up.
171. There should be a way that we only have to pay for the channels we WANT!!!!.... I don't need home shopping network channels, or 10 differ all day news channels!!!
172. I like the fact that there are finally other options besides Spectrum and am excited to give Allo a chance. I would like to see rates be a little lower than they currently are.
173. "Relevant and timely content with a minimum standard of production values is important. We also should govern what is aired and provide a facility to produce the content, if we are going to invest in it. I just don't see a lot of value in the local content which cannot be shared through other channels (print, audio)."
174. I will be switching to Allo because it is a local company with much better customer service.
175. They need to find ways to give back to local charities and projects?
176. It is critical that people still have access to local, government, and educational programming by television. Not everyone has access to the Internet or the skills to navigate services online.
177. Would like a variety of program packages with variable cost depending on how many channels are selected. Also, would like to have full-household service rather than per-television set service.
178. "I don't understand why cable tv and the internet have to be so expensive. I had cable for 10 yrs., never saw a service person after it was installed. Once the infrastructure is laid out the cost to deliver shouldn't be that high. AND I don't like not having a choice of which channels I can watch, most of them aren't worth it anyway."
179. Allo has the best service for the price. We have had Windstream, spectrum prior to them. We would never replace Allo with those poor service providers.
180. Bring back Omaha stations, our local news stations are a joke compared to Omaha & why we are forced to see GI & Kearney is a joke
181. I hate that the price goes up every year. I don't even watch that much TV it is so annoying.
182. I use a digital antenna to get local channels and get more than I got with Spectrum. I have Allo for internet only. I subscribe to Hulu Live for TV and get a better selection of channels than I did with Spectrum for less money. I want the things that the cable franchise fees support but cable better up their game. Also, the City of Lincoln should pony up to fully support the PEG channels beyond what the franchise fees pay for. If

- they are worth having (and they are!), the City should support them. And engage the community in supporting them, too.
183. Spectrum/ Time Warner is and always has even terrible, particularly in the areas of customer service and value for price paid. I would strongly urge the city of LINCOLN to discontinue their franchise contract.
184. It would be nice if there were more options, aka competition for Spectrum.
185. It just seems so costly for what it is. And the fact there are no discounts available to current customers, in good standing, is frustrating.
186. "Many of the movies and TV programs are repeated and repeated. Need different ""old"" programs. "
187. Cable overall is too expensive! And the best services charge the most--so either you have excessive cost or more problems with the providers.
188. Spectrum is an awful company to interact with.
189. Despite the added competition for TV, internet and phone over the past several years (Allo, Kinetic, Dish, etc.) the cost still seems to be high and continues to rise while the ability to select, and only pay for, preferred channels gets more limited. HELP!
190. The cable options available in Lincoln are all unreasonably priced.
191. SPECTRUM AND ALLO ARE BOTH TERRIBLE SERVICE PROVIDERS
192. I think Spectrum is the worst we have ever had! I am planning on changing within the next month. I've had it with them.
193. cost is out of control. cannot get Omaha stations only 50 miles away. don't need hasting news!!!!!!! Omaha knows more about Lincoln than our stations.
194. Have heard nothing positive about cable service in this community!
195. channel 12 (pbs) channel 5 (channel 10 maybe) and others like that are supposed to be free, but we can't access them without paying Cable at least \$20+ a month. We tried getting them with antenna, but they don't come in in apartments or when your home is close to other homes. We couldn't get anything in with Antenna other than MyTV and Grit or something like that. We can't even get in local news, which seems like should be free on some level for everyone for safety reasons. But I really think it's wrong for Cable to charge 20+ a month for FREE channels like 12/17/13/10/5/2 and then news like 8/11/6/7/9. Our antenna won't pull them in. poor people living in apartments can't get what is supposed to be FREE tv over the air b/c our antenna can't pick up the channels.
196. Even though there is now competition, Spectrum is still a poor excuse for a cable company!
197. "I don't like how Spectrum treats longstanding customers. New customers or old ones that threaten to cancel get good deals. I wish Allo was a bit less expensive. Windstream seems lost compared to the others. "
198. "I've never liked the change where a cable box became required to view programming. At least once per month, likely much more than that, I have to restart the cable box so that channel information and on-demand services work correctly. The restarting process is slow. Related to this, if power goes out even briefly, then we're now required to wait for the cable box to restart in order to view programming."
199. Internet speed is an issue. We will switch to Allo when it's available.
200. Spectrum continues to raise our rates while at the same time taking away channels unless we opt for an additional "tier ". Very dissatisfied with this aspect of their service



201. completely overpriced
202. Kinetic and Spectrum are the worst companies ever!!!!!! They are big business not part of this state and could care less for your opinion, the service they provide and are only concerned about how much money they make. It would take hours on the phone to get a representative when we called in and weeks to get problems solved. Allo reps answer the phone almost immediately and most times have fixed the problem while they were on the line with you. They also have called back later on to see if the issue was resolved. NEVER has Spectrum or Kinetic ever did this!!!! Allo is a state of NE company and cares about their customers and the service they provide. We will NEVER use Spectrum or Kinetic again!!!! Besides Allo provides a private fiber cable directly into your house or business and provide a 300-meg data line. The other two are WIFI connections and at certain times are so slow it is like watching paint dry. I really don't know how they can say they have a great service. One last thought is when we signed up for their service, I asked on one company twice what total cost would be with taxes. I received a price and was told that was with taxes. When we received our first bill, it was \$40 dollars more!!!! Another rip off!!!!!!
203. It is much too expensive and there are many of the channels they offer that we don't watch and don't want to pay for. The service is horrible, and getting help is a joke.
204. I have had problems with Time Warner/Spectrum from day one. Approx. 2.5 years. I have probably have had a technician in my home approx. 10-15 times and have probably called customer service at least 30-40 times
205. I think it's a ridiculous that there is not in abundance of options cable TV in Lincoln. Probably bring the cost down a little bit if there was some competition, but whatever, how many people have their mind set on it already in the whole cable TV industry is pretty much hosed at this point
206. It's outrageous the amount of money I pay for my cable/internet/phone service. I don't have a cell phone. The cable company, whether it's Cablevision or Spectrum, is literally making billions of dollars annually and have no regard for the guy trying to live on a fixed income who can't afford the periodic increases. I can't work extra hours or get a part time job. I'm a shut in. I'm in a wheel chair and I'm on oxygen. I don't leave my apartment---I CAN'T leave my apartment. Cable TV/internet is my only source of entertainment and news. It's rapidly getting to the point where I'll have to choose between Cable/internet or medication. Can't somebody help???
207. Lack of Omaha local programming is a real sore point with me and would be the most likely because of me dropping "cable" in favor of Over-the-Air and Internet programming.
208. It seems having a choice in your channel selection would be a good thing. The majority of the channels on my level of subscription are never watched.
209. It's time the city of Lincoln takes control of the outrageous cable cost and allow a company that will come in and provide service at a reasonable cost. You should not have to pay for a cable box for every tv. All tv's have tuners and that should be all you need. If a cable box is required you should only need "one" for the entire house. When you buy a TV, you pay for a tuner, a remote and TV features. You should not have to pay again because the cable tv requires a cable box.
210. I had Allo for a few months. The wireless boxes were awful. I have the Silver level with Spectrum and if I wanted some of those same channels offered on Allo I would have to go up another level at a higher price. I didn't like all the western Nebraska

- stations that were included with Allo. Plus, it took a long time for my yard to look better after they dug it up. It still isn't great!
211. Customer service is part of the problem. I was just told by customer service yesterday that the select plan was the lowest and cheapest plan I could get, yet your survey lists a basic plan with 20 or less channels as an option. I have also been told by customer service that if I'm not satisfied with their service or equipment that I should get rid of it. So, I am planning to get rid of it, as soon as I can figure out where to get the channels we like to watch. I never really had any complaints years ago, things happen and equipment doesn't last forever, but they don't value their customers like they used to.
212. Pricing is way too high. Service is terrible. Feed is terrible. Keep the local call center. People like to visit in person and we like to understand the person we are talking to in English. No offense to foreign people, but some of them don't speak clear English. City Council members.... go get a reliable cable company!
213. I don't really want to cut cable but the price is not very affordable for a retiree, and there are now so many alternatives. I dread learning new technology but I is going to have to be done. If I had better service from spectrum, I would probably be even more reluctant to cut cable, but since they have not been able to solved the picture quality problem for me since they went digital, what's the point. I did not have these service problems before the conversion to digital service.
214. "Why are we FORCED to have cable boxes for every tv and most of them give us very bad reception. I want to plug my tv into the cable jack and have it work and not be FORCED to rent an expensive box for every TV in order to receive ANY service!"
215. Outstanding service and support from ALLO, they seem to know what customers need and are willing to meet those needs.
216. I love that we have choices now. I believe the competition is good. Allo has really gone above and beyond in service. It's nice to get a real person who answers the phone. We will probably be going totally internet-based TV with Hulu or Apple or one of the other services real soon but keep our internet service with Allo.
217. Spectrum sucks!
218. "It is still a problem for me that this company continues to increase pricing to pay for their huge advertising on TV. And I was told by a Spectrum technician who came to my home for a service call, that the only people who see this advertising are Spectrum customers!! And I don't need to see all of this continual advertising that I am forced to pay for!! Every other commercial is for Spectrum!! Way beyond the pale for advertising and forcing people to watch all of these commercials that obviously runs into the millions of dollars, which is why we continually see these price increases to pay for it!!"
219. Rates are just too high. Many packages have repeating shows because the other shows you want to watch have to be included.
220. I did not have any problems when the service was Time/Warner, but with the Spectrum takeover the service seems more careless in solving problems (I know some employees are the same) and the attitude to solve problems seems more of a "take it or leave it" response--even from the retained Time/Warner employees, and that seems to be the company's overall attitude whether dealing with the call centers or the local office.

221. It seems spectrum has changed the lineup of programs so much in the past few years. Same programs on different stations. Just repeats the lineup. They keep raising rates. The past year and a half our bill have raised 3 times with no change in service. You have to have a box for each TV and pay \$12+ for each box, plus your regular service. I had to take one box back to get my bill lower.
222. None
223. Please continue to encourage competition among multiple providers (Spectrum, Windstream, Allo, others).
224. I want more science related programming in lower tier packages, plus the ability to choose more options rather than settle for a few channel packages.
225. Live in an area that has Allo fiber, but in an apartment that opted to not install. Would be nice to have a program to incite apartment complexes to advance network connectivity.
226. I used to be able to get the basic local channels just having the tv cable hooked up to my tv, it acted like TV antenna. When Spectrum took over, they blocked it. I'm in an area of town where I was told even putting up a tv antenna might not get me a signal to get any stations, I have too many obstacles blocking airwave signals. I think it's wrong and just another way corporate America controls us. Television used to be free it's just the corporate way to get your money. I refuse to pay. I will live with the four channels of channel 8 I can receive. Sorry cable television you are not getting my hard-earned cash!
227. Bring back KETV, Channel 7
228. Now that we have multiple providers, the city should leave them alone and just let them compete.
229. Spectrum has terrible service. We have been so unhappy with this service, but don't feel like we have hardly any other options. We are in a newer neighborhood (3 years) that doesn't have Allo options yet. We have heard their service is much better and are anxiously awaiting the green light for our neighborhood. The prices for cable TV in our city are embarrassing. People should be able to have choices and not feel as if they are paying an arm and a leg just to watch TV.
230. I'd like to consistently be able to get local channels via antenna rather than paying for cable. Unfortunately, the signals are not always available. I've had better luck getting Omaha stations than Lincoln stations. Explain that!
231. Not impressed with customer service at spectrum along with price gauging each year. Have been really impressed with Allo internet
232. Pricing is ridiculous! Longtime customers should be getting deals, not the ones that hop from service to service.
233. Allo has been a welcome addition to the city. Before Allo came along, Spectrum was just coasting because they did not have any competition. As soon as Allo became available, the service got better, better speeds on internet and more responsive to issues. Unfortunately, it is too little too late. I will never use Spectrum unless I absolutely have to.
234. I am having trouble with internet connection as we speak. VERY slow
235. The service was terrible. Always had outages. The cost was insanely high for basic channels. Lincoln does not have good options and satellite wasn't much better and neither worked during a thunderstorm.

236. Re-iterating from previous comments: have never had billing problems in 22 years until Spectrum took over. No longer is the local office any helpful. The reps working many states away are clueless. The subcontractors work had to be undone in a matter of days and revert back to the same equipment we used with TWC (and still do) however due to "activation" requirements they set up additional accounts, and I continue to be charged multiple times for the same thing. When calling again this summer, their CSRs don't understand their billing practices! "Account managers" refuse to return e-mail or phone calls. Last year it took 3+ months to resolve billing which turned out to be only temporarily. No longer have time to deal with their reps - waiting for the day to cut the cord. Only saving grace thus far is their phone/internet service has worked well (They gave me a good deal on it for 2 years expiring fall 2019 due to the TV fiasco)
237. Make your prices similar to online streaming platforms.
238. You should be able to have multiple hookups at no additional cost.
239. I don't like the boxes and the increased cost because I have TV's in multiple rooms, I wish I still had Time Warner
240. I would like to be able to pick and choose channels rather than channel packages.
241. Will only ever go with Allo (as soon as they come to my area). Hate the other choices; horrible service for the money
242. The cost steadily increases, the channel tiers offered make it difficult to afford the few channels I want without having to take a bunch of channels I don't want. A la cartel selections would be better.
243. When trying to get a better rate, they are impossible to deal with.
244. The prices are a direction result of lack of competition and allowing monopolies to exist.
245. I can stream programming via the internet, why would I pay \$100 to watch three channels a few hours a week?
246. Found Time Warner did not have a customer centric focus.
247. Invest in ATSC 3.0 for free OTA.
248. 100+ channels and only occasionally something worth watching.
249. We really like Kinetic!!
250. Been a monopoly until Allo (not available to me yet), but feel fairly sure they 'collaborate' on fees so neither will be significantly different
251. Companies installing new infrastructure should be more closely monitored for breaking traffic regulations and for which subcontractors they hire. We had a crew of Allo subcontractors in our back yard digging with shovels and talking full voice about rape. My wife called the company and allegedly they were fired. The last few years have felt and looked like the Wild West version of infrastructure updating.
252. More competition would be nice so prices may be reduced.
253. I am already switching to Allo when cable is laid due to faster internet speeds
254. Equipment rental is a pork barrel, new TVs are capable of receiving service without the addition of set top boxes.
255. I hope competition makes it more affordable.
256. "Spectrum, as an organization, has the poorest customer service process. Every time I call, I am put on hold, at a minimum, 20 minutes. They provide numerous excuses. One of which was the drop to our house needed to be replaced. They said it would be done in the spring when we could mark sprinklers. They came during the day, in

- February, tore our sprinklers, concrete landscaping damaged and bore several places around our home to 'get to the right spot'. One additional interesting note. The mainline Cable goes above ground over our yard, but is buried on each side of us. This is because prior owners of our home were not in favor of the cable being buried. About 4 years ago we had plans for an open trench for an electrical line in the very area the cable would be buried, we contacted the construction crew at Spectrum and told them the situation and wanted to work with them, the cable could finally be buried and we would wait until they could come out and drop the line. I can't repeat what their construction ""leader"" replied to us. We contacted their leadership, and he came out. He said it was political. The line remains in the air and continues to be part of the problem with our poor service. I'm not a fan of Spectrum. Not willing to tear the yard up again for Allo and not be guaranteed good service. I have a family member that works as executive for AT&T. Waiting for AT&T's wireless based services, which are being installed in other parts of US...it's coming and I will be happy to ""snip the line""! "
257. It is much too expensive
258. We are being milked. Duplicate stations. Same shows and movies over and over. Low end news providers from western Nebraska instead of first-class news operations in Omaha. Very expensive services.
259. Anything to increase the number of options or expand service to all households would be helpful. I'm thrilled to see Allo, because fiber is essential for economic development in the city. Cable companies operate at such a monopoly, customers get the shaft reliably. Every city resident needs broadband access, which the city should take steps to ensure for residents' community connection and economic participation
260. Why do we have to rent boxes? Purchases roku stocks but have to have spectrum internet to access app. There internet is horrible but with pricing your stuck with sacrificing
261. Offer a choice of cable providers
262. I am a strong advocate for net neutrality. I don't appreciate cable and mobile providers who capitalize on its repeal.
263. I think our options are horrible.
264. It has always been too expensive for what is offered. We have been streaming only for over 6 years. When we were at a hotel last year, my son, (age 3 at the time) who has only known streaming, looked at the tv which only had scheduled programming and declared it "Broken".
265. I think with more cable companies in the local area would increase quality and lower prices. Also, internet TV I believe will overtake cable in a short time.
266. "The best deals for cable are bundled with a land line phone that I do not want. Why is that?
267. "Spectrum is very frustrating in how frequently they increase their rates.
268. "Very Happy to have Allo in Lincoln. Spectrum went from fair service as Cablevision to AWFUL as Spectrum. all my friends are switching to Allo as soon as it becomes available in their areas. Classic case of being too large of a company to care about their customers and customer service."
269. We are waiting for ALLO to make it to our neighborhood and hopefully they will provide good service at an affordable rate. DIRECTV's tiers don't fit our needs any longer.

270. Need to be improve and provide an interesting programs and services.
271. Thought Allo was going to be cheaper than Spectrum, but it will cost me more per month for phone, internet, and TV than Spectrum. Windstream is not a good selection either.
272. Why is customer service so poor? Very few act like they care. They need better training. Along with long term low pricing especially for loyal/long time customers. You only get incentives for a short term as a new customer then it feels like they move on to someone else and don't care about retaining customers.
273. Cable in Lincoln is overpriced and poor service.
274. Spectrum is the absolute worst TV/Broadband provider I have ever dealt with. Constant outages and horrible service.
275. Spectrum needs to bring back the Omaha stations. Like to see KM3 KETV WOWT. Bring back spectrum sports out of Kansas City. Paying too much money for cable.
276. Please bring back WOWT Channel 6 from Omaha. Getting NBC coverage from Hastings which is 95 miles away over Omaha which is only 45 miles away does not make sense.
277. I love Allo. Spectrum and Windstream are horrible.
278. Don't like having to go into office to reduce services. Why not over the phone? No options to reduce cost. Ridiculous offer to reduce cost - buy my own modem.
279. I would like to have kept my cable but it's too expensive especially for a single person
280. I think the digital system still needs some work no matter who your cable provider is. I see complaints online lately mostly about spectrum.
281. No competition. Too expensive.
282. \$90/month for basic cable is ridiculous. News and weather are the only thing I needed it for.
283. It's great until it isn't. Also, how much are we paying out of our monthly subscription fees access for the programming efforts on channels 5, 10 and 21. While I do like to know what is going on, why three channels?
284. NEED MORE LOW-COST OPTIONS!!!! The prices are OUTRAGEOUS!!!!!!!!!!!!
285. It needs to be cheaper. They shouldn't be able to change the price whenever they want. They get you in with a price less than \$100, but then it jumps to \$200. It's not like electricity, water, or gas where you pay based on usage. There should be a set price. Not one price for 3 months and then a different price for another 3 months, and then a different price 3 months later. I wouldn't even mind signing a contract if it would give me a set price that I could budget around, but this is ridiculous. No one else does business that way. Also, they haven't done any improvements to the Internet infrastructure so why does it cost over \$100 a month and the speed is terrible.
286. The additional option of Allo has been a benefit to the city.
287. Services have improved since more competition has entered the market (ALLO). However, the ALLO project was a nightmare in our neighborhood. I'm sure everyone says that the pricing is too high and that they would prefer an a la cart offering especially because of Husker sports.
288. I'm quite pleased with the Internet service (speed) Allo provides. Cable....it's just ok and for the cost of it that is a bit of a stretch. Seems like all the cable tv providers around here really "stick it" to the customers price wise. Just my opinion.

289. WAY too expensive. And they keep slowing raising the cost every few months by a dollar or two.
290. "The cost for any of the services is too costly. Most stations are duplicates of duplicates. Too many programs are only selling products. The limitation of being able to use Omaha stations for ABC and NBC is terrible. I have no use for Grand Island or Hasting channels while superior news coverage and presentation exists in Omaha. Allo Communication is to be complimented on their outstanding service - both over the phone and on site. They are far superior to Spectrum."
291. Spectrum's customer service model seems to be to just jack up rates until you complain, then back off. I feel sorry for the front-line folks at the office as they endure a lot of rage based on policies over which they have zero control.
292. The cost is extremely high for what we get. It starts out cheap but as soon as your new customer package runs out it goes sky high. Ours was \$190 for basic cable phone and internet we switched company's and lowered it too \$140 then it jumped again and we complained about it then they lowered it down to 104, but I'm sure after a year it will be right back up there.
293. It's becoming too expensive and that's not a matter of choice. I'm at a point where I have to make some tough decisions. I make 41k I should be able to afford this. With my mortgage payments going up because of the inflated valuation last year and cable rate increases, the increase in my cost of living has far outpaced my salary increase at UNL.
294. "Can't believe they are allowed to charge the prices they do and so many increases. Plus, lately it sounds like spectrum has had issues do I'm glad we don't have them anymore. Since leaving TWC 3 years ago, we are watching over the air antenna t.v. it streaming. "
295. I realize it's just a game, but if our local CBS channel says they are airing NFL football (over antenna or cable) and I turn it on to find an infomercial, it's super disappointing.
296. Spectrum has horrible service, and their customer service is equally atrocious.
297. Cable television services are overrated, expensive, and unnecessary.
298. Cable TV in Lincoln is outrageous (pricing, poor service, pushy door to door salesmen (spectrum). Since changing to dish, we get more tv's activated for less money.
299. I would like NBC from Omaha other than Hastings. The Omaha station is more local for Lincoln. Also, the Hastings NBC station seems to have a much poorer picture quality than the local Lincoln stations and even NBC out of Omaha when that used to be our local network station.
300. Time Warner/Spectrum is a horrible company to get cable service from and the costs are prohibitive and switching to satellite is much better but still why pay for service when you get most everything from the internet or free tv
301. "As a telecommuter, I now have truly high-speed internet when I work at home. Thanks to Allo. Other providers have it now, but they are too late. I'd also like to report the amount of junk mail I get from other service providers. I've contacted them directly, but I get at least 2 items per week from Charter, Kinetic, etc. Ridiculous. "
302. Allo service is stable and I can count on it working, spectrum was iffy at best and did not work consistently. I dealt with it because getting it resolved with spectrum customer service was frustrating and never resolved anything.

303. The Spectrum app is extremely slow and often does not connect at all to my Samsung smart tv. I have had Spectrum operators suggest I buy a different brand television rather than address my reception problem. It usually takes 10-15 minutes to go through numerous steps just to connect my Smart tv to the Spectrum app in order to use streaming services like Netflix or Prime. The app simply does not work correctly and operators rarely agree the app is the problem, even after I have gone through their "required" steps to make sure my connection is correct. In addition, the cable wiring in my apartment at Burke Plaza Senior Apartments, 6721 L Street in Lincoln, is outdated. Spectrum refused to replace the old cables and says it is the responsibility of the property owners - Lincoln Housing Authority - to do so. We tenants are caught in the middle. Allo recently installed new fiber-optic cable throughout our building. I am told it should be available for installation in my apartment sometime in early 2019. The moment Allo is available, I am cutting all ties with Time Warner/Spectrum. Allo customer service reps on the phone have been attentive, courteous and seem genuinely anxious to have me as a customer. Their price of \$65 for 300mg will enable me to have far better Internet connection for my tv and multiple other devices. And there are streaming services like Philo that have affordable channel packages like 40 channels for \$16 per month. I can't wait to DUMP Spectrum forever. They have treated me like my problems are my fault. They have horrible customer service, often rude and condescending operators, and not affordable prices. As a senior living on a fixed income, I prefer a company that respects what I need, and charges what I can afford. I am hopeful Allo will be that company.
304. spectrum is horrible. From the service, picture. but especially customer service. They could care less- and tell you flat out on the phone! - whether you stay with them or not. I have been told if I don't like the constant hike in fees to either cancel or cut part of my service. They don't care. Horrible company!
305. It cost too much for the elderly when you have used the year of the bonus
306. While it is enjoyable, affordable (barely), it is becoming apparent that the industry is under a lot of scrutiny. Mostly of their own lack of concern for the people they serve. Cost is a major problem, combined with fair value for the working man. Obsolete seems to be constant to the industry. Still the best "game" in town.
307. I am so flipping happy Allo is here. Lincoln is a better city for finally allowing competition now.
308. "It cost way too much and all the taxes and fees are ridiculously high. He taxes "
309. We could do a lot better.
310. They are overpriced and not worth it.
311. The internet should be free and accessible to everyone.
312. Prior to Allo coming to Lincoln, Time Warner was far less competitive in their pricing and bandwidth offered. We need to ensure that competition exists for capitalism to work.
313. Spectrum is awful.
314. Competition is needed. Two cable companies.
315. It's ridiculously EXPENSIVE
316. When you call for service, it is not a local service person to talk to. They don't know if there are problems in our area. We have the same problems over and over again. Wait time for technician is way too long.



317. "Too expensive and Spectrum is using old lines with too many subscribers sharing signal. Same with their internet so we are going to Allo.
318. "More affordable, reliable options.
319. We need to keep these companies liable for affordable, reliable for their customers. Prices keep rising and quality and services are not met in a timely manner. Customers do not get treated well.
320. Please spectrum lower your rates. It's too expensive.
321. Na
322. Tired of companies coming to my house to try to convince us to switch providers. Would prefer online communication so I can look at options at my convenience. Full disclosure of products and pricing.
323. Cost is outrageous ready to cut the cord
324. I'd love more variety. Competition is always healthy. I had spectrum of multiple years and was never satisfied with the product. My only other option was Windstream which didn't have good enough infrastructure to meet my needs. 5G will soon be coming to the state. Lincoln should be preparing now instead of playing catch-up. Internet streaming will soon take over cable. I'd like to have all those options in Lincoln. That's why I now use ALLO.
325. Spectrum is absolutely terrible, I have zero respect for them and hope ALLO eventually runs them into the ground
326. I think they purposefully scatter the popular channels within different packages to force you into buying higher packages. A la carte would allow you to pay for the channels you want to watch
327. We need something better than Spectrum
328. It's too expensive and the quality of the programming is horrible. We are canceling at the beginning of the year and will be streaming only.
329. Switching to allow next month. Spectrum is a horrible cable provider!!
330. LNK channels are horrible for sound, do they know how to use a meter? There are other channels that crank the commercials up and turn the movie sound down, very frustrating.
331. "I would prefer more choices in cable providers, but not ones that have a track record of horrible customer service or those who refuse to release customers from their services (i.e. Comcast, Cox). Spectrum isn't a terrible company, but they don't put enough back into their employees (they have a high turnover rate). I don't know if there is a cable company that does, though. Spectrum employees do make an effort to please customers, but it feels like sometimes even they don't have a high opinion of their employer. Their rates are extremely high. I would like to see Spectrum lower their rates, even if it meant no new providers. They charge way too much for their services. Our bills range from \$150-220 per month in the last 2 years. No other utility charges as much without a reasonable excuse (heating/cooling during exceptional times). Internet access is so essential to everyday activities that it should be considered an essential utility, like electricity, gas and water. It should be able to be provided at a low cost and should be available for those with lower incomes. Thank you for your time and consideration."
332. It's expensive
333. It would be nice to have YouTube TV as an option, and a push from officials would help them offer coverage here.

- 334. The prices are too high for the amount of channels I receive. Regardless if a portion of the bill goes to Lincoln City programming, Spectrum should not charge as much as they do
- 335. Spectrum is awful. Terrible rates, awful customer service and poor quality.
- 336. Bad service, rip off!
- 337. Way too expensive!!! We spent a fortune on "cable ready" huge flat screen tv's So we would not have to have a set top box yet we are required to have a box at each tv to receive programs of any kind unless we want to buy a dish and digital antenna!!! We do not have any movie channels or sports packages and do not want them and these assholes charge us a fee per box each month!!!! What a ripoff!!! This is pure profit for the cable company and is not necessary as each broadcaster is required by the FCC to put out a free digital signal but the cable companies monopolize that by making it a requirement to rent a box per tv to get the signal or buy a separate antenna...they are STEALING FROM US FOR SOMETHING THAT IS REQUIRED TO BE FREE BY THE FCC...AND THE CITY CONDONES THIS!!! COMPLETE BULL [REDACTED] AND A RIP-OFF OF EVERY SUBSCRIBER!!! We should NOT be required to have a box unless we want extra services such as movie channels or sports packages because then it is a conscious decision to pay extra...but it should not cost \$163/mo. for less than 50 usable channels and internet access...SPECTRUM/TWC YOU SUCK!!!!
- 338. I call frequently with problems with remote, box, missing channels, pixelating reception.
- 339. It's so expensive to have cable with all the extra charges that's why I don't have it anymore
- 340. Costs are way too high. Free and point of use broadband paid for with public funds would be much more efficient than using public funds to subsidize the infrastructure of private corporations that overprice their services.
- 341. We need stronger signals for over the air television.
- 342. There is no competition in Lincoln (unlike Omaha) for cable television, allowing Spectrum to drive the prices higher.
- 343. Allo is a great deal, however, they painted my mother's backyard fence with fluorescent pink paint, unnecessarily tore up plants, and destroyed her flower-beds, left the back-yard gate open, string rabbits in to destroy our garden, and dug a ginormous trench in our backyard, when installing the cable. So, while I'm happy with the internet service they provide, I was furious with them, when they installed the cable.
- 344. Windstream and Spectrum are going to continue hemorrhaging customers as long as their service is so substandard both in electronics and customer contact. I would rather have no television at all then deal with either of those companies again.
- 345. Far too expensive! Recently disabled cable and went to antenna but can only access Omaha stations because house faces NE. Was its intent once analog retired to be charged exorbitant fees to access tv? Too big of a monopoly for fair pricing.
- 346. It is far too expensive and there is not enough competition.
- 347. It's not fair we only have 1 to choose from. Way too expensive and they know it and treat existing customers like crap.
- 348. Lincoln has such a large college community, I can't believe that there aren't deals for college students/staff. Too expensive to afford.

- 349. The service provision by charter is terrible. Customer service is not something they seem to be in any way interested in. Very frustrating
- 350. Allo was a great addition to the Lincoln area.
- 351. Please get more options for cable television and internet providers to Lincoln. Competition will help lower prices.
- 352. Across the country it's too expensive. Let's be forward looking and develop more democratic options that work for all.
- 353. We haven't had cable TV for 11 years until about two months ago because the rates were so high.
- 354. It's a waste of money
- 355. Cable is dead.
- 356. TWC/Spectrum has always treated me poorly but could get away with it since it was the only option. And then they always had service outages with no explanations. ALLO is customer service focused and is rarely down, and when they are, they communicate that and get it fixed ASAP.
- 357. We are planning to go to a streaming service. Cable is too expensive for what we can/will watch.
- 358. Cable companies are crooks.
- 359. Overpriced
- 360. I would rather spend my money on top internet services and watch like tv through online services like Hulu or Sling TV.
- 361. Spectrum, formerly Time Warner Cable, customer service has always been horrible for me. The switch over to digital from analog was a nightmare. I haven't had many positive encounters from the company as a whole. I might be inclined to return to cable with a different company - but never again with Spectrum TWC
- 362. Cost is too high.
- 363. No
- 364. "The way Allo abused the city Right-of-Ways and private property easements is shameful. The number of ground vaults they placed within the public sidewalks is horrible and very dangerous. The City should have presented a better picture to the public on how they would invade our neighborhoods and backyards. No other provider including Windstream or Spectrum have torn up neighborhood's front yards, back yards and city sidewalks like Allo has been allowed. "
- 365. It's good to see spectrum having competition. Their prices were getting ridiculous.
- 366. Should be able to subscribe to channels independently, instead of having to buy an expensive cable package to get two or three channels that you're really want to watch, while the other hundred and fifty other cable channels rarely get. watch at all.
- 367. While we use internet streaming for our television needs, I'm glad that ALLO is coming in to break up the monopoly that is Spectrum. That has crippled viewing in this area for far too long.
- 368. Keep costs and regulations at a minimum
- 369. Cost is definitely prohibitive. There is no incentive to REMAIN a customer once signed up for a company; however, the companies will give you the moon to become a customer. For a specified and contracted time period only of course.
- 370. So pleased that there are finally choices!

371. Time Warner employees try to help customers, but it seems the company is rigid in its policies and charges. I have Spectrum service in another state and they are very helpful, and their costs are less.
372. Streaming is a much better option.
373. We used to receive local channels and the basic cable networks for free over the air. We are no longer able to access them and/or do not get a good connection when we try to get them with an antenna. Is this still provided as a free service? Is there information available online as to how to access these channels? PBS, NET, CBS, ABC, NBC, WOWT, KLKN, etc. Thank you!
374. I think Allo has brought in competition to Lincoln which I think is helpful in that it is forcing a bit more competition in pricing. To be frank, cable and internet is outrageously expensive - especially do to agreements between companies where territories are established, leaving purchasers few options. I don't use cable, I have an antenna for free basic channels. That's largely due to cost.
375. "I have never complained to the Cable Advisory Board as it appears there are no actions that would move Spectrum to improve their services. I applaud the City for getting another option for consumers to choose. My neighborhood isn't hooked up yet, but whatever the new company does, it cannot possibly be worse than Time Warner/Spectrum's service!
376. "Thank you for providing this survey. Wish there was more actionable "accountability" the City could apply to Spectrum as they get away with a crappy product and crappy service for way to long. Allo service should help, but still will not eliminate substandard services and customer support currently provided by Spectrum and Windstream. Please put more pressure on them to get stuff fixed and sooner! Do something about Allo contractors constantly cutting the wrong lines and knocking out services including the electricity!
377. We are so grateful that Allo is in our neighborhood so that we can use our fantastic Internet connection for entertainment and not be beholden to Spectrum for anything. Spectrum represents the unethical monopolistic attitude of cable providers, not to mention the privacy implications of Spectrum selling user data.
378. I wish that the cost wasn't so prohibitive.
379. ALLO is a great asset to Lincoln and provides such excellent internet speed that we now use Playstation Vue for TV and save a lot of money and still get local news.
380. Customer support was a big reason for leaving Spectrum.
381. I see the need for some people, but I prefer not to use it.
382. "Cable Television is not worth the cost or trouble such as random bill hikes. I switched to Hulu Live and it gives me everything I want at half the cost. The only thing the service provides are useful for are internet access, they are a utility and nothing more."
383. I am upset with the service provided since the acquisition by Charter. We lose local-based customer service and experience long hold times.
384. Way too expensive. There is no way it costs Spectrum \$220 a month to provide me cable and internet service.
385. Allo has the best customer service I have ever experienced with a cable company. You can send them a message in Facebook and they call you within 10 mins if you have any type of issue. Super happy with the service

386. It has been fantastic to see Allo come into the Lincoln market. This has prompted significant changes from Windstream and Spectrum who found they suddenly needed to improve. Please do let the incumbents bully Allo for trying to improve things for citizens of Lincoln.
387. it is all too expensive and shouldn't have to keep calling to ask for a "new package" to get back to a lower rate after 12 months
388. No matter who I talk to, no one seems to be happy with their cable provider no matter who it is.
389. I prefer cable's quality of deliverance over streaming, and the choices on cable, especially local network programming, but I don't know if I can continue if I have to pay extra for digital service.
390. Cable provider should offer the most advanced equipment, for example, digital video recorder with RF capability. We do not watch 3/4 of the channels but pay more to get the few extras that we want.
391. "The TV towers used to receive OTA TV (which is what I do) are in need of upgrading. I have to have 3 antennas to receive Omaha, Lincoln, and PBS stations, all pointed in different directions. Often, I get better reception from the Omaha towers than the Lincoln ones. The city basically has given its pipes to these companies (Spectrum, Allo), which we the taxpayers have paid for. The service they provided is generally sub-standard. Also -- someone, either the city or the AG, needs to review the false advertising these companies put out. Allo is pretty straightforward with what they advertise, while Spectrum is quite misleading."
392. Cannot get morning local weekend news. I believe the local stations, KLKN and KOLN stopped broadcasting live on weekend mornings. We used to be able to get KETV in Omaha, but that was taken off of Spectrum's guide. I think this is extremely especially in inclement weather.
393. I'm glad we have some competition now in Lincoln for these services.
394. way too expensive can't pay for the channels that you want
395. "I pay \$160 for channels 1-72 and basic internet. Someone else in Lincoln could pay \$130 or less like my Mother did. You input your zip first to get rates. In Kansas City, their bills are like \$90 and that includes phone, upper channels, DVR and more whistles. This is not a special short term either. If you use a streaming device as ROKU, the service is so horrible and they are aware of it. Nor are they fast fixing the app, I have been out for a week at a time. The app is not their priority. Asked if they'd take off my bill and was told no. Customer service in Lincoln--forget it. My mother passed, I took her boxes out there in August. They would not shut off service, said she had to!!! Said great and please tell how she can do that since she is dead. Finally, after 2 days they did shut it off but was its retro no."
396. Cable services still seems very over priced in Lincoln, along with internet service. There are much cheaper (and just as good of service) in smaller communities.
397. Today, we are receiving Spectrum TV and Internet and all I can say is that I hope we have good service. I hear from friends all the time who have Spectrum that when it goes out, it takes a while for it to come back on. I very seldomly had this problem with the satellite service (only when the weather was horrible).
398. Can't wait until Allo gets connected in my neighborhood and I'll be ditching spectrum right away!!

399. My apartment community (Lenox Village) forces us to pay for basic Spectrum (it's included as an "Amenity Fee"), but since they switched to HD last year if we want to watch any of their channels, we have to rent the boxes from Spectrum, which ends up costing more money. It's for that reason I'm not considering cord cutting at this moment, because I would still be spending money on something I'm not using.
400. TWC Spectrum is very bad!

58. What do you mostly use the internet for? N=841

Other (please specify) (N=42) 5%

1. Travel
2. Streaming video from PBS (Broadway Shows) or lecture series from UNL (Hagel/Kerrey) program
3. watch DIY and YouTube
4. Do a lot of researches, genealogy and read books/magazines online
5. Get info from church and organizations I am involved with..
6. Consumer research
7. Game sites that offer card games
8. MY CHOICE
9. Church service app casted to TV on Chromecast.
10. Read newspapers. Do email. Research technical and other issues
11. Travel planning, adult videos, security surveillance
12. Information and knowledge exchange build strong communities. Keep this stream open and as free as possible
13. E-mail
14. YouTube sometimes.
15. Undermine capitalism
16. checkers
17. Various
18. Really? Mostly visit government websites? Someone is out of touch.
19. Read publications
20. Shopping
21. Email, headlines from Journal Star, OWH, Washington Post. Otherwise YouTube. NO Facebook
22. Security of home and business
23. Research - information - maps - photos -
24. All the things listed and more.
25. Everything. Everything is on the internet.
26. YouTube videos for instruction on home and car projects
27. Watch NETFLIX and You Tube quite a bit
28. All of the above.
29. Too many to list
30. Searching for personal interests and general news
31. Radio
32. Adult Content

33. Trolling
  34. In the 21st century, internet access should be free and readily available for everyone. It's essential for the jobs, school, communication between colleagues, peers and family relations. Paying bills online is the new norm.
  35. Read books
  36. All of the above
  37. To research something of interest.
  38. Everything - telecoms need to be listed as public service
  39. Research facts and info to complete work assignments
  40. Research
  41. Everything!
  42. Stream KLIN
68. Are you currently employed, seeking employment, or retired? N=833  
Other (please specify) N=22
1. Self-Employed (7)
  2. Retired and Disabled
  3. Stay-at-home parent (6)
  4. Semi-retired (2)
  5. Working full-time and part-time (2 jobs) (2)
  6. Retired, working full time at different job
  7. Full time parent and Self Employed
  8. Refuse (2)

## **EXHIBIT B**

# **LINCOLN PEG ACCESS EQUIPMENT AND FACILITY UPGRADE AND REPLACEMENT SPREADSHEETS**



## **Lincoln Governmental, Educational and Community/Public Access Equipment and Facility Upgrade and Replacement Projections Overview**

The following spreadsheets provide equipment and facility replacement and upgrade projections over a ten-year period for various categories of equipment needed by the Governmental, Educational and Community/Public facilities reviewed. These projections were created from a review of facility inventories as well as physical walkthroughs.

Additional information was obtained through interviews with staff and focused discussions with pertinent stakeholders. The upgrade and replacement schedules and facility development projections were constructed to meet the needs and interests identified, taking into account the typical useful life of the equipment specified and the type of facility needed.

It should be noted that technology tends to change quickly and programmatic initiatives shift over time, so actual usage and replacement costs may vary from year to year. This upgrade and replacement schedules are meant as a guide for budgetary and PEG Access funding development purposes and will need to be periodically updated so that the Access facilities can stay current with technology.

All projections included in these spreadsheets are based on 2019 equipment prices.

LCCTV-Lincoln Community Channel				
Equipment Title	Description	Quantity	Unit Price	Total
<b>Field Acquisition</b>				
Camera Field Packages	One advanced professional HD camera, one tripod, 2 channels wireless audio, light kit and accessories. A 10 year replacement schedule indicates replacement of this equipment be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	2	\$9,000	\$18,000
Camera Field Packages	One prosumer (entry level) grade HD camera, one channel wired audio and accessories, one tripod, small lighting package. A 10 year replacement schedule indicates replacement of this equipment be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	2	\$5,000	\$10,000
Flypack	Includes small portable switcher capable of switching live camera feeds, 8 channel audio mixer, computer inputs and includes a CG, 32" multiviewer monitor and tapeless recorder. Housed in a flight case and be integrated with camera field packages.	1	\$30,000	\$30,000
<b>Total Field Acquisition</b>				<b>\$58,000</b>

Post Production				
Ingestion	The editing ingestion process needs to match the Field Acquisition technology. The price reflects the cost for ingestion needed for editing.	3	\$1,000	\$3,000
Audio Mixing	Price for adding stereo digital audio mixing. Digital audio conversion is not necessary immediately, but should be considered for migration during the life of the franchise. This cost reflects the price of a digital mixing console of 6-8 inputs.	3	\$500	\$1,500
Engineering Monitoring	Capable of at least SDI/HD, or SDI/HDMI inputs. Includes multi-standard, multi-format digital waveform monitor. Prices are per monitor.	3	\$500	\$1,500
Edit Systems	Price is for a turnkey (including both hardware and software) "state of the art" computer with I/O card with dual monitors. Turnkey systems can vary in cost depending on storage, graphics cards, I/O cards and system RAM needed. Should also include network capability.	2	\$5,000	\$10,000
Solid State Recorder	Capable of multi-format type recording and consistent with entire facility workflow.	3	\$1,500	\$4,500
Duplication System	Capable of transferring various analog video formats into digital formats and transcoding other file formats as needed. Line item is for various equipment that might be needed to accomplish analog to digital ingestion. Expectation is that Producers would transfer legacy footage from analog to digital and a new computer would be used to create digital programming files for playback.	1	\$3,000	\$3,000
Total Post Production				\$23,500

Infrastructure Requirements				
Cabling	Price range is per foot and for regular shielding or plenum (fire-retardant) shielding. Cabling should be able to accept both SD-SDI and HD-SDI signals. Actual costs are dependent on lengths needed, and should be quoted from an integrator. Cost includes cabling and installation.	500	\$2.50	\$1,250
Routing	Routing and cabling need to have bandwidth capable of HD. Costs vary widely depending on number of inputs and outputs needed. This baseline should provide a 8X8 HD router and would be capable of routing both SDI and fiber (needing fiber inputs).	1	\$2,500	\$2,500
Patching	Costs are per patch bay and final costs could vary widely depending on number of patch bays needed. Standard configuration is usually 8 inputs per bay and should be wired in at the same time as the router install.	1	\$400	\$400
Signal Converters	For up-converting any legacy equipment that is analog or down-converting any newer equipment such as HD to SD. We recommend signal converters that work as "Swiss Army knives", i.e. have the ability to up-convert and down-convert any signal from HD to analog to VGA and even HDMI.	1	\$2,500	\$2,500
<b>Total Infrastructure</b>				<b>\$6,650</b>

General Production Requirements				
Archival Storage	Budgets should account for increased storage costs for HD. Costs on storage can vary widely depending on the number of users, the amount of storage needed, speed, etc. Price per terabyte decreases with the number of terabytes purchased. This price reflects roughly 64 terabytes of storage. Assuming \$500/terabyte to be distributed through the life of the franchise. Should also have redundant power supplies and be RAID protected.	64	\$500	\$32,000
Server-Based Playback System	Headend/playback equipment should be HD or HD compatible. Minimum bit rates should be 20 Mb/sec for HD. Capable of replaying 1 channel.	1	\$20,000	\$20,000
Character Generator for Bulletin Board System	Prices vary greatly depending on features, I/O, and single/multi-channel systems. System could include built-in stillstore, 3D graphics, and motion clip playback. May not be needed if part of the playback system.	1	\$5,000	\$5,000
On Demand/ Streaming Encoders	Need one encoder per channel for streaming live 24/7 content. Price varies depending on format and performance. Price represents a professional turnkey single-channel encoder system, which includes hardware and software capable of running 24/7.	1	\$1,000	\$1,000
Closed Captioning System	Closed Captioning System for LCC-TV based on speech recognition technology.	1	\$10,000	\$10,000
Total General Production				\$68,000

Studio/Studio Control				
Studio				
Cameras	These cameras are robotic, PTZ. Capable of SDI or HDMI output. Up to 1080p and capable of power over ethernet. Costs listed are per camera and should include tripod and tripod adapter.	3	\$8,000	\$24,000
Monitoring	Capable of HD signal. Prices are per monitor. To be used for confidence and on-set.	1	\$500	\$500
Lighting System	Includes multiple LED fixtures capable of multi-colored lighting, and dimmer control and capable of upgradable emitter technology.	1	\$10,000	\$10,000
Virtual Set Technology	Includes digital sets, backdrops for chromakey/green screen; HD versions, with greater depth and camera motion compensation. Could also include a full cyc wall capable of full body shots. If included in the Switcher, this category is not necessary.	1	\$10,000	\$10,000
Sub-Total Studio				\$44,500
Studio Control				
Switcher	Capable of HD production. Includes one M/E capable of upstream and downstream keying, file storage, virtual set technology and multi-viewer output. Also capable of chromakey production. 10 input.	1	\$20,000	\$20,000
Robotic Camera Control	Controller should be capable of controlling multiple cameras with the ability of stored presets and camera setup capability	1	\$2,500	\$2,500
Character Generator	Prices vary greatly depending on features, I/O, and single/multi-channel systems. System could include built-in stillstore, 3D graphics, and motion clip playback. If included in the Switcher, this category is not necessary.	1	\$5,000	\$5,000
Audio Mixing	Price for adding stereo digital audio mixing. Digital audio conversion is not necessary immediately, but should be considered for migration during the life of the franchise. This cost reflects the price of a digital mixing console of 16 inputs.	1	\$1,500	\$1,500
Multi-View Monitor	Monitors to be used to display multiviewer images. Assuming 2- 48" monitors.	2	\$700	\$1,400
Engineering Monitor	Used for monitoring video output signal. Should incorporate built-in waveform/vector scope. Capable of analyzing digital signals including HD.	1	\$500	\$500
Solid State Recorder	Recorder should be capable of multiple SD, compact flash cards, or solid state and should integrate with entire facility workflow.	1	\$1,500	\$1,500
Misc D/A's and cabling	This is for miscellaneous distribution of signals from the HD equipment	1	\$2,000	\$2,000
Sub-Total Studio Control				\$34,400
Total Studio/Studio Control				\$78,900

Ancillary Equipment				
Ancillary Equipment	Ancillary/ Support Equipment such as cabling, microphones, stands, tripods, portable production accessories, racks, batteries, cards, office equipment, etc. will be an aggregated total in the summary spreadsheet.	1	\$5,000	\$5,000
<b>Total</b>				<b>\$5,000</b>

<b>Sub-Total One Time Implementation &amp; Upgrade Cost From Baseline</b>		<b>\$235,050</b>
<b>30% Inst/Train/Warranty</b>		<b>\$70,515</b>
<b>Plus Ancillary Cost</b>		<b>\$5,000</b>
<b>Total One Time Implementation &amp; Upgrade Cost</b>		<b>\$310,565</b>
* Description of type of equipment needed for each major item in a functional area, and brief purpose. HD costs are based on 1080p format.		
** This is included as a unit cost in the one-time transition cost calculation to ensure that it is reflected. In actuality, the one time cost for ancillary equipment will likely be higher until it reflects the next replacement of each item. The maximum extended costs would be the 10 year total of \$50,000.		

LCCTV-Lincoln Community Channel														
Equipment Title	Quantity	Unit Cost	Total Cost	YR1	YR2	YR3	YR4	YR5	YR6	YR7	YR8	YR9	YR10	10 Year Total
Field Acquisition														
Camera Field Packages-Professional Grade	2	\$9,000	\$18,000	\$9,000		\$9,000			\$9,000		\$9,000			\$36,000
Camera Field Packages-Prosumer Grade	2	\$5,000	\$10,000	\$5,000		\$5,000			\$5,000		\$5,000			\$20,000
Flypack	1	\$30,000	\$30,000	\$30,000						\$30,000				\$60,000
Total Field Acquisition			\$58,000	\$44,000	\$0	\$14,000	\$0	\$0	\$14,000	\$30,000	\$14,000	\$0	\$0	\$116,000

Post Production														
Ingestion	3	\$1,000	\$3,000		\$3,000							\$3,000		\$6,000
Audio Mixing	3	\$500	\$1,500		\$1,500							\$1,500		\$3,000
Monitoring	3	\$500	\$1,500		\$1,500							\$1,500		\$3,000
Edit Systems	2	\$5,000	\$10,000		\$10,000							\$10,000		\$20,000
Solid State Recorder	3	\$1,500	\$4,500		\$4,500							\$4,500		\$9,000
Duplication System	1	\$3,000	\$3,000		\$3,000							\$3,000		\$6,000
Total Post Production			\$23,500	\$0	\$23,500	\$0	\$0	\$0	\$0	\$0	\$0	\$23,500	\$0	\$47,000

Infrastructure Requirements														
Cabling	500	\$2.50	\$1,250	\$1,250							\$1,250			\$2,500
Routing	1	\$2,500	\$2,500	\$2,500							\$2,500			\$5,000
Patching	1	\$400	\$400	\$400							\$400			\$800
Signal Converters	1	\$2,500	\$2,500	\$2,500							\$2,500			\$5,000
Total Infrastructure			\$6,650	\$6,650	\$0	\$0	\$0	\$0	\$0	\$0	\$6,650	\$0	\$0	\$13,300



**General Production Requirements**

Archival Storage	64	\$500	\$32,000	\$8,000			\$8,000			\$8,000			\$8,000	\$32,000
Server-Based Playback System	1	\$20,000	\$20,000	\$20,000							\$20,000			\$40,000
Character Generator for Bulletin Board System	1	\$5,000	\$5,000	\$5,000							\$5,000			\$10,000
On Demand Streaming Encoders	1	\$1,000	\$1,000	\$1,000							\$1,000			\$2,000
Closed Captioning System	1	\$10,000	\$10,000	\$10,000							\$10,000			\$20,000
<b>Total General Production</b>			\$68,000	\$44,000	\$0	\$0	\$8,000	\$0	\$0	\$8,000	\$36,000	\$0	\$8,000	\$104,000

**Studio/Studio Control**

<b>Studio</b>														
Cameras	3	\$8,000	\$24,000			\$24,000							\$24,000	\$48,000
Monitoring	1	\$500	\$500			\$500							\$500	\$1,000
Lighting System	1	\$10,000	\$10,000			\$10,000							\$10,000	\$20,000
Virtual Set Technology	1	\$10,000	\$10,000			\$10,000							\$10,000	\$20,000
<b>Sub-Total Studio</b>			\$44,500	\$0	\$0	\$44,500	\$0	\$0	\$0	\$0	\$0	\$0	\$44,500	\$89,000
<b>Studio Control</b>														
Switcher	1	\$20,000	\$20,000			\$20,000							\$20,000	\$40,000
Robotic Camera Control	1	\$2,500	\$2,500			\$2,500							\$2,500	\$5,000
Character Generator	1	\$5,000	\$5,000			\$5,000							\$5,000	\$10,000
Audio Mixing	1	\$1,500	\$1,500			\$1,500							\$1,500	\$3,000
Multi-View Monitor	2	\$700	\$1,400			\$1,400							\$1,400	\$2,800
Engineering Monitor	1	\$500	\$500			\$500							\$500	\$1,000
Solid State Recorder	1	\$1,500	\$1,500			\$1,500							\$1,500	\$3,000
Misc D/A's and cabling	1	\$2,000	\$2,000			\$2,000							\$2,000	\$4,000
<b>Sub-Total Studio Control</b>			\$34,400	\$0	\$0	\$34,400	\$0	\$0	\$0	\$0	\$0	\$0	\$34,400	\$68,800
<b>Total Studio/Studio Control</b>			\$78,900	\$0	\$0	\$78,900	\$0	\$0	\$0	\$0	\$0	\$0	\$78,900	\$157,800

Ancillary Equipment														
Ancillary Equipment	1	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$50,000
Total Ancillary			\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$50,000
Yearly Equipment Totals				\$94,650	\$23,500	\$92,900	\$8,000	\$0	\$14,000	\$38,000	\$56,650	\$23,500	\$86,900	\$438,100
30% Inst/Train/Warranty				\$28,395	\$7,050	\$27,870	\$2,400	\$0	\$4,200	\$11,400	\$16,995	\$7,050	\$26,070	\$131,430
Plus Ancillary Cost				\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$50,000
TOTAL				\$128,045	\$35,550	\$125,770	\$15,400	\$5,000	\$23,200	\$54,400	\$78,645	\$35,550	\$117,970	\$619,530
Sub-Total One Time Implementation & Upgrade Cost From Baseline			\$235,050											
30% Inst/Train/Warranty			\$70,515											
Plus Ancillary Cost			\$5,000											
Total One Time Implementation & Upgrade Cost			\$310,565											

LNKTV-Education (K-12)				
Equipment Title	Description	Quantity	Unit Price	Total
<b>Field Acquisition</b>				
Camera Field Packages	One advanced professional HD camera, one tripod, 2 channels wireless audio, light kit and accessories. A 10 year replacement schedule indicates replacement of this equipment be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	3	\$9,000	\$27,000
Camera Field Packages	One prosumer (entry level) grade HD camera, one channel wired audio and accessories, one tripod, small lighting package. A 10 year replacement schedule indicates replacement of this equipment be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	30	\$3,000	\$90,000
<b>Total Field Acquisition</b>				<b>\$117,000</b>

<b>Post Production</b>				
Ingestion	The editing ingestion process needs to match the Field Acquisition technology. The price reflects the cost for ingestion needed for editing.	3	\$1,000	\$3,000
Audio Mixing	Price for adding stereo digital audio mixing. Digital audio conversion is not necessary immediately, but should be considered for migration during the life of the franchise. This cost reflects the price of a digital mixing console of 6-8 inputs.	3	\$500	\$1,500
Engineering Monitoring	Capable of at least SDI/HD, or SDI/HDMI inputs. Includes multi-standard, multi-format digital waveform monitor. Prices are per monitor.	3	\$500	\$1,500
Edit Systems	Price is for a turnkey (including both hardware and software) "state of the art" computer with I/O card with dual monitors. Turnkey systems can vary in cost depending on storage, graphics cards, I/O cards and system RAM needed. Should also include network capability.	3	\$5,000	\$15,000
Solid State Recorder	Capable of multi-format type recording and consistent with entire facility workflow.	3	\$1,500	\$4,500
<b>Total Post Production</b>				<b>\$25,500</b>

Infrastructure Requirements				
Multi-Channel Fiber Multi-Plex System	System includes both a multi-plexer and a de-multi-plexer. Capable of 8 channels of video with embedded audio.	1	\$30,000	\$30,000
Video Over Ethernet Encoder/Decoder Pair	Capable of transmitting HD-SDI video and audio over IP networks.	1	\$5,000	\$5,000
Cabling	Price range is per foot and for regular shielding or plenum (fire-retardant) shielding. Cabling should be able to accept both SD-SDI and HD-SDI signals. Actual costs are dependent on lengths needed, and should be quoted from an integrator. Cost includes cabling and installation.	1000	\$2.50	\$2,500
Routing	Routing and cabling need to have bandwidth capable of HD. Costs vary widely depending on number of inputs and outputs needed. This baseline should provide a 16X16 HD router and would be capable of routing both SDI and fiber (needing fiber inputs).	1	\$5,000	\$5,000
Patching	Costs are per patch bay and final costs could vary widely depending on number of patch bays needed. Standard configuration is usually 8 inputs per bay and should be wired in at the same time as the router install.	2	\$400	\$800
Signal Converters	For up-converting any legacy equipment that is analog or down-converting any newer equipment such as HD to SD. We recommend signal converters that work as "Swiss Army knives", i.e. have the ability to up-convert and down-convert any signal from HD to analog to VGA and even HDMI.	1	\$2,500	\$2,500
<b>Total Infrastructure</b>				<b>\$45,800</b>

School Board/School Board Control				
School Board Room				
Cameras	These cameras are HD robotic cameras capable of panning and zooming. Should include camera, lens and robotic head.	4	\$8,000	\$32,000
Audio Microphones (Wired)	Wired microphones with Mute functions and lectern microphones.	20	\$175	\$3,500
Audio Microphones (Wireless)	Wireless Hand-held	4	\$600	\$2,400
Audio Microphones (Wireless)	Lapel Microphones	2	\$600	\$1,200
Projection System	HD laser projector. Capable of at least 6000 lumens.	2	\$4,000	\$8,000
Assisted Listening Device	System designed to aid the hearing impaired listen to meetings. Wireless assistive listening system designed to accommodate up to 5 users. Includes wireless transmitters and 5 belt-pack receivers with headphones.	1	\$1,000	\$1,000
Scan Converter	Capable of converting computer output to SDI video. Should be capable of HD output.	1	\$1,200	\$1,200
Sub-Total School Board Room				\$49,300

School Board Room Control				
Switcher	Capable of HD production. Includes one M/E capable of upstream and downstream keying, file storage, virtual set technology and multi-viewer output.	1	\$20,000	\$20,000
Robotic Camera Control	Controller should be capable of controlling multiple cameras with the ability of stored presets and camera setup capability	1	\$2,500	\$2,500
Character Generator	Prices vary greatly depending on features, I/O, and single/multi-channel systems. System could include built-in stillstore, 3D graphics, and motion clip playback. If included in the switcher, this category is not needed.	1	\$10,000	\$10,000
Audio Mixing	Price for adding stereo digital audio mixing. Digital audio conversion is not necessary immediately, but should be considered for migration during the life of the franchise. This cost reflects the price of a digital mixing console of 16 inputs.	1	\$1,200	\$1,200
Multi-View Monitor	Monitors to be used to display multiviewer images. Assuming 2- 48" monitors.	2	\$700	\$1,400
Engineering/ Confidence Monitor	Used for monitoring video output signal. Should incorporate built-in waveform/vector scope. Capable of analyzing digital signals including HD.	1	\$1,500	\$1,500
Solid State Recorder	Recorder should be capable of multiple SD, compact flash cards, or solid state and should integrate with entire facility workflow.	1	\$1,500	\$1,500
Misc D/A's and cabling	This is for miscellaneous distribution of signals from the HD equipment	1	\$2,000	\$2,000
Sub-Total School Board Room Control				\$40,100
Total School Board/School Board Room Control				\$89,400

Ancillary Equipment				
Ancillary Equipment	Ancillary/ Support Equipment such as cabling, microphones, stands, tripods, portable production accessories, racks, batteries, cards, office equipment, etc. will be an aggregated total in the summary spreadsheet.	1	\$5,000	\$5,000
<b>Total</b>				<b>\$5,000</b>

<b>Sub-Total One Time Implementation &amp; Upgrade Cost From Baseline</b>		<b>\$277,700</b>
<b>30% Inst/Train/Warranty</b>		<b>\$83,310</b>
<b>Plus Ancillary Cost</b>		<b>\$5,000</b>
<b>Total One Time Implementation &amp; Upgrade Cost</b>		<b>\$366,010</b>
* Description of type of equipment needed for each major item in a functional area, and brief purpose. HD costs are based on 1080p format.		
** This is included as a unit cost in the one-time transition cost calculation to ensure that it is reflected. In actuality, the one time cost for ancillary equipment will likely be higher until it reflects the next replacement of each item. The maximum extended costs would be the 10 year total of \$50,000.		

**LNKTV-Education (K-12)**

Equipment Title	Quantity	Unit Cost	Total Cost	YR1	YR2	YR3	YR4	YR5	YR6	YR7	YR8	YR9	YR10	10 Year Total
<b>Field Acquisition</b>														
Camera Field Packages- Professional Grade	3	\$9,000	\$27,000	\$27,000					\$27,000					\$54,000
Camera Field Packages- Entry Level	30	\$3,000	\$90,000	\$30,000	\$30,000	\$30,000			\$30,000	\$30,000	\$30,000			\$180,000
<b>Total Field Acquisition</b>			<b>\$117,000</b>	<b>\$57,000</b>	<b>\$30,000</b>	<b>\$30,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$57,000</b>	<b>\$30,000</b>	<b>\$30,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$234,000</b>

**Post Production**

Ingestion	3	\$1,000	\$3,000	\$3,000							\$3,000			\$6,000
Audio Mixing	3	\$500	\$1,500	\$1,500							\$1,500			\$3,000
Monitoring	3	\$500	\$1,500	\$1,500							\$1,500			\$3,000
Edit Systems	3	\$5,000	\$15,000	\$15,000							\$15,000			\$30,000
Solid State Recorder	3	\$1,500	\$4,500	\$4,500							\$4,500			\$9,000
<b>Total Post Production</b>			<b>\$25,500</b>	<b>\$25,500</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$25,500</b>	<b>\$0</b>	<b>\$0</b>	<b>\$51,000</b>

**Infrastructure Requirements**

Multi-Channel Fiber Multi-Plex System	1	\$30,000	\$30,000		\$30,000							\$30,000		\$60,000
Video Over Ethernet Encoder/Decoder Pair	1	\$5,000	\$5,000		\$5,000							\$5,000		\$10,000
Cabling	1000	\$2.50	\$2,500		\$2,500							\$2,500		\$5,000
Routing	1	\$5,000	\$5,000		\$5,000							\$5,000		\$10,000
Patching	2	\$400	\$800		\$800							\$800		\$1,600
Signal Converters	1	\$2,500	\$2,500		\$2,500							\$2,500		\$5,000
<b>Total Infrastructure</b>			<b>\$45,800</b>	<b>\$0</b>	<b>\$45,800</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$45,800</b>	<b>\$0</b>	<b>\$91,600</b>



School Board Room/School Board Room Control														
School Board Room														
Cameras	4	\$8,000	\$32,000			\$32,000							\$32,000	\$64,000
Audio Microphones (Wired)	20	\$175	\$3,500			\$3,500							\$3,500	\$7,000
Audio Microphones (Wireless Handheld)	4	\$600	\$2,400			\$2,400							\$2,400	\$4,800
Audio Microphones (Wireless Lapel)	2	\$600	\$1,200			\$1,200							\$1,200	\$2,400
Projection System	2	\$4,000	\$8,000			\$8,000							\$8,000	\$16,000
Assisted Listening Device	1	\$1,000	\$1,000			\$1,000							\$1,000	\$2,000
Scan Converter	1	\$1,200	\$1,200			\$1,200							\$1,200	\$2,400
Sub-Total School Board Room			\$49,300	\$0	\$0	\$49,300	\$0	\$0	\$0	\$0	\$0	\$0	\$49,300	\$98,600
School Board Room Control														
Switcher	1	\$20,000	\$20,000			\$20,000							\$20,000	\$40,000
Robotic Camera Control	1	\$2,500	\$2,500			\$2,500							\$2,500	\$5,000
Character Generator	1	\$10,000	\$10,000			\$10,000							\$10,000	\$20,000
Audio Mixing	1	\$1,200	\$1,200			\$1,200							\$1,200	\$2,400
Multi-View Monitor	2	\$700	\$1,400			\$1,400							\$1,400	\$2,800
Engineering/Confidence Monitor	1	\$1,500	\$1,500			\$1,500							\$1,500	\$3,000
Solid State Recorder	1	\$1,500	\$1,500			\$1,500							\$1,500	\$3,000
Misc D/A's and cabling	1	\$2,000	\$2,000			\$2,000							\$2,000	\$4,000
Sub-Total School Board Room Control			\$40,100	\$0	\$0	\$40,100	\$0	\$0	\$0	\$0	\$0	\$0	\$40,100	\$80,200
Total School Board Room/School Board Room Control			\$89,400	\$0	\$0	\$89,400	\$0	\$0	\$0	\$0	\$0	\$0	\$89,400	\$178,800

Ancillary Equipment														
Ancillary Equipment	1	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$50,000
Total Ancillary			\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$50,000
Yearly Equipment Totals				\$82,500	\$75,800	\$119,400	\$0	\$0	\$57,000	\$30,000	\$55,500	\$45,800	\$89,400	\$555,400
30% Inst/Train/Warranty				\$24,750	\$22,740	\$35,820	\$0	\$0	\$17,100	\$9,000	\$16,650	\$13,740	\$26,820	\$166,620
Plus Ancillary Cost				\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$50,000
TOTAL				\$112,250	\$103,540	\$160,220	\$5,000	\$5,000	\$79,100	\$44,000	\$77,150	\$64,540	\$121,220	\$772,020
Sub-Total One Time Implementation & Upgrade Cost From Baseline			\$277,700											
30% Inst/Train/Warranty			\$83,310											
Plus Ancillary Cost			\$5,000											
Total One Time Implementation & Upgrade Cost			\$366,010											

LNKTV Education-University of Nebraska				
Equipment Title	Description	Quantity	Unit Price	Total
<b>Field Acquisition</b>				
Camera Field Packages	One advanced professional HD camera, one tripod, 2 channels wireless audio, light kit and accessories. A 10 year replacement schedule indicates replacement of this equipment be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	3	\$9,000	\$27,000
<b>Total Field Acquisition</b>				<b>\$27,000</b>

<b>Post Production</b>				
Ingestion	The editing ingestion process needs to match the Field Acquisition technology. The price reflects the cost for ingestion needed for editing.	3	\$1,000	\$3,000
Audio Mixing	Price for adding stereo digital audio mixing. Digital audio conversion is not necessary immediately, but should be considered for migration during the life of the franchise. This cost reflects the price of a digital mixing console of 6-8 inputs.	3	\$500	\$1,500
Engineering Monitoring	Capable of at least SDI/HD, or SDI/HDMI inputs. Includes multi-standard, multi-format digital waveform monitor. Prices are per monitor.	3	\$500	\$1,500
Edit Systems	Price is for a turnkey (including both hardware and software) "state of the art" computer with I/O card with dual monitors. Turnkey systems can vary in cost depending on storage, graphics cards, I/O cards and system RAM needed. Should also include network capability.	3	\$5,000	\$15,000
Solid State Recorder	Capable of multi-format type recording and consistent with entire facility workflow.	3	\$1,500	\$4,500
<b>Total Post Production</b>				<b>\$25,500</b>

Infrastructure Requirements				
Optical Transmitters/Receivers	Transmitter/Receiver pair, capable of 1 channel. Used for receiving and transmitting encoded signals over fiber optic connection.	1	\$1,500	\$1,500
Cabling	Price range is per foot and for regular shielding or plenum (fire-retardant) shielding. Cabling should be able to accept both SD-SDI and HD-SDI signals. Actual costs are dependent on lengths needed, and should be quoted from an integrator. Cost includes cabling and installation.	500	\$2.50	\$1,250
Routing	Routing and cabling need to have bandwidth capable of HD. Costs vary widely depending on number of inputs and outputs needed. This baseline should provide a 8X8 HD router and would be capable of routing both SDI and fiber (needing fiber inputs).	1	\$2,500	\$2,500
Patching	Costs are per patch bay and final costs could vary widely depending on number of patch bays needed. Standard configuration is usually 8 inputs per bay and should be wired in at the same time as the router install.	1	\$400	\$400
Signal Converters	For up-converting any legacy equipment that is analog or down-converting any newer equipment such as HD to SD. We recommend signal converters that work as "Swiss Army knives", i.e. have the ability to up-convert and down-convert any signal from HD to analog to VGA and even HDMI.	1	\$2,500	\$2,500
<b>Total Infrastructure</b>				<b>\$8,150</b>

General Production Requirements				
Archival Storage	Budgets should account for increased storage costs for HD. Costs on storage can vary widely depending on the number of users, the amount of storage needed, speed, etc. Price per terabyte decreases with the number of terabytes purchased. This price reflects roughly 128 terabytes of storage. Assuming \$500/terabyte to be distributed through the life of the franchise. Should also have redundant power supplies and be RAID protected.	128	\$500	\$64,000
On Demand/ Streaming Encoders	Need one encoder per channel for streaming live 24/7 content. Price varies depending on format and performance. Price represents a professional turnkey single-channel encoder system, which includes hardware and software capable of running 24/7.	1	\$1,000	\$1,000
Total General Production				\$65,000

Studio/Studio Control				
Studio				
Cameras	These cameras are robotic, PTZ. Capable of SDI or HDMI output. Up to 1080p and capable of power over ethernet. Costs listed are per camera and should include tripod and tripod adapter.	2	\$8,000	\$16,000
Cameras	Should be capable of HD production. Costs listed are per camera and include CCU, camera head, studio viewfinder, tripod adapter, and lens. (Traditional camera)	3	\$12,000	\$36,000
Monitoring	Capable of HD signal. Prices are per monitor. To be used for confidence and on-set.	2	\$500	\$1,000
Lighting System	Includes multiple LED fixtures capable of multi-colored lighting, and dimmer control and capable of upgradable emitter technology.	1	\$10,000	\$10,000
Virtual Set Technology	Includes digital sets, backdrops for chromakey/green screen; HD versions, with greater depth and camera motion compensation. Could also include a full cyc wall capable of full body shots. If included in the Switcher, this category is not necessary.	1	\$10,000	\$10,000
Sub-Total Studio				\$73,000

Studio Control				
Switcher	Capable of HD production. Includes one M/E capable of upstream and downstream keying, file storage, virtual set technology and multi-viewer output. Also capable of chromakey production. 10 input.	1	\$20,000	\$20,000
Robotic Camera Control	Controller should be capable of controlling multiple cameras with the ability of stored presets and camera setup capability	1	\$2,500	\$2,500
Character Generator	Prices vary greatly depending on features, I/O, and single/multi-channel systems. System could include built-in stillstore, 3D graphics, and motion clip playback. If included in the Switcher, this category is not necessary.	1	\$5,000	\$5,000
Audio Mixing	Price for adding stereo digital audio mixing. Digital audio conversion is not necessary immediately, but should be considered for migration during the life of the franchise. This cost reflects the price of a digital mixing console of 16 inputs.	1	\$1,500	\$1,500
Multi-View Monitor	Monitors to be used to display multiviewer images. Assuming 2- 48" monitors.	2	\$700	\$1,400
Engineering Monitor	Used for monitoring video output signal. Should incorporate built-in waveform/vector scope. Capable of analyzing digital signals including HD.	1	\$500	\$500
Solid State Recorder	Recorder should be capable of multiple SD, compact flash cards, or solid state and should integrate with entire facility workflow.	1	\$1,500	\$1,500
Misc D/A's and cabling	This is for miscellaneous distribution of signals from the HD equipment	1	\$2,000	\$2,000
Sub-Total Studio Control				\$34,400
Total Studio/Studio Control				\$107,400

Ancillary Equipment				
Ancillary Equipment	Ancillary/ Support Equipment such as cabling, microphones, stands, tripods, portable production accessories, racks, batteries, cards, office equipment, etc. will be an aggregated total in the summary spreadsheet.	1	\$5,000	\$5,000
<b>Total</b>				<b>\$5,000</b>

<b>Sub-Total One Time Implementation &amp; Upgrade Cost From Baseline</b>		<b>\$233,050</b>
<b>30% Inst/Train/Warranty</b>		<b>\$69,915</b>
<b>Plus Ancillary Cost</b>		<b>\$5,000</b>
<b>Total One Time Implementation &amp; Upgrade Cost</b>		<b>\$307,965</b>
* Description of type of equipment needed for each major item in a functional area, and brief purpose. HD costs are based on 1080p format.		
** This is included as a unit cost in the one-time transition cost calculation to ensure that it is reflected. In actuality, the one time cost for ancillary equipment will likely be higher until it reflects the next replacement of each item. The maximum extended costs would be the 10 year total of \$50,000.		

LNKTV Education-University of Nebraska														
Equipment Title	Quantity	Unit Cost	Total Cost	YR1	YR2	YR3	YR4	YR5	YR6	YR7	YR8	YR9	YR10	10 Year Total
Field Acquisition														
Camera Field Packages- Professional Grade	3	\$9,000	\$27,000	\$27,000					\$27,000					\$54,000
Total Field Acquisition			\$27,000	\$27,000	\$0	\$0	\$0	\$0	\$27,000	\$0	\$0	\$0	\$0	\$54,000

Post Production														
Ingestion	3	\$1,000	\$3,000		\$3,000							\$3,000		\$6,000
Audio Mixing	3	\$500	\$1,500		\$1,500							\$1,500		\$3,000
Monitoring	3	\$500	\$1,500		\$1,500							\$1,500		\$3,000
Edit Systems	3	\$5,000	\$15,000		\$15,000							\$15,000		\$30,000
Solid State Recorder	3	\$1,500	\$4,500		\$4,500							\$4,500		\$9,000
Total Post Production			\$25,500	\$0	\$25,500	\$0	\$0	\$0	\$0	\$0	\$0	\$25,500	\$0	\$51,000

Infrastructure Requirements														
Optical Transmitters/ Receivers	1	\$1,500	\$1,500	\$1,500							\$1,500			\$3,000
Cabling	500	\$2.50	\$1,250	\$1,250							\$1,250			\$2,500
Routing	1	\$2,500	\$2,500	\$2,500							\$2,500			\$5,000
Patching	1	\$400	\$400	\$400							\$400			\$800
Signal Converters	1	\$2,500	\$2,500	\$2,500							\$2,500			\$5,000
Total Infrastructure			\$8,150	\$8,150	\$0	\$0	\$0	\$0	\$0	\$0	\$8,150	\$0	\$0	\$16,300



General Production Requirements

Archival Storage	128	\$500	\$64,000	\$16,000			\$16,000			\$16,000			\$16,000	\$64,000
On Demand Streaming Encoders	1	\$1,000	\$1,000	\$1,000							\$1,000			\$2,000
Total General Production			\$65,000	\$17,000	\$0	\$0	\$16,000	\$0	\$0	\$16,000	\$1,000	\$0	\$16,000	\$66,000

Studio/Studio Control

Studio														
Cameras	2	\$8,000	\$16,000			\$16,000							\$16,000	\$32,000
Cameras	3	\$12,000	\$36,000			\$36,000							\$36,000	\$72,000
Monitoring	2	\$500	\$1,000			\$500							\$500	\$1,000
Lighting System	1	\$10,000	\$10,000			\$10,000							\$10,000	\$20,000
Virtual Set Technology	1	\$10,000	\$10,000			\$10,000							\$10,000	\$20,000
Sub-Total Studio			\$73,000	\$0	\$0	\$72,500	\$0	\$0	\$0	\$0	\$0	\$0	\$72,500	\$145,000
Studio Control														
Switcher	1	\$20,000	\$20,000			\$20,000							\$20,000	\$40,000
Robotic Camera Control	1	\$2,500	\$2,500			\$2,500							\$2,500	\$5,000
Character Generator	1	\$5,000	\$5,000			\$5,000							\$5,000	\$10,000
Audio Mixing	1	\$1,500	\$1,500			\$1,500							\$1,500	\$3,000
Multi-View Monitor	2	\$700	\$1,400			\$1,400							\$1,400	\$2,800
Engineering Monitor	1	\$500	\$500			\$500							\$500	\$1,000
Solid State Recorder	1	\$1,500	\$1,500			\$1,500							\$1,500	\$3,000
Misc D/A's and cabling	1	\$2,000	\$2,000			\$2,000							\$2,000	\$4,000
Sub-Total Studio Control			\$34,400	\$0	\$0	\$34,400	\$0	\$0	\$0	\$0	\$0	\$0	\$34,400	\$68,800
Total Studio/Studio Control			\$107,400	\$0	\$0	\$106,900	\$0	\$0	\$0	\$0	\$0	\$0	\$106,900	\$213,800

Ancillary Equipment														
Ancillary Equipment	1	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$50,000
Total Ancillary			\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$50,000
Yearly Equipment Totals				\$52,150	\$25,500	\$106,900	\$16,000	\$0	\$27,000	\$16,000	\$9,150	\$25,500	\$122,900	\$401,100
30% Inst/Train/Warranty				\$15,645	\$7,650	\$32,070	\$4,800	\$0	\$8,100	\$4,800	\$2,745	\$7,650	\$36,870	\$120,330
Plus Ancillary Cost				\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$50,000
TOTAL				\$72,795	\$38,150	\$143,970	\$25,800	\$5,000	\$40,100	\$25,800	\$16,895	\$38,150	\$164,770	\$571,430
Sub-Total One Time Implementation & Upgrade Cost From Baseline			\$233,050											
30% Inst/Train/Warranty			\$69,915											
Plus Ancillary Cost			\$5,000											
Total One Time Implementation & Upgrade Cost			\$307,965											

LNKTV-Health				
Equipment Title	Description	Quantity	Unit Price	Total
<b>Field Acquisition</b>				
Camera Field Packages	One advanced professional HD camera, one tripod, 2 channels wireless audio, light kit and accessories. A 10 year replacement schedule indicates replacement of this equipment be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	1	\$12,000	\$12,000
Camera Field Packages	DSLR cameras capable of HD and 4K complete with tripod, 2-channel wireless audio, light kit and accessories. A 10 year replacement schedule indicates replacement of this equipment be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	1	\$7,500	\$7,500
Camera Field Packages	One "Go-Pro" type camera, 32GB memory card, extra batteries, small portable tripod and 1 channel wireless audio. Camera is capable of HD and 4K resolution. Replacement of this equipment will be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	1	\$700	\$700
<b>Total Field Acquisition</b>				<b>\$20,200</b>

Post Production				
Ingestion	The editing ingestion process needs to match the Field Acquisition technology. The price reflects the cost for ingestion needed for editing.	2	\$1,000	\$2,000
Audio Mixing	Price for adding stereo digital audio mixing. Digital audio conversion is not necessary immediately, but should be considered for migration during the life of the franchise. This cost reflects the price of a digital mixing console of 6-8 inputs.	2	\$500	\$1,000
Engineering Monitoring	Capable of at least SDI/HD, or SDI/HDMI inputs. Includes multi-standard, multi-format digital waveform monitor. Prices are per monitor.	2	\$500	\$1,000
Edit Systems	Price is for a turnkey (including both hardware and software) "state of the art" computer with I/O card with dual monitors. Turnkey systems can vary in cost depending on storage, graphics cards, I/O cards and system RAM needed. Should also include network capability.	2	\$5,000	\$10,000
Portable Edit Systems	Portable laptop computer system with card reader configured for non-linear editing.	1	\$3,500	\$3,500
Solid State Recorder	Capable of multi-format type recording and consistent with entire facility workflow.	2	\$1,500	\$3,000
Total Post Production				\$20,500

Ancillary Equipment				
Ancillary Equipment	Ancillary/ Support Equipment such as cabling, microphones, stands, tripods, portable production accessories, racks, batteries, cards, office equipment, etc. will be an aggregated total in the summary spreadsheet.	1	\$2,000	\$2,000
<b>Total</b>				<b>\$2,000</b>

<b>Sub-Total One Time Implementation &amp; Upgrade Cost From Baseline</b>		<b>\$40,700</b>
<b>30% Inst/Train/Warranty</b>		<b>\$12,210</b>
<b>Plus Ancillary Cost</b>		<b>\$2,000</b>
<b>Total One Time Implementation &amp; Upgrade Cost</b>		<b>\$54,910</b>
* Description of type of equipment needed for each major item in a functional area, and brief purpose. HD costs are based on 1080p format.		
** This is included as a unit cost in the one-time transition cost calculation to ensure that it is reflected. In actuality, the one time cost for ancillary equipment will likely be higher until it reflects the next replacement of each item. The maximum extended costs would be the 10 year total of \$20,000.		

LNKTV-Health														
Equipment Title	Quantity	Unit Cost	Total Cost	YR1	YR2	YR3	YR4	YR5	YR6	YR7	YR8	YR9	YR10	10 Year Total
Field Acquisition														
Camera Field Packages- Professional Grade	1	\$12,000	\$12,000		\$12,000					\$12,000				\$24,000
Camera Field Packages- DSLR Cameras	1	\$7,500	\$7,500		\$7,500					\$7,500				\$15,000
Camera Field Packages- Go Pro	1	\$700	\$700		\$700					\$700				\$1,400
Total Field Acquisition			\$20,200	\$0	\$20,200	\$0	\$0	\$0	\$0	\$20,200	\$0	\$0	\$0	\$40,400

Post Production														
Ingestion	2	\$1,000	\$2,000	\$1,000		\$1,000					\$1,000		\$1,000	\$4,000
Audio Mixing	2	\$500	\$1,000	\$500		\$500					\$500		\$500	\$2,000
Monitoring	2	\$500	\$1,000	\$500		\$500					\$500		\$500	\$2,000
Edit Systems	2	\$5,000	\$10,000	\$5,000		\$5,000					\$5,000		\$5,000	\$20,000
Portable Edit Systems	1	\$3,500	\$3,500		\$3,500							\$3,500		\$7,000
Solid State Recorder	2	\$1,500	\$3,000	\$1,500		\$1,500					\$1,500		\$1,500	\$6,000
Total Post Production			\$20,500	\$8,500	\$3,500	\$8,500	\$0	\$0	\$0	\$0	\$8,500	\$3,500	\$8,500	\$41,000

Ancillary Equipment														
Ancillary Equipment	1	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$20,000
Total Ancillary			\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$20,000

Yearly Equipment Totals				\$8,500	\$23,700	\$8,500	\$0	\$0	\$0	\$20,200	\$8,500	\$3,500	\$8,500	\$81,400
30% Inst/Train/Warranty				\$2,550	\$7,110	\$2,550	\$0	\$0	\$0	\$6,060	\$2,550	\$1,050	\$2,550	\$24,420
Plus Ancillary Cost				\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$20,000
TOTAL				\$13,050	\$32,810	\$13,050	\$2,000	\$2,000	\$2,000	\$28,260	\$13,050	\$6,550	\$13,050	\$125,820

Sub-Total One Time Implementation & Upgrade Cost From Baseline			\$40,700											
30% Inst/Train/Warranty			\$12,210											
Plus Ancillary Cost			\$2,000											
Total One Time Implementation & Upgrade Cost			\$54,910											

LNKTV-Government				
Equipment Title	Description	Quantity	Unit Price	Total
<b>Field Acquisition</b>				
Camera Field Packages	One advanced professional portable HD camera, capable of HD and 4K resolution, one tripod, 2 channels wireless audio, light kit and accessories. A 10 year replacement schedule indicates replacement of this equipment be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	2	\$12,000	\$24,000
Camera Field Packages	DSLR cameras capable of HD and 4K complete with tripod, 2-channel wireless audio, light kit and accessories. A 10 year replacement schedule indicates replacement of this equipment be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	2	\$7,500	\$15,000
Camera Field Packages	One "Go-Pro" type camera, 32GB memory card, extra batteries, small portable tripod and 1 channel wireless audio. Camera is capable of HD and 4K resolution. Replacement of this equipment will be a 5-year replacement as opposed to a 7-year because of anticipated wear and tear.	2	\$700	\$1,400
Audio Field Packages	8 channel audio mixer, 8 boundary tabletop microphones, audio snake	1	\$1,800	\$1,800
Flypack	Includes 3 pan, tilt, zoom (PTZ) cameras, remote camera control, portable switcher capable of switching live camera feeds, and slow motion replay, computer inputs and includes a CG, 32" multiviewer monitor, fiber encoder and tapeless recorder. Housed in a flight case and will be integrated with camera field packages.	1	\$55,000	\$55,000
Mobile Production Vehicle	Customized Sprinter-type van used for full video production environment including video switcher, CG graphics station, 32-channel audio station, slow motion replay station. Used with the camera field packages. Van should include heating and cooling for equipment during productions and also to include cabling pass-through or internal/external patching. Van should also include a generator.	1	\$500,000	\$500,000
Transport Vehicle	Sprinter-type van capable of transporting equipment and staff to location shoots.	1	\$35,000	\$35,000
<b>Total Field Acquisition</b>				<b>\$632,200</b>

Post Production				
Ingestion	The editing ingestion process needs to match the Field Acquisition technology. The price reflects the cost for ingestion needed for editing.	3	\$1,000	\$3,000
Audio Mixing	Price for adding stereo digital audio mixing. Digital audio conversion is not necessary immediately, but should be considered for migration during the life of the franchise. This cost reflects the price of a digital mixing console of 6-8 inputs.	3	\$500	\$1,500
Engineering Monitoring	Capable of at least SDI/HD, or SDI/HDMI inputs. Includes multi-standard, multi-format digital waveform monitor. Prices are per monitor.	3	\$500	\$1,500
Edit Systems	Price is for a turnkey (including both hardware and software) "state of the art" computer with I/O card with dual monitors. Turnkey systems can vary in cost depending on storage, graphics cards, I/O cards and system RAM needed. Should also include network capability.	3	\$5,000	\$15,000
Portable Edit Systems	Portable laptop computer system with card reader configured for non-linear editing.	3	\$3,500	\$10,500
Solid State Recorder	Capable of multi-format type recording and consistent with entire facility workflow.	3	\$1,500	\$4,500
Total Post Production				\$36,000



Infrastructure Requirements				
Video Over Ethernet Encoder/Decoder Pair	Capable of transmitting HD-SDI video and audio over IP networks.	1	\$5,000	\$5,000
Bonded Cellular Technology	This technology incorporates the use of multiple cell phone carriers carrying HD video and high quality audio from any remote location where cellular signals are present. Bonded cellular indicates the use of multiple cellular carriers working together to ensure no video or audio loss in transition. Includes base system (\$18,000) and periodic upgrades.	1	\$58,000	\$58,000
Analog Audio to SDI Embedder	Capable of embedding analog audio into SDI video stream.	3	\$500	\$1,500
Multi-Channel Fiber Multi-Plex System	System includes both a multi-plexer and a de-multi-plexer. Capable of 8 channels of video with embedded audio.	1	\$30,000	\$30,000
Cabling	Price range is per foot and for regular shielding or plenum (fire-retardant) shielding. Cabling should be able to accept both SD-SDI and HD-SDI signals. Actual costs are dependent on lengths needed, and should be quoted from an integrator. Cost includes cabling and installation.	1000	\$2.50	\$2,500
Routing	Routing and cabling need to have bandwidth capable of HD. Costs vary widely depending on number of inputs and outputs needed. This baseline should provide a 16X16 HD router and would be capable of routing both SDI and fiber (needing fiber inputs).	1	\$5,000	\$5,000
Patching	Costs are per patch bay and final costs could vary widely depending on number of patch bays needed. Standard configuration is usually 8 inputs per bay and should be wired in at the same time as the router install.	2	\$400	\$800
Signal Converters	For up-converting any legacy equipment that is analog or down-converting any newer equipment such as HD to SD. We recommend signal converters that work as "Swiss Army knives", i.e. have the ability to up-convert and down-convert any signal from HD to analog to VGA and even HDMI.	2	\$2,500	\$5,000
<b>Total Infrastructure</b>				<b>\$107,800</b>

General Production Requirements				
Archival Storage	Budgets should account for increased storage costs for HD. Costs on storage can vary widely depending on the number of users, the amount of storage needed, speed, etc. Price per terabyte decreases with the number of terabytes purchased. This price reflects roughly 128 terabytes of storage. Assuming \$500/terabyte to be distributed through the life of the franchise. Should also have redundant power supplies and be RAID protected.	128	\$500	\$64,000
Server-Based Playback System	Headend/playback equipment should be HD or HD compatible. Minimum bit rates should be 20 Mb/sec for HD. Capable of replaying 2 channel.	2	\$30,000	\$60,000
Character Generator for Bulletin Board System	Prices vary greatly depending on features, I/O, and single/multi-channel systems. System could include built-in stillstore, 3D graphics, and motion clip playback. May not be needed if part of the playback system.	3	\$5,000	\$15,000
On Demand/ Streaming Encoders	Need one encoder per channel for streaming live 24/7 content. Price varies depending on format and performance. Price represents a professional turnkey single-channel encoder system, which includes hardware and software capable of running 24/7.	2	\$1,000	\$2,000
Closed Captioning System	Closed captioning system for each of the 3 LNKTV channels, based on speech recognition technology. 7 year upgrade and replacement schedule.	3	\$10,000	\$30,000
<b>Total General Production</b>				<b>\$171,000</b>

Room 113/Studio				
Room 113/Studio				
Cameras	These cameras are robotic, PTZ. Capable of SDI or HDMI output. Up to 1080p and capable of power over ethernet. Costs listed are per camera and should include tripod and tripod adapter.	7	\$8,000	\$56,000
Cameras	Should be capable of HD production. Costs listed are per camera and include CCU, camera head, studio viewfinder, tripod adapter, and lens. (Traditional camera)	3	\$12,000	\$36,000
Tripods	Two-stage tripod with an adjustable fluid head and dolly wheels. Capable of supporting PTZ cameras	3	\$1,500	\$4,500
Audio Microphones (Wired)	Wired microphones with Mute functions and lectern microphones. (Gooseneck)	13	\$175	\$2,275
Audio Microphones (Wireless)	Complete wireless microphone system with transmitter and receiver	2	\$600	\$1,200
Monitoring	Capable of HD signal. Prices are per monitor. To be used for confidence and on-set. 65"	2	\$600	\$1,200
<b>Total Room 113/Studio</b>				<b>\$101,175</b>

Room 303				
Room 303				
Cameras	These cameras are robotic, PTZ. Capable of SDI or HDMI output. Up to 1080p and capable of power over ethernet. Costs listed are per camera and should include tripod and tripod adapter.	3	\$8,000	\$24,000
Audio Microphones (Wired)	Wired microphones with Mute functions and lectern microphones. (Gooseneck)	13	\$175	\$2,275
Audio Microphones (Wireless)	Complete wireless microphone system with transmitter and receiver	2	\$600	\$1,200
Monitoring	Capable of HD signal. Prices are per monitor. To be used for confidence and on-set. 65"	2	\$600	\$1,200
<b>Room 303</b>				<b>\$28,675</b>

Council Chambers (City Council/County Commissioner Hearing Room)				
Council Chambers				
Cameras	These cameras are robotic, PTZ. Capable of SDI or HDMI output. Up to 1080p and capable of power over ethernet. Costs listed are per camera and could include tripod or wall mounted adapter.	3	\$8,000	\$24,000
Document Camera (ELMO)	Overhead camera system allows for documents to be shot and projected to a monitor for public viewing. Camera should be full HD capable.	1	\$2,000	\$2,000
Audio Microphones (Wired)	Wired microphones with Mute functions and lectern microphones. (Gooseneck)	13	\$175	\$2,275
Audio Microphones (Wireless)	Complete wireless microphone system with transmitter and receiver	2	\$600	\$1,200
TV Monitors	55 inch.	6	\$800	\$4,800
VGA/HDMI Splitter	Capable of splitting 1 input to 2 outputs	1	\$200	\$200
Assisted Listening Devices	System designed to aid the hearing impaired listen to meetings. Wireless assistive listening system designed to accommodate up to 5 users. Includes wireless transmitters and 5 belt-pack receivers with headphones.	1	\$1,000	\$1,000
Scan Converter	Capable of converting computer output to SDI video. Should be capable of HD output. Capable of VGA and HDMI input.	1	\$1,200	\$1,200
Digital DSP Audio Mixing System	System includes all DSP audio functions. Complete with gating limiting and automatic audio mixing of all microphone inputs.	1	\$10,000	\$10,000
<b>Total Council Chambers</b>				<b>\$46,675</b>

Room 113, 303, Studio/Chamber Control				
Room 113, 303, Studio/Chamber Control				
Switcher	Capable of HD production. Includes two M/E capable of upstream and downstream keying, file storage, virtual set technology and multi-viewer output. Also capable of chromakey production. 16 input.	1	\$40,000	\$40,000
Robotic Camera Control	Controller should be capable of controlling multiple cameras with the ability of stored presets and camera setup capability	1	\$2,500	\$2,500
Character Generator	System should include built-in stillstore, 3D graphics, dual channel and motion clip playback. If included in the Switcher, this category is not necessary.	1	\$10,000	\$10,000
Audio Mixing	Price for adding stereo digital audio mixing. Digital audio conversion is not necessary immediately, but should be considered for migration during the life of the franchise. This cost reflects the price of a digital mixing console of 32 inputs.	1	\$2,000	\$2,000
Multi-View Monitor	Precision monitors to be used to display multiviewer images. Assuming 2- 48" monitors.	2	\$700	\$1,400
Engineering Monitor	Used for monitoring video output signal. Should incorporate built-in waveform/vector scope. Capable of analyzing digital signals including HD.	1	\$500	\$500
Solid State Recorder	Recorder should be capable of multiple SD, compact flash cards, or solid state and should integrate with entire facility workflow.	2	\$1,500	\$3,000
Misc D/A's and cabling	This is for miscellaneous distribution of signals from the HD equipment	1	\$2,000	\$2,000
<b>Total Room 113/303/Studio/Chamber Control</b>				<b>\$61,400</b>

Ancillary Equipment				
Ancillary Equipment	Ancillary/ Support Equipment such as cabling, microphones, stands, tripods, portable production accessories, racks, batteries, cards, office equipment, etc. will be an aggregated total in the summary spreadsheet.	1	\$10,000	\$10,000
<b>Total</b>				<b>\$10,000</b>

<b>Sub-Total One Time Implementation &amp; Upgrade Cost From Baseline</b>		<b>\$1,184,925</b>
<b>30% Inst/Train/Warranty</b>		<b>\$355,478</b>
<b>Plus Ancillary Cost</b>		<b>\$10,000</b>
<b>Total One Time Implementation &amp; Upgrade Cost</b>		<b>\$1,550,403</b>

\* Description of type of equipment needed for each major item in a functional area, and brief purpose. HD costs are based on 1080p format.

\*\* This is included as a unit cost in the one-time transition cost calculation to ensure that it is reflected. In actuality, the one time cost for ancillary equipment will likely be higher until it reflects the next replacement of each item. The maximum extended costs would be the 10 year total of \$100,000.

New Studio Remodel				
Studio Remodel	Stand-alone studio remodel next to the current production facility. Should include wall removal, lighting grid, cyc wall and cabling. 29' x 29' building - 841 sq ft	841	\$250	\$210,250
<b>Total</b>				<b>\$210,250</b>

LNKTV-Government														
Equipment Title	Quantity	Unit Cost	Total Cost	YR1	YR2	YR3	YR4	YR5	YR6	YR7	YR8	YR9	YR10	10 Year Total
Field Acquisition														
Camera Field Packages	2	\$12,000	\$24,000		\$24,000					\$24,000				\$48,000
Camera Field Packages- DSLR Cameras	2	\$7,500	\$15,000			\$15,000					\$15,000			\$30,000
Camera Field Packages- "Go-Pro" Cameras	2	\$700	\$1,400	\$1,400				\$1,400						\$2,800
Audio Field Packages	1	\$1,800	\$1,800	\$1,800						\$1,800				\$3,600
Flypack	1	\$55,000	\$55,000	\$55,000						\$75,000				\$130,000
Mobile Production Vehicle	1	\$500,000	\$500,000						\$500,000					\$500,000
Transport Vehicle	1	\$35,000	\$35,000	\$35,000						\$35,000				\$70,000
Total Field Acquisition			\$632,200	\$93,200	\$24,000	\$15,000	\$0	\$1,400	\$500,000	\$135,800	\$15,000	\$0	\$0	\$784,400
Post Production														
Ingestion	3	\$1,000	\$3,000		\$3,000							\$3,000		\$6,000
Audio Mixing	3	\$500	\$1,500		\$1,500							\$1,500		\$3,000
Monitoring	3	\$500	\$1,500		\$1,500							\$1,500		\$3,000
Edit Systems	3	\$5,000	\$15,000		\$15,000							\$15,000		\$30,000
Portable Edit Systems	3	\$3,500	\$10,500		\$10,500							\$10,500		\$21,000
Solid State Recorder	3	\$1,500	\$4,500		\$4,500							\$4,500		\$9,000
Total Post Production			\$36,000	\$0	\$36,000	\$0	\$0	\$0	\$0	\$0	\$0	\$36,000	\$0	\$72,000

Infrastructure Requirements														
Video Over Ethernet Encoder/Decoder Pair	1	\$5,000	\$5,000	\$5,000						\$5,000				\$10,000
Bonded Cellular Technology	1	\$58,000	\$58,000	\$18,000		\$10,000		\$10,000		\$10,000		\$10,000		\$58,000
Analog Audio to SDI Embedder	3	\$500	\$1,500	\$1,500						\$1,500				\$3,000
Multi-Channel Fiber Multi-Plex System	1	\$30,000	\$30,000	\$30,000						\$30,000				\$60,000
Cabling	1000	\$2.50	\$2,500	\$2,500						\$2,500				\$5,000
Routing	1	\$5,000	\$5,000	\$5,000						\$5,000				\$10,000
Patching	2	\$400	\$800	\$800						\$800				\$1,600
Signal Converters	2	\$2,500	\$5,000	\$5,000						\$5,000				\$10,000
Total Infrastructure			\$107,800	\$67,800	\$0	\$10,000	\$0	\$10,000	\$0	\$59,800	\$0	\$10,000	\$0	\$157,600

General Production Requirements														
Archival Storage	128	\$500	\$64,000	\$16,000			\$16,000			\$16,000			\$16,000	\$64,000
Server-Based Playback System	2	\$30,000	\$60,000				\$60,000						\$60,000	\$120,000
Character Generator for Bulletin Board System	3	\$5,000	\$15,000				\$15,000						\$15,000	\$30,000
On Demand Streaming Encoders	2	\$1,000	\$2,000				\$2,000						\$2,000	\$4,000
Closed Captioning System	3	\$10,000	\$30,000	\$30,000							\$30,000			\$60,000
Total General Productions			\$171,000	\$46,000	\$0	\$0	\$93,000	\$0	\$0	\$16,000	\$30,000	\$0	\$93,000	\$278,000

Room 113/Studio														
Room 113/Studio														
Cameras-PTZ	7	\$8,000	\$56,000	\$56,000						\$56,000				\$112,000
Cameras-Traditional	3	\$12,000	\$36,000			\$36,000							\$36,000	\$72,000
Tripods	3	\$1,500	\$4,500	\$4,500						\$4,500				\$9,000
Audio Microphones (Wired)	13	\$175	\$2,275	\$2,275						\$2,275				\$4,550
Audio Microphones (Wireless)	2	\$600	\$1,200	\$1,200						\$1,200				\$2,400
Monitoring	2	\$600	\$1,200	\$1,200						\$1,200				\$2,400
Total Room 113/Studio			\$101,175	\$65,175	\$0	\$36,000	\$0	\$0	\$0	\$65,175	\$0	\$0	\$36,000	\$202,350



Room 303														
Room 303														
Cameras-PTZ	3	\$8,000	\$24,000	\$24,000						\$24,000				\$48,000
Audio Microphones (Wired)	13	\$175	\$2,275	\$2,275						\$2,275				\$4,550
Audio Microphones (Wireless)	2	\$600	\$1,200	\$1,200						\$1,200				\$2,400
Monitoring	2	\$600	\$1,200	\$1,200						\$1,200				\$2,400
Room 303			\$28,675	\$28,675	\$0	\$0	\$0	\$0	\$0	\$28,675	\$0	\$0	\$0	\$57,350

Council Chambers (City Council/County Commissioner Hearing Room)														
Council Chambers														
Cameras	3	\$8,000	\$24,000			\$24,000							\$24,000	\$48,000
Document Camera (ELMO)	1	\$2,000	\$2,000	\$2,000						\$2,000				\$4,000
Audio Microphones (Wired)	13	\$175	\$2,275			\$2,275							\$2,275	\$4,550
Audio Microphones (Wireless)	2	\$600	\$1,200			\$1,200							\$1,200	\$2,400
TV Monitors	6	\$800	\$4,800	\$4,800						\$4,800				\$9,600
VGA/HDMI Splitter	1	\$200	\$200			\$200							\$200	\$400
Assisted Listening Devices	1	\$1,000	\$1,000			\$1,000							\$1,000	\$2,000
Scan Converter	1	\$1,200	\$1,200			\$1,200							\$1,200	\$2,400
Digital DSP Audio Mixing System	1	\$10,000	\$10,000			\$10,000							\$10,000	\$20,000
Total Council Chambers			\$46,675	\$6,800	\$0	\$39,875	\$0	\$0	\$0	\$6,800	\$0	\$0	\$39,875	\$93,350

Room 113/303/Studio/Chamber Control														
Switcher	1	\$40,000	\$40,000			\$40,000							\$40,000	\$80,000
Robotic Camera Control	1	\$2,500	\$2,500			\$2,500							\$2,500	\$5,000
Character Generator	1	\$10,000	\$10,000			\$10,000							\$10,000	\$20,000
Audio Mixing	1	\$2,000	\$2,000	\$2,000							\$2,000			\$4,000
Multi-View Monitor	2	\$700	\$1,400			\$1,400							\$1,400	\$2,800
Engineering Monitor	1	\$500	\$500			\$500							\$500	\$1,000
Solid State Recorder	2	\$1,500	\$3,000			\$3,000							\$3,000	\$6,000
Misc D/A's and cabling	1	\$2,000	\$2,000			\$2,000							\$2,000	\$4,000
Total Room 113/303/Studio/Chamber Control			\$61,400	\$2,000	\$0	\$59,400	\$0	\$0	\$0	\$0	\$2,000	\$0	\$59,400	\$122,800

Ancillary Equipment														
Ancillary Equipment	1	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$100,000
Total Ancillary			\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$100,000
Yearly Equipment Totals				\$309,650	\$60,000	\$160,275	\$93,000	\$11,400	\$500,000	\$312,250	\$47,000	\$46,000	\$228,275	\$1,767,850
30% Inst/Train/Warranty				\$92,895	\$18,000	\$48,083	\$27,900	\$3,420	\$150,000	\$93,675	\$14,100	\$13,800	\$68,483	\$530,355
Plus Ancillary Cost				\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$100,000
TOTAL				\$412,545	\$88,000	\$218,358	\$130,900	\$24,820	\$660,000	\$415,925	\$71,100	\$69,800	\$306,758	\$2,398,205
Sub-Total One Time Implementation & Upgrade Cost From Baseline			\$1,184,925											
30% Inst/Train/Warranty			\$355,478											
Plus Ancillary Cost			\$10,000											
Total One Time Implementation & Upgrade Cost			\$1,550,403											
New Studio Remodel														
Studio Remodel	841	\$250	\$210,250		\$210,250									
Total			\$210,250	\$0	\$210,250	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Lincoln Nebraska PEG Access 10-Year Cost Summary											
Entity Description	YR1	YR2	YR3	YR4	YR5	YR6	YR7	YR8	YR9	YR10	10 Year Total
LNKTV-Government	\$412,545	\$88,000	\$218,358	\$130,900	\$24,820	\$660,000	\$415,925	\$71,100	\$69,800	\$306,758	\$2,398,205
LNKTV-Government Studio Remodel		\$210,250									\$210,250
LNKTV-Education LPS	\$112,250	\$103,540	\$160,220	\$5,000	\$5,000	\$79,100	\$44,000	\$77,150	\$64,540	\$121,220	\$772,020
LCCTV-Lincoln Community Channel	\$128,045	\$35,550	\$125,770	\$15,400	\$5,000	\$23,200	\$54,400	\$78,645	\$35,550	\$117,970	\$619,530
LNKTV-Health	\$13,050	\$32,810	\$13,050	\$2,000	\$2,000	\$2,000	\$28,260	\$13,050	\$6,550	\$13,050	\$125,820
LNKTV-Univ of Neb	\$72,795	\$38,150	\$143,970	\$25,800	\$5,000	\$40,100	\$25,800	\$16,895	\$38,150	\$164,770	\$571,430
<b>Total</b>	<b>\$738,685</b>	<b>\$508,300</b>	<b>\$661,368</b>	<b>\$179,100</b>	<b>\$41,820</b>	<b>\$804,400</b>	<b>\$568,385</b>	<b>\$256,840</b>	<b>\$214,590</b>	<b>\$723,768</b>	<b>\$4,697,255</b>

**Total One Time Implementation/Upgrade Cost (including  
Installation-Warranty-Training)**

Entity	Total
LNKTV-Government	\$1,550,403
LNKTV-Government Studio Remodel	\$210,250
LNKTV-Education LPS	\$366,010
LCCTV-Lincoln Community Channel	\$310,565
LNKTV-Health	\$54,910
LNKTV-University of Nebraska	\$307,965
<b>Total</b>	<b>\$2,800,103</b>



*St. Paul Office:* 1597 Race Street, St. Paul, MN 55102 P/651-340-5300  
*Philadelphia Office:* 73 Chestnut Road, Suite 203, Paoli, PA 19301 P/610-889-7470  
*New York Office:* 404-408 Main Street, Suite 501, Boonton, NJ 07005 P/973-794-3171  
[www.cbgcommunications.com](http://www.cbgcommunications.com)

# **REPORT ON THE ALLO COMMUNICATIONS AND WINDSTREAM RESIDENTIAL CABLE TELEVISION-RELATED NEEDS AND INTERESTS ASSESSMENT IN THE CITY OF LINCOLN, NEBRASKA**

By

CBG Communications, Inc.  
Thomas G. Robinson, President  
Dick Nielsen, Senior Engineer

and

Constance Ledoux Book, Ph. D.  
Telecommunications Research Corporation

Prepared: October 7, 2019

## Table of Contents

ALLO AND WINDSTREAM RESIDENTIAL COMMUNITY NEEDS ASSESSMENT .....	1
ALLO AND WINDSTREAM RESIDENTIAL TELEPHONE SURVEY .....	1
Introduction.....	1
Research Methodology .....	2
TELEPHONE SURVEY FINDINGS - ALLO AND WINDSTREAM SUBSCRIBERS .....	3
Sample Description.....	3
Demographics of Allo Subscribers .....	3
Demographics of Windstream Subscribers.....	4
<b>ALLO COMMUNICATIONS TELEVISION SUBSCRIBER RESPONSES .....</b>	<b>5</b>
Prior Subscription to Charter-Spectrum Cable Television Service .....	5
Subscribers to Allo Television Service.....	5
Overall Satisfaction.....	6
Service Characteristics.....	7
Calls to Allo .....	8
Cable Signal Outages.....	10
Picture Quality .....	11
Problem Resolution Satisfaction.....	11
Knowledge of Telecommunications/Cable Advisory Board .....	12
Public, Education and Government Access Programming (PEG).....	12
Online Access in Lincoln.....	12
Final Allo Subscriber Comments.....	14
<b>WINDSTREAM CABLE TELEVISION SUBSCRIBER RESPONSES .....</b>	<b>15</b>
Windstream Cable Television Service.....	15
Subscribers to Windstream Television Service .....	15
Overall Satisfaction.....	16
Service Characteristics.....	17
Calls to Windstream.....	18
Cable Signal Outages.....	20
Picture Quality .....	21
Problem Resolution Satisfaction.....	21
Knowledge of Telecommunications/Cable Advisory Board .....	22
Public, Education and Government Access Programming (PEG).....	22
Online Access in Lincoln.....	22
Final Windstream (Kinetic) Comments .....	24

## **EXHIBITS**

Exhibit A – City of Lincoln Allo Cable Television Residential Subscriber Telephone Survey Markup

Exhibit B – City of Lincoln Windstream Cable Television Residential Subscriber Telephone Survey Markup

## ALLO AND WINDSTREAM RESIDENTIAL COMMUNITY NEEDS

### ASSESSMENT

#### ALLO AND WINDSTREAM RESIDENTIAL TELEPHONE SURVEY

##### Introduction

As part of cable television franchise renewal and past performance review proceedings for the City of Lincoln (“City” or “Lincoln”) franchise area, the City conducted a random telephone survey of Lincoln residents that were Allo and Windstream cable television subscribers to document needs, interests and performance related to Allo and Windstream cable service. The following narrative summary reports on the findings and conclusions of that field research.

The findings are based on telephone interviews conducted with a random sampling of 146<sup>1</sup> franchise area residents during October and November of 2018. Of those interviewed, 78<sup>2</sup> were Allo cable television subscribers and 68<sup>3</sup> were Windstream cable subscribers.

Also, important to note during the reading of this narrative is that numbers were rounded off to the nearest whole number at the 0.5 level. As a result, when considering the total percentages related to any given response the numbers reported will fall between 99-101%.

Interviews with Allo and Windstream cable subscribers lasted, on average, thirteen minutes. The instruments used during field research were specifically designed to examine several areas of Allo and Windstream cable television service. These included, but are not limited to:

- Respondents’ familiarity and experiences with Allo and Windstream.
- Reasons Allo and Windstream cable service never subscribed or stopped subscribing to Charter-Spectrum cable services.
- Amount of the average monthly cable bill (all services and fees).
- Type of cable package subscribed to by Allo and Windstream respondents.
- Internet services subscribed to with Allo and Windstream.
- General level of satisfaction with Allo and Windstream.
- Suggestions on how to improve the services provided by Allo and Windstream.
- Quality of specific service features provided by Allo and Windstream.
- List of specific channels with poor picture quality or poor audio quality.
- Ratings of communication with Allo and Windstream, including telephone-based customer service provided by the company.
- The number of cable outages and subscriber experiences with restoration of services.

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<sup>1</sup> A symbol of N will be used periodically throughout this report to denote total responses.

<sup>2</sup> 71 subscriber surveys were randomly selected and 7 additional subscribers were oversampled.

<sup>3</sup> 65 subscriber surveys were randomly selected and 3 additional subscribers were oversampled.

- Awareness of government, education, health and wellness (LNKTV Channels) and public access programming currently offered.
- Awareness of Lincoln's LNKTV Channel programming available online.
- Awareness of being able to file a complaint with the City's Telecommunications/Cable Advisory Board.
- The presence of broadband in the home in Lincoln among Allo and Windstream subscribers and current levels of online activity.
- Ratings of Internet characteristics including choice of Internet providers in Lincoln.
- The number of Allo and Windstream Internet subscribers who use internet-based video streaming services.
- Interest in cable-cutting (also known as "cord cutting") and the time anticipated that this will occur.

## Research Methodology

A contracted telephone research firm, Issues and Answers, Inc., conducted telephone interviews using randomly drawn landline telephone numbers and a random sample process for selecting cell phone telephone numbers. Issues and Answers has more than 40 years of combined experience in social science research using telephone survey methodology and operates four call centers around the country. Calls were placed during a variety of times of day, during weekdays and on weekends, to ensure that all sets of lifestyles were represented in the data collected. Issues and Answers utilized trained interviewers and a continuous call back procedure to ensure the reliability and validity of the data collected. Specifically, continuous callbacks were made to numbers without answers and to numbers with answering machines or voice mail so that these numbers were not removed from the pool of potential respondents, ensuring the greatest randomization throughout the study.

The survey instrument was designed by CBG Communications and Dr. Constance Book with consultation, assistance and approval of representatives of the City.<sup>4</sup>

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<sup>4</sup> See Report Exhibits A and B for the Allo and Windstream Residential Telephone Survey Instrument Markups for individual question construction and interviewer instructions.

## **TELEPHONE SURVEY FINDINGS - ALLO AND WINDSTREAM SUBSCRIBERS**

### **Sample Description**

The responding sample consisted of 146 residents in the Lincoln franchise areas served by Allo and Windstream. A screening question was used to ensure that respondents only included those who made the decision as to whether the household subscribed to cable television service or shared equally in that decision. All respondents were also required to be 18 years or older. The average age of the Allo respondents was 61 years old and the range of ages responding to the survey was 18 years old to 96 years old. The average age of the Windstream respondents was 62 years old and the range of ages responding to the survey was 18 years old to 95 years old.

This telephone study utilized an effective, random sample of landline and cell telephone numbers. In today's mobile telephone environment, the number of cell-phone-only and cell-phone-mostly households continues to grow. In order for telephone surveys to continue collecting reliable and valid data, it is critical that respondents from cell-phone-only environments be included in the random sampling process. The Lincoln cable television study did this by working with Issues and Answers to ensure the random dialing included landline numbers, and a separate sample of cell phone numbers, conforming with industry standards. Of the responding Allo sample, Fifty-six percent (56%) of the sample indicated that they were cell-phone-only or cell-phone-mostly households, and of the responding Windstream sample, 40% of the sample indicated that they were cell-phone only or cell-phone mostly.

### **Demographics of Allo Subscribers**

The sample was not specifically controlled for gender, and the final results were slightly weighted toward women. Fifty percent (50%) of the responding sample was female and fifty percent (50%) was male. The 2010 Census in Lincoln reports the female adult population in Lincoln as 50%.

The majority of the respondents reported they were White (90%) in the sample. Three percent (3%) declined to answer, and eight (8%) percent reported that they were Biracial/Multi-racial or Other.

A majority of Allo subscribers reported owning their home (92%) and five percent (5%) reported renting, while three percent (3%) declined to answer. Additionally, over one in five respondents (22%) have children under the age of 18 living in their home. Three percent (3%) of respondents to the survey declined to answer this question.

The sample represented a diverse range of annual income levels. Three percent (3%) indicated earning an annual income of less than \$25,000, whereas at the high end of the range thirty-five percent (35%) of the sample had an income of \$100,000 or more. Four percent (4%) reported an annual income between \$25,000 and less than \$35,000. Twelve percent (12%) had an income between \$35,000 and less than \$50,000. Nineteen percent (19%) reported an annual income between \$50,000 and less than \$75,000. Nine percent (9%) indicated an income between \$75,000 and less than \$100,000. Nineteen percent (19%) of respondents declined to report their income.



Respondents were asked to indicate the highest level of education they had completed. While 5% chose not to respond to this question, 13% reported that they were high school graduates, 17% had some college or an associate's degree, 40% held a four-year college degree, and 24% had attended college beyond a four-year degree.

We also queried the sample about their employment status. Forty-five percent (45%) indicated they were employed, forty-four percent (44%) indicated they were retired, one percent (1%) indicated that they were disabled, and ten percent (10%) reported another employment status such as "retired but working part time", "Housewife" and "Self Employed".

### **Demographics of Windstream Subscribers**

The sample was not specifically controlled for gender, and the final results were slightly weighted toward women. Sixty-three percent (63%) of the responding sample was female and thirty-seven percent (37%) was male.<sup>5</sup>

The majority of the respondents reported they were White (90%) in the sample. Nine percent (9%) declined to answer, and one (1%) percent reported that they were Biracial/Multi-racial or Other.

A majority of Windstream subscribers reported owning their home (91%) and nine percent (9%) reported renting. Additionally, almost one in six respondents (16%) have children under the age of 18 living in their home.

The sample represented a diverse range of annual income levels. Four percent (4%) indicated earning an annual income of less than \$25,000, whereas at the high end of the range twenty-four percent (24%) of the sample had an income of \$100,000 or more. Three percent (3%) reported an annual income between \$25,000 and less than \$35,000. Twelve percent (12%) had an income between \$35,000 and less than \$50,000. Twenty-five percent (25%) reported an annual income between \$50,000 and less than \$75,000. Three percent (3%) indicated an income between \$75,000 and less than \$100,000. Twenty-nine percent (29%) of respondents declined to report their income.

Respondents were asked to indicate the highest level of education they had completed. Thirteen percent (13%) were high school graduates, 29% had some college or an associate's degree, 38% held a four-year college degree, and 19% had attended college beyond a four-year degree.

We also queried the sample about their employment status. Forty-one percent (41%) indicated they were employed either full-time or part-time, fifty-six percent (56%) indicated they were retired, one percent (1%) indicated that they were living with a disability, and one (1%) reported another employment status such as "Unemployed".

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<sup>5</sup> Telephone response rates have been found over time to be generally higher among women and older populations. Sellers, R. "Mail v. Phone Studies," Non-Profit Times, March 15, 2000.

## **ALLO COMMUNICATIONS TELEVISION SUBSCRIBER RESPONSES**

### **Prior Subscription to Charter-Spectrum Cable Television Service**

Of the 78 Allo respondents, subscribers were asked if they had ever subscribed to Charter-Spectrum cable services. Respondents were then divided into those who had never subscribed to Charter-Spectrum cable television services (15%/N=12) and those who had subscribed at one time, but no longer subscribed (85%/N=66).

When asked in an open-ended question<sup>6</sup>, respondents who had **never** subscribed to Charter-Spectrum cable television (N=12) indicated the primary reasons for never subscribing (first responses) were cost (25%) and 17% indicated that they were previously satellite subscribers. Eight percent (8%) said they previously preferred to watch free over-the-air TV channels. Another eight percent (8%) indicated they had an unfavorable view of Charter-Spectrum television company as the reason for never subscribing. Another eight percent (8%) went with another cable provider and another eight percent (8%) indicated that Charter-Spectrum was not available in their area.

Those who had **previously subscribed** to Charter-Spectrum cable television services (N=66), but were not currently subscribing reported both cable-related reasons and personal preferences. When looking at the reasons that can be addressed by Charter-Spectrum, previous subscribers were most likely to say (first responses) that they discontinued service because of “cost” (48%), followed by service issues (26%), programming issues (6%) and billing issues/problems (2%). When we look closer at previous subscribers’ personal preference reasons for no longer subscribing, three percent (3%) indicated that they initially chose to switch to be a satellite subscriber and two percent (2%) stated that they Didn’t watch it, so stopped subscribing. Although cost was the number one reason for leaving, it is notable that many chose to unsubscribe for other reasons including the 34% of former subscribers who chose to unsubscribe due to service, programming, and billing issues.

### **Subscribers to Allo Television Service**

Allo subscribers (N=78) were asked how long they had been Allo cable television subscribers at their current address. The range of responses was from less than one year to 8 years.<sup>7</sup> The average response was 1 year and the most common response was one year.

Fifteen percent (15%) of subscribers have a limited basic cable television service that has the broadcast networks and a few cable channels. The most common Allo cable service package subscribed to by respondents was their “TV Basic” package or a higher tier of service (73%) which provide over 170 channels. Twelve percent (12%) indicated they weren’t sure what package they subscribed to.

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<sup>6</sup> Categories were not provided. Telephone interviewers coded the open-ended comments into common response types. See the Survey Instrument Markup in the Report Exhibits for more detail on question construction and interviewer instructions.

<sup>7</sup> Allo has only had a franchise for 4 years, but phone service may have been available for longer.

Additionally, 96% of all Allo cable subscribers indicated subscribing to Allo broadband/cable modem services (N=70). Of the remaining Allo cable television subscriber respondents who do not have high speed Internet service from Allo, 1% have such service with an alternative provider. Three percent (3%) of Allo cable TV subscribers reported not knowing if they had internet and 3% reported that they didn't know who their provider was. Additionally, four percent (4%) report not having Internet access at home. The reason for not having Internet access in the home was that they didn't own a computer.

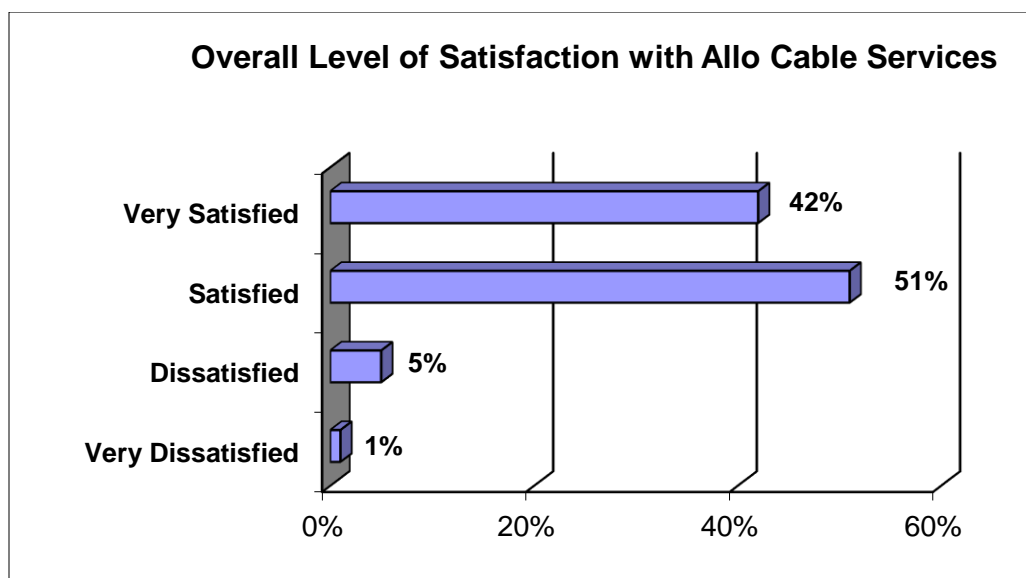
The average monthly Allo bill self-reported by Allo cable television subscribers surveyed is \$165.00 (including all services and fees). The most commonly self-reported Allo bill (the mode) among subscribers was \$200 a month, with Allo bills ranging from \$50 to \$250 a month.<sup>8</sup>

**Average Monthly Allo Cable Television Subscriber Bill, including all services and fees (cable television, cable modem and cable telephone) = \$165.00 per customer**

## Overall Satisfaction

A majority, or fifty-one percent (51%), of subscriber respondents reported they are “satisfied” with Allo cable television service, and forty-two percent (42%) of subscribers described themselves as “very satisfied”, for a total of 93% reporting they were either “satisfied” or “very satisfied”. Five percent (5%) said they were “dissatisfied” and one percent (1%) said they were “very dissatisfied”, for a total of 6% or less than 1 in 10 reporting they were either “dissatisfied” or “very dissatisfied”.

Figure 1. - Overall Satisfaction with Cable Service



<sup>8</sup> This figure includes all services: cable television, broadband internet and telephone.

Responding cable television subscribers who indicated being “dissatisfied” or “very dissatisfied” with Allo cable service (N=5) were asked if there was anything the company could do to improve their rating. Most often, dissatisfied subscribers said the company's overall rating could be improved if **programming issues were resolved** (40%). They also suggested that the company have **fewer outages and interruptions in service** (40%), and **offered lower rates** (20%).

### Service Characteristics

All subscribers were asked to rate specific characteristics of Allo cable television service. They were asked about, among others, the picture and sound quality, billing practices, and communications regarding rates and programming changes.

The following chart details their responses to each of these questions on a scale from “very satisfied” to “very dissatisfied”:

Table 1. Satisfaction with Allo Service Characteristics in Lincoln

	Cable Television Feature (N=78)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
1	The picture quality	58%	40%	0%	0%	3%
2	The sound level consistency across channels	44%	49%	6%	1%	0%
3	The programming packages available	35%	56%	5%	0%	4%
4	Billing practices	40%	50%	5%	0%	5%
5	The ability of a Customer Service Representative to explain and address billing questions and problems	50%	31%	9%	3%	8%
6	Communications regarding rates and programming changes	30%	47%	6%	1%	15%
7	Service and repair response	45%	36%	4%	1%	13%
8	The time window for service appointments	40%	37%	1%	0%	22%
9	The arrival time of the service technician	41%	33%	1%	0%	24%

Ninety-eight percent (98%) of interviewed Allo cable subscribers indicated that they were “very satisfied” or “satisfied” with picture quality. Ninety-three percent (93%) indicated that they were “very satisfied” or “satisfied” with sound level consistency across channels. Ninety-one percent (91%) indicated that they were “very satisfied” or “satisfied” with programming packages available, and ninety percent (90%) indicated that they were “very satisfied” or “satisfied” with Allo’s billing practices. After this, most satisfaction rates fell into a range of between approximately three-quarters and four-fifths of respondents. Specifically, 81% were satisfied with Allo’s service and repair response and with the ability of customer service representatives to explain and address billing questions and problems. Seventy-seven percent (77%) of interviewed

Allo cable subscribers indicated that they were “very satisfied” or “satisfied” with the Communications regarding rates and programming changes and the time window for service appointments.

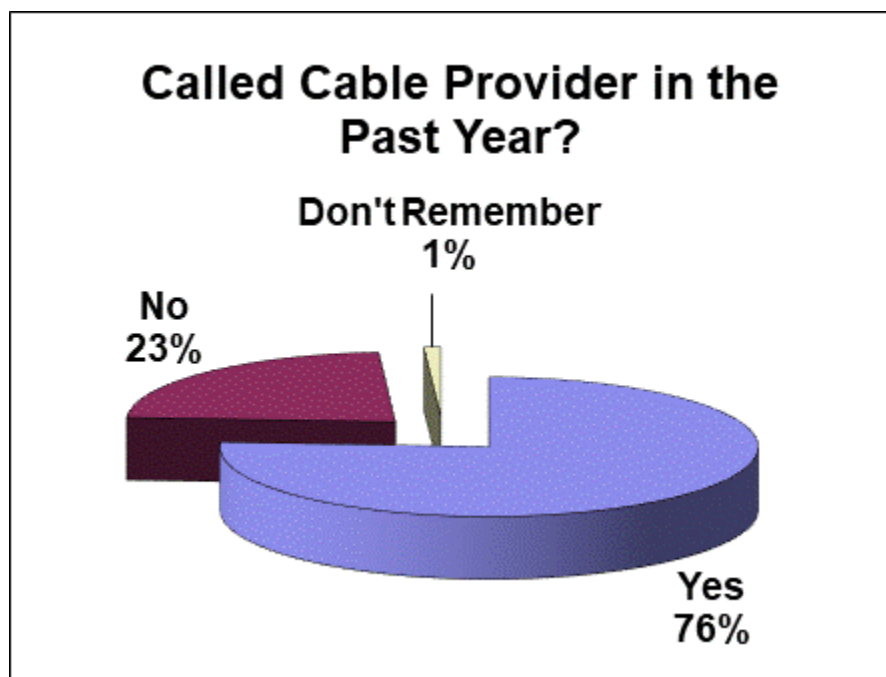
The arrival time of an Allo service technician earned a satisfaction rating of 74%.

The ability of a Customer Service Representative to explain and address billing questions and problems earned the highest dissatisfaction scores. Over one in ten (12%) subscribers are dissatisfied with this service characteristic, including 3% that indicated being “very dissatisfied.”

### Calls to Allo

Customers were then asked if they had called Allo in the past year for any reason. Seventy-six percent (76%) said yes.

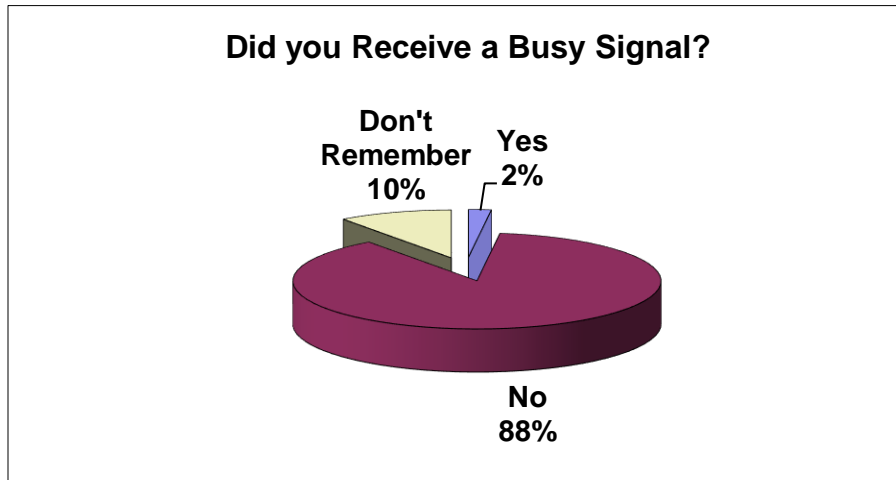
Figure 2: Allo Subscribers Who Called Allo in the Past Year



These respondents (N=59) were asked the reason for their call. The most common reason for calling the cable company was to report a cable outage or loss of signal (29%). This was followed by reporting a signal quality problem with picture or sound (15%), and to report a problem with cable phone service (10%). Another 5% called to report a problem with their cable modem/high speed internet service or to discuss a billing question.

Eighty-eight percent (88%) of those who had called Allo in the past year said they did not receive a busy signal. Two percent (2%) said they had received a busy signal, and ten percent (10%) said they could not remember.

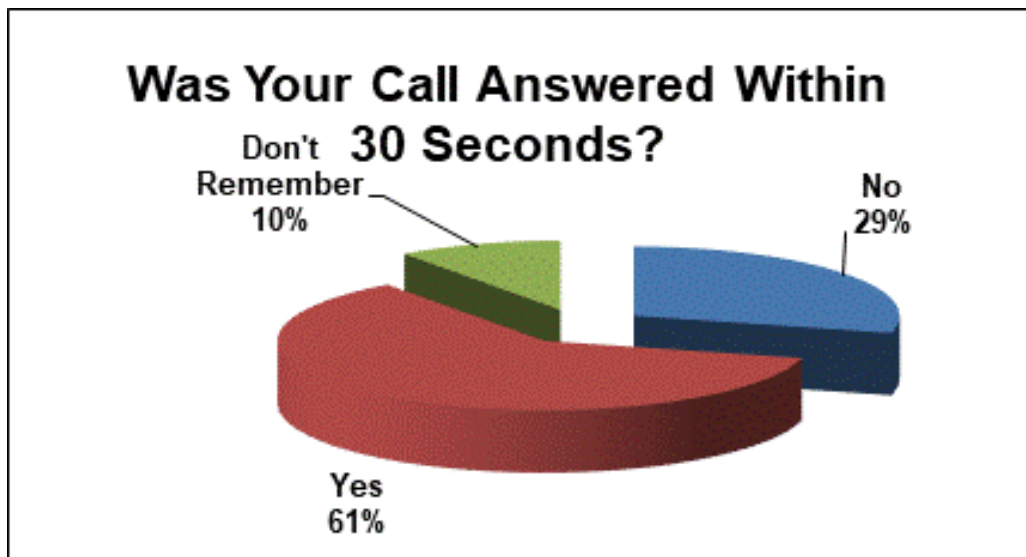
Figure 3. Allo Subscribers Receiving a Busy Signal When Calling Allo



The Federal Communications Commission (FCC) customer service standards related to busy signals indicate that callers should not receive a busy signal “under normal operating conditions” greater than three percent (3%) of the time.<sup>9</sup>

Cable subscribers who called the Allo call center were also asked if customer service representatives answered their calls within 30 seconds, including the time left on hold and 29% indicated that they had not.

Figure 4. Subscribers Allo Whose Call wasn't Answered within 30 Seconds



<sup>9</sup> The Federal Communications Commission (FCC) customer service standards for cable television can be found at <http://www.fcc.gov/guides/customer-service-standards>. FCC standards are incorporated into Allo's Lincoln franchise.

According to the data collected in this study, Allo scores below the FCC benchmark in regard to hold and transfer time which stipulates a less than 30 second hold time and an additional 30 second transfer time be met with 90% efficiency.<sup>10</sup>

Survey respondents were asked how soon after they called to report the problem did Allo begin to correct that problem. Seventy-five percent (75%) of respondents said the cable company began working on their problem “the same day it was reported.” Twelve percent (12%) said the cable company began working on the problem “the next business day.” Another three percent (3%) reported that the cable company began working on the problem “days later.” Five percent (5%) indicated it was “about a week” and two percent (2%) said the problem was “never resolved.”

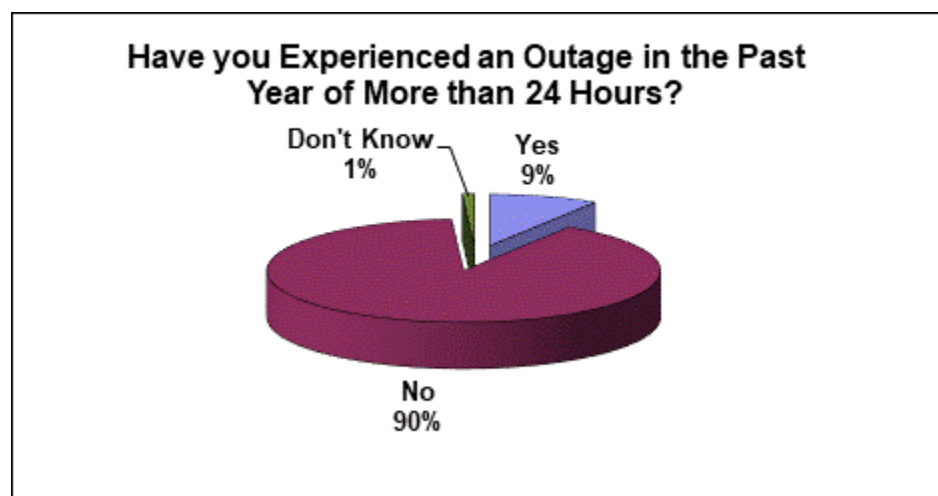
The FCC benchmarks for customer service stipulate that the cable company must begin working on outages within 24 hours of problem notification and must begin working on resolution of other problems “the next business day after learning of them.”<sup>11</sup> Based on our findings, 8% of Allo cable subscribers in Lincoln that called to report a problem reported that Allo did not meet this FCC benchmark on customer service. Additionally, another two percent (2%) of customers report that the problem continues.

### Cable Signal Outages

Allo cable television subscribers were asked if they had experienced cable signal outages in the last year that lasted for a period greater than 24-hours. Nine percent (9%) indicated that they had.

These subscribers were asked to estimate how many times they lost their entire cable signal for a period of more than 24 hours. Respondents reported on average of 2.2 services outages. The most common number of outages experienced was two and the range of outages provided by respondents was 1 outage to 5 outages.

Figure 5. Responding Allo Subscribers who Experienced an Outage of 24 hours or more in the Past Year



<sup>10</sup> Ibid.

<sup>11</sup> Ibid.

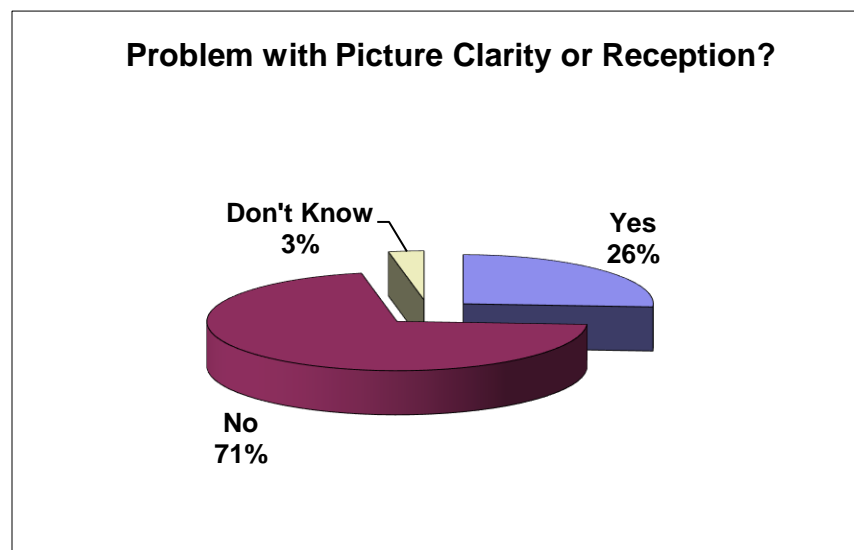


Respondents also reported a dissatisfaction level of 14% for the length of time it took Allo to restore their service.

### Picture Quality

Allo cable subscribers were asked if they had experienced significant picture clarity or reception difficulty in the past year. Twenty-six percent (26%) responded “Yes” (N=20). These individuals were asked about the frequency of picture clarity problems. Twenty-five percent (25%) respectively described the problem as “Every few days” and “A few times a month.” Five percent (5%) described the picture clarity and reception problems as “Constant” and forty-five percent (45%) indicated it was “Rarely.”

Figure 6. Responding Allo Subscribers Who had a Problem with Picture Clarity or Reception



Cable subscribers were asked to describe the specific channels where they experienced picture clarity or reception problems. Eighteen subscribers (N=18) provided a descriptive response. While some described “all channels/any channels” (3 mentions), when subscribers mentioned a specific channel, they were most likely to mention Channel 8/ABC (first mentions), Channel 10/CBS and Channel 93/FOX News. This was followed by sports channels, local channels, Channel 2/LNKC Channel 3/LNKH, Channel 97/Fox Business, and Channel 61/ION.

### Problem Resolution Satisfaction

Allo cable subscribers were asked how satisfied they were with the length of time it took Allo to resolve the reception problem. Seven in ten (70%) were satisfied (25% very satisfied) and 25% were dissatisfied.



## **Knowledge of Telecommunications/Cable Advisory Board**

Allo cable subscribers were also asked if they knew that they could submit a complaint to the City's Telecommunications/Cable Advisory Board if they were dissatisfied with their Cable TV or Internet service and Allo was unable to resolve their issue. Thirty-five percent (35%) said Yes and sixty percent (60%) indicated that they did not know they could call the City Telecommunications/Cable Advisory Board.

## **Public, Education and Government Access Programming (PEG)**

All Allo survey respondents were asked about their awareness of local community access programming appearing on the cable system in Lincoln.

More than eight in ten (82%) of Allo cable subscribers were aware of the LNKTV local access channels.

## **LNKTV Local Access Channel Online Presence**

All Allo survey respondents (N=78) were also asked about their awareness of LNKTV local access channels' programming being available online. Thirty-one percent (31%) indicated that they were aware and 65% of respondents reported being unaware.

## **Online Access in Lincoln**

A series of questions related to online access and interactivity were posed to all survey respondents. Among all Allo respondents with internet at home (N=73), 96% of Allo respondents with Internet at home subscribe to Allo Internet services.

## **Online Activity among Lincoln Residents**

Ninety-four percent (94%) of Allo cable TV subscribers indicated that they have Internet access at home. Those that do were asked a few questions regarding their satisfaction with several characteristics of their Internet Service.

Eighty-three percent (83%) indicated being satisfied with the choice of Internet providers in Lincoln, with 34% being "very satisfied". Eight percent (8%) were dissatisfied. Similarly, Eighty-six percent (86%) indicated being satisfied with the speed of their Internet service, with 52% being "very satisfied". Seven percent (7%) were dissatisfied. The highest satisfaction rating was reported regarding the reliability of their Internet service (89%), with 48% being "very satisfied". The lowest satisfaction rating was reported for the cost of Internet service at 66%, with 22% being "very satisfied". This rating left 22% of respondents reporting being dissatisfied or Very Dissatisfied with the cost of their Internet service in Lincoln.

Table 2: Internet Characteristics among Allo Cable Subscribers with Internet:

Internet Characteristics N=73	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not Applicable
1. The choice of Internet providers in Lincoln	34%	49%	8%	0%	8%
2. The cost of your Internet service	22%	44%	19%	3%	12%
3. The speed of your Internet service	52%	34%	7%	0%	7%
4. The reliability of your Internet Service	48%	41%	7%	0%	4%

All Allo respondents that have Internet access at home were asked a series of questions about what they mostly use the Internet to do. The top twelve Internet activities reported by Allo cable TV subscribers included in their first responses included the following:

Table 3: Top 12 Internet Activities Reported by Lincoln Respondents (N=73)

1. Use an online social networking site like Facebook, Twitter, Instagram	11%
2. Work from home (telecommuting)	8%
3. Watch television or other videos	7%
4. Looking for information about a service/product thinking of buying	7%
5. Look online for news and information	4%
6. Play online video games	4%
7. Online banking	4%
8. Buy something online	3%
9. Sell something online	3%
10. Keep in touch with family and friends	3%
11. Look online for information about a job	3%
12. Take a class or do homework	3%

### Video Streaming Services

All respondents with Internet access at home in Lincoln were additionally asked about current use of internet-based video streaming services such as Netflix, Hulu, Amazon Prime, SlingTV, etc. Fifty-six percent (56%/N=41) of respondents with Internet at home reported using internet-based video streaming services.

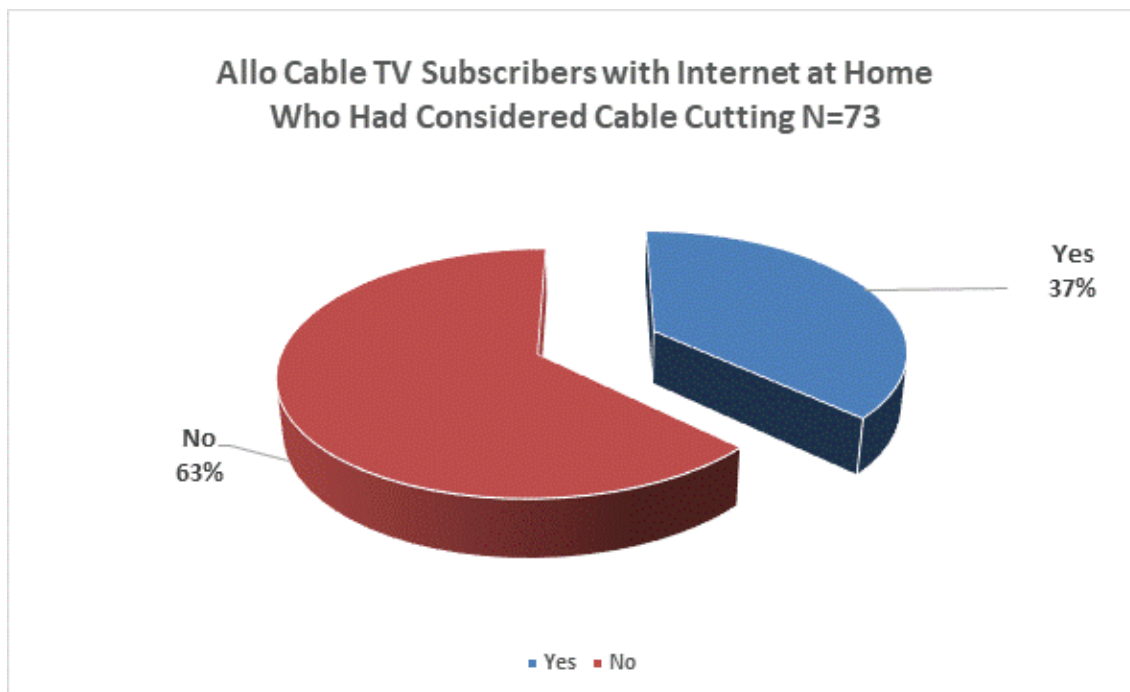
Respondents with Internet at home were also asked if they had to choose only one service, internet or cable, which would they choose? Fifty-six percent (56%) of Allo cable subscriber respondents with internet at home reported that they would choose Internet services over Cable TV services if they had to choose.

### Cable Cutting

All Allo cable subscribers with Internet at home (N=73) were asked if they had considered canceling their cable television service (“cable cutting”, also known as “cord cutting”) and replacing it with off-the-air and/or internet-based video streaming services. Thirty-seven percent (37%) reported that they had considered it. Those that considered cable cutting (N=27) were asked how many years from now would they be making the change. Thirty percent (30%) reported that

they would switch 1-2 years from now, 11% reported less than 1 year from now, 11% reported 3-4 years, 7% reported 5-9 years and 4% reported more than 10 years from now. Four percent (4%) reported that they would never cable cut even though they were thinking of it and 33% didn't know when they might cancel their cable service.

**Figure 7: Cable TV Subscribers with Internet at Home who Considered Cable Cutting**



### Emergency Information

All Allo respondents were asked how they currently receive emergency information such as information on Tornado warnings, Flood Alerts, other weather alerts, Amber Alerts, etc. The top six methods reported were through their cellphone (41%), by TV (26%), a phone (12%), radio (8%), via the Internet (3%), weather alert system (1%), and through the Emergency Siren System (1%).

### Final Allo Subscriber Comments

When all Allo survey respondents were given a final opportunity to add any additional thoughts about their Allo cable television service, many indicated that there was “nothing” else to add (47%). Among the majority who did respond (53%), the most frequent responses included: they were satisfied with service (14%); they thought it was too expensive (8%); they thought there were too many billing issues/rate issues (5%); and encouraging more cable competition in the marketplace (3%). Nineteen percent (19%) also responded with a variety of other comments, which are contained in the open codes in Exhibit A.

## **WINDSTREAM CABLE TELEVISION SUBSCRIBER RESPONSES**

### **Windstream Cable Television Service**

The 68 Windstream (Kinetic) respondents were asked if they had ever subscribed to Charter-Spectrum cable services. Respondents were then divided into those who had never subscribed to Charter-Spectrum cable television services (38%/N=26) and those who had subscribed at one time, but no longer subscribed (62%/N=42).

When asked in an open-ended question<sup>12</sup>, respondents who had **never** subscribed to Charter-Spectrum cable television (N=26) indicated the primary reason for never subscribing (first responses) were that they had an unfavorable view of Charter-Spectrum (15%) and that they went with another cable provider (15%). These were followed by 12% who indicated that cost was the reason and 12% indicated that Charter-Spectrum was not available. Four percent (4%) said they were previously a satellite subscriber, another 4% indicated that they previously didn't want, didn't watch TV/ had no time to watch TV and 4% declined to provide a reason.

Those who had **previously subscribed** to Charter-Spectrum cable television services (N=42), but were not currently subscribing reported cable-related reasons. When looking at the reasons that can be addressed by Charter-Spectrum, previous subscribers were most likely to say (first responses) that they discontinued service because of "cost" (79%), followed by service issues (7%) and billing issues/problems (7%). This was followed by Charter-Spectrum not being available where they were now (2%), Programming issues (2%) and trouble with the Charter-Spectrum box (2%). Although cost was the number one reason for leaving, it is notable that many chose to unsubscribe for other reasons including the 20% of former subscribers who chose to unsubscribe due to service, programming, billing, availability, and set-top box issues.

### **Subscribers to Windstream Television Service**

Windstream subscribers (N=68) were asked how long they had been Windstream cable television subscribers at their current address. The range of responses was from less than one year to 15 years<sup>13</sup>. The average response was 3 year and the most common response was three year.

Ten percent (10%) of subscribers have Kinetic basic cable television service that has the broadcast networks and a few cable channels. The most common Windstream cable service package subscribed to by respondents was their "Kinetic Select TV" package (46%) which provides over 136 channels. Thirty-two percent (32%) subscribe to Kinetic Preferred TV or a higher tier which has over 191 channels. Ten percent (10%) indicated they weren't sure what package they subscribed to.

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<sup>12</sup> Categories were not provided. Telephone interviewers coded the open-ended comments into common response types. See the Survey Instrument Markup in the Report Exhibits for more detail on question construction and interviewer instructions.

<sup>13</sup> Windstream has only had a cable franchise for 4 years, however Kinetic phone may have been available for longer.

Additionally, 90% of all Windstream cable subscribers indicated subscribing to Windstream broadband/cable modem services (N=61). Six percent (6%) indicated that they did not have internet access at home. Of the remaining Windstream cable TV subscribers, 3% have such service with Charter-Spectrum. One percent (1%) of Windstream cable TV subscribers reported not knowing who their provider was.

The number one reason for not having Internet access in the home was that they didn't own a computer.

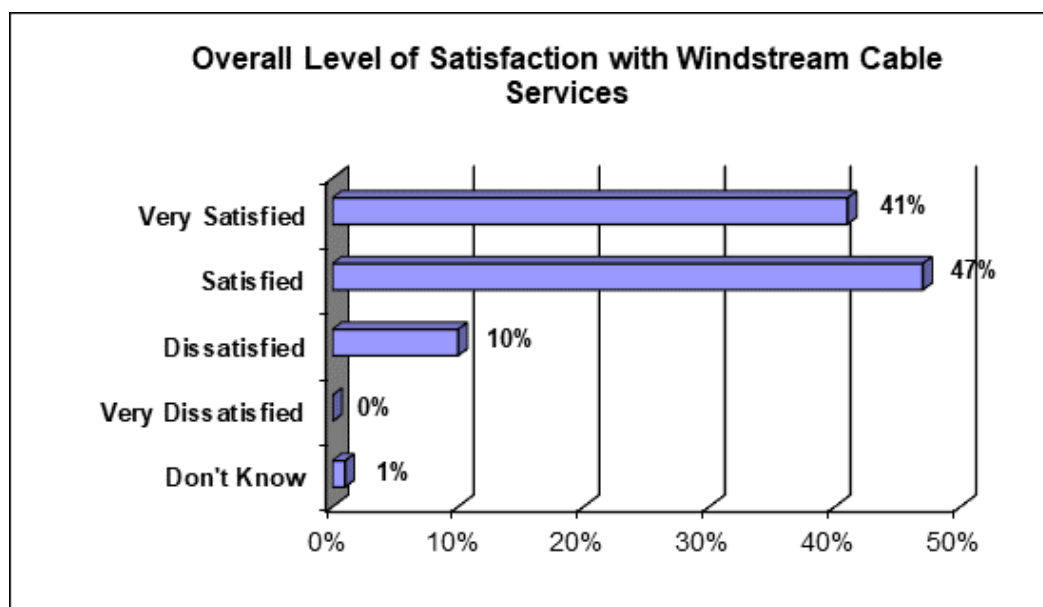
The average monthly Windstream bill self-reported by Windstream cable television subscribers surveyed is \$159.00 (including all services and fees). The most commonly self-reported Windstream bill (the mode) among subscribers was \$180 a month, with Windstream bills ranging from \$65 to \$422 a month.<sup>14</sup>

<p><b>Average Monthly Windstream Cable Television Subscriber Bill, including all services and fees (cable television, cable modem and cable telephone) =</b></p> <p style="text-align: right;"><b>\$159.00 per customer</b></p>
---

## Overall Satisfaction

Forty-seven percent (47%), of subscriber respondents reported they are “satisfied” with Windstream cable television service, and forty-one percent (41%) of subscribers described themselves as “very satisfied”, for a total of 88% reporting they were either “satisfied” or “very satisfied”. Ten percent (10%) said they were “dissatisfied”, or 1 in 10 reported that they were “dissatisfied”.

Figure 8. - Overall Satisfaction with Cable Service



<sup>14</sup> This figure includes all services: cable television, broadband internet and telephone.

Responding cable television subscribers who indicated being “dissatisfied” or “very dissatisfied” with Windstream cable service (N=7) were asked if there was anything the company could do to improve their rating. Most often, dissatisfied subscribers said the company's overall rating could be improved if the company had **fewer outages and interruptions in service** (71%). They also suggested that the company offer **a la carte channel selection** (14%), and have **more reliable DVRs**.

### Service Characteristics

All subscribers were asked to rate specific characteristics of Windstream cable television service. They were asked about, among others, the picture and sound quality, billing practices, and communications regarding rates and programming changes.

The following chart details their responses to each of these questions on a scale from “very satisfied” to “very dissatisfied”:

Table 4. Satisfaction with Windstream Service Characteristics in Lincoln

	Cable Television Feature Windstream N=68	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
1	The picture quality	54%	46%	0	0	0
2	The sound level consistency across channels	40%	53%	6%	0	2%
3	The programming packages available	32%	54%	7%	2%	4%
4	Billing practices	35%	51%	7%	2%	4%
5	The ability of a Customer Service Representative to explain and address billing questions and problems	26%	50%	12%	3%	10%
6	Communications regarding rates and programming changes	22%	47%	12%	3%	16%
7	Service and repair response	34%	44%	9%	3%	10%
8	The time window for service appointments	31%	52%	6%	3%	9%
9	The arrival time of the service technician	37%	46%	9%	0	9%

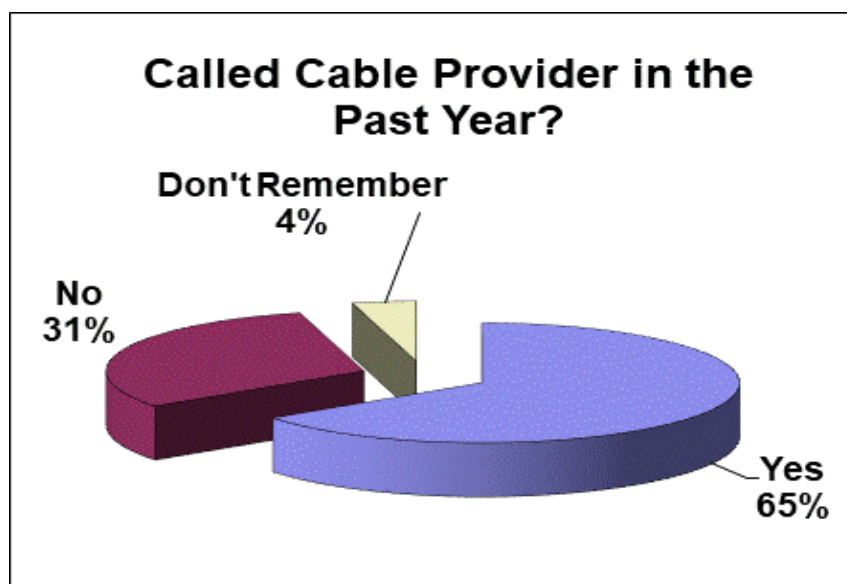
One hundred percent (100%) of interviewed Windstream cable subscribers indicated that they were “very satisfied” or “satisfied” with picture quality. Ninety-three percent (93%) indicated that they were “very satisfied” or “satisfied” with sound level consistency across channels. Eighty-six percent (86%) indicated that they were “very satisfied” or “satisfied” with programming packages available, and eighty-six percent (86%) indicated that they were “very satisfied” or “satisfied” with Windstream’s billing practices.

Eighty-three percent (83%) of interviewed Windstream cable subscribers respectively indicated that they were “very satisfied” or “satisfied” with both the arrival time of a Windstream service technician and the time window for service appointments. After this, other satisfaction rates fell above three-quarters of respondents. Specifically, 78% were satisfied with service and repair responses and 76% with the ability of customer service representatives to explain and address billing questions and problems. However, only 69% were satisfied with Windstream’s Communications regarding rates and programming changes, leaving 15% or over 1 in 7 dissatisfied.

### Calls to Windstream

Customers were then asked if they had called Windstream in the past year for any reason. Sixty-five percent (65%) said yes.

Figure 9: Windstream Subscribers Who Called Windstream in the Past Year

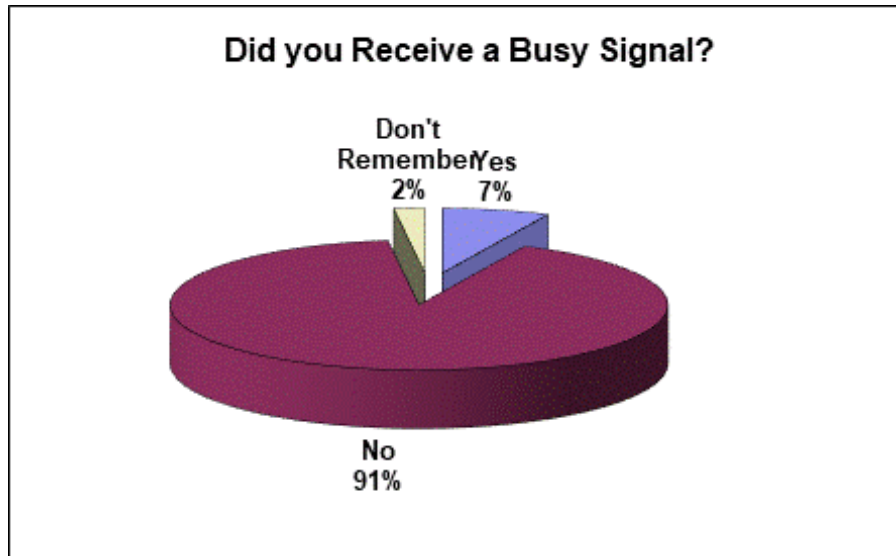


These respondents (N=44) were asked the reason for their call. The most common reason for calling the cable company was to report a cable outage or loss of signal (25%). This was followed by asking a billing question (9%). Seven percent (7%) respectively reported the reason for the call was to report a signal quality problem with picture or sound, request cable modem/high speed internet service (7%), to report a problem with their cable modem/high speed internet service (7%), and to report a problem with cable phone service (7%). Another 5% called to report a problem with their mini-box, DTA, adapter.

Ninety-one percent (91%) of those who had called Windstream in the past year said they did not receive a busy signal. Seven percent (7%) said they had received a busy signal, and two percent (2%) said they could not remember.



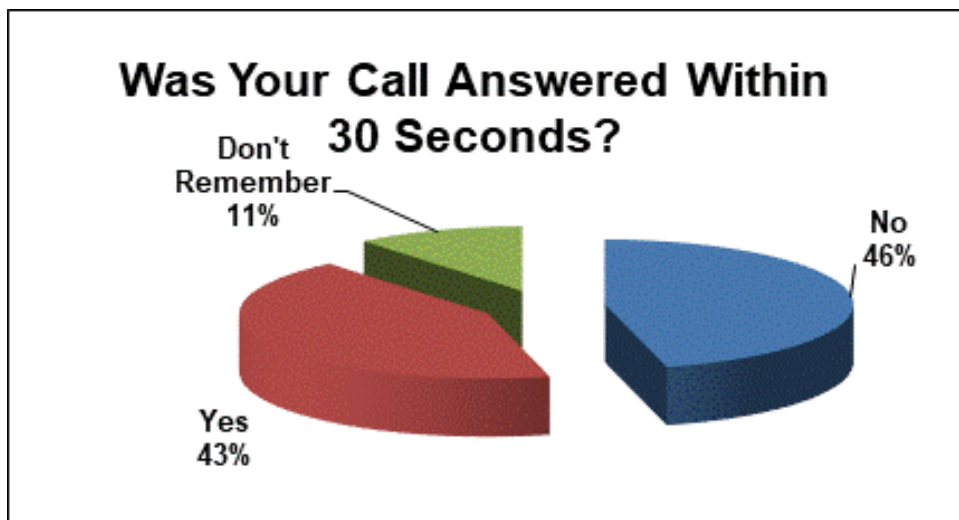
Figure 10. Windstream Subscribers Receiving a Busy Signal When Calling Windstream



The Federal Communications Commission (FCC) customer service standards related to busy signals indicate that callers should not receive a busy signal “under normal operating conditions” greater than three percent (3%) of the time.<sup>15</sup>

Cable subscribers who called the Windstream call center were also asked if customer service representatives answered their calls within 30 seconds, including the time left on hold and 46% indicated that they had not.

Figure 11. Windstream Subscribers Whose Call wasn't Answered within 30 Seconds



<sup>15</sup> The Federal Communications Commission (FCC) customer service standards for cable television can be found at <http://www.fcc.gov/guides/customer-service-standards>. FCC standards are incorporated into Windstream's Lincoln franchises.



According to the data collected in this study, Windstream scores below the FCC benchmark in regard to hold and transfer time which stipulates a less than 30 second hold time and an additional 30 second transfer time be met with 90% efficiency.<sup>16</sup>

Survey respondents were asked how soon after they called to report the problem did Windstream begin to correct that problem. Fifty-five percent (55%) of respondents said the cable company began working on their problem “the same day it was reported.” Eleven percent (11%) said the cable company began working on the problem “the next business day.” Another sixteen percent (16%) reported that the cable company began working on the problem “days later.” Seven percent (7%) indicated it was “about a week” and seven percent (7%) said the problem was “never resolved.”

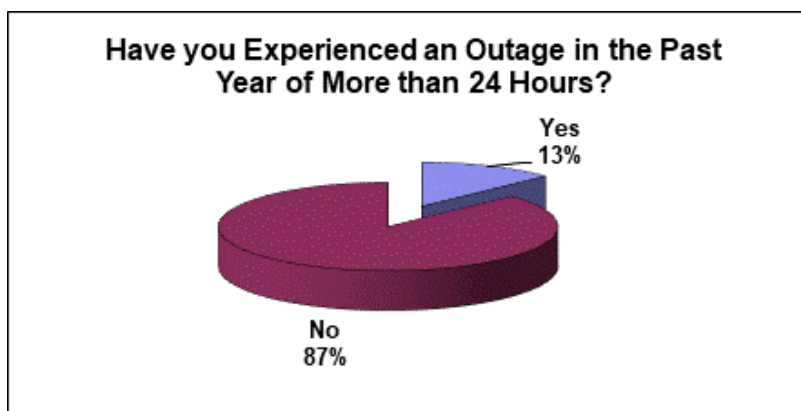
The FCC benchmarks for customer service stipulate that the cable company must begin working on outages within 24 hours of problem notification and must begin working on resolution of other problems “the next business day after learning of them.”<sup>17</sup> Based on our findings, 23% of Windstream cable subscribers in Lincoln that called to report a problem reported that Windstream did not meet this FCC benchmark on customer service. Additionally, another seven percent (7%) of customers report that the problem continues. These findings suggest customer care staffing that is substantially falling short of meeting the FCC’s minimum standard.

### Cable Signal Outages

Windstream cable television subscribers were asked if they had experienced cable signal outages in the last year that lasted for a period greater than 24-hours. Thirteen percent (13%) indicated that they had.

These subscribers were asked to estimate how many times they lost their entire cable signal for a period of more than 24 hours. Respondents reported on average of 1.7 services outages. The most common number of outages experienced was one and the range of outages provided by respondents was 1 outage to 4 outages.

Figure 12. Responding Windstream Subscribers who Experienced an Outage in the Past Year of More than 24 Hours



<sup>16</sup> Ibid.

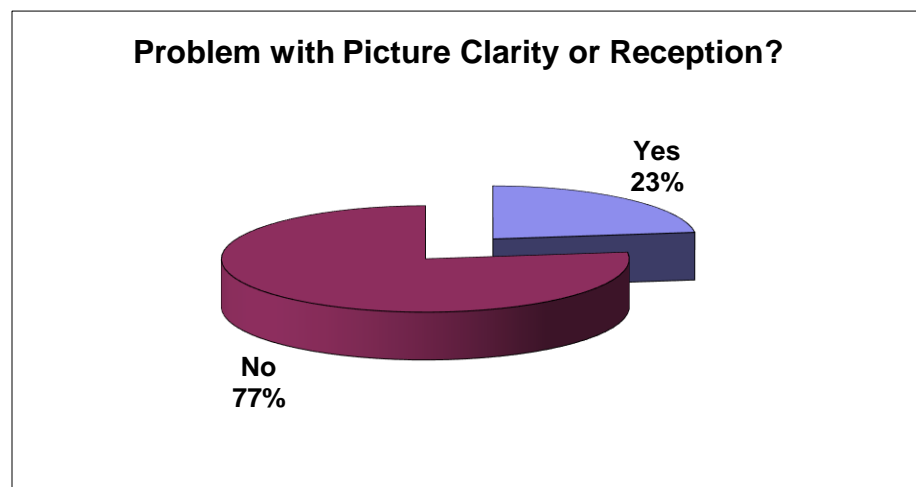
<sup>17</sup> Ibid.

Respondents also reported a dissatisfaction rate of 55% for the length of time it took Windstream to restore their service.

### Picture Quality

Windstream cable subscribers were asked if they had experienced significant picture clarity or reception difficulty in the past year. Twenty-three percent (23%) responded “yes” (N=16). These individuals were asked about the frequency of picture clarity problems. Six percent (6%) respectively described the problem as “Every few days” and “Constant.” Twenty-five percent (25%) described the picture clarity and reception problems as “A few times a month” and Fifty-six percent (56%) indicated it was “Rarely.”

Figure 13. Responding Windstream Subscribers who had a Problem with Picture Clarity or Reception



Cable subscribers were asked to describe the specific channels where they experienced picture clarity or reception problems. Five subscribers (N=5) provided a descriptive response. While one subscriber indicated “doesn’t matter, pick one”, when subscribers mentioned a specific channel, they were most likely to mention CBS, MSNBC, PBS, Saturday Night Live, and the Big Ten Network.

### Problem Resolution Satisfaction

Windstream cable subscribers were asked how satisfied they were with the length of time it took Windstream to resolve the reception problem. Almost six in ten (57%) were satisfied (19% very satisfied) and 44% were dissatisfied (19% very dissatisfied).

## **Knowledge of Telecommunications/Cable Advisory Board**

Windstream cable subscribers were also asked if they knew that they could submit a complaint to the City's Telecommunications/Cable Advisory Board if they were dissatisfied with their Cable TV or Internet service and Windstream was unable to resolve their issue. Thirty-eight percent (38%) said yes and sixty percent (60%) indicated that they did not know they could call the City Telecommunications /Cable Advisory Board.

## **Public, Education and Government Access Programming (PEG)**

All Windstream survey respondents were asked about their awareness of local community access programming appearing on the cable system in Lincoln.

Almost seven in ten (69%) of Windstream cable subscribers were aware of the local access LNKTv channels.

## **LNKTv Local Access Channel Online Presence**

All Windstream survey respondents (N=68) were also asked about their awareness of LNKTv local access channels' programming being available online. Twenty-four percent (24%) indicated that they were aware that the local access channels were available online and 76% of respondents reported being unaware.

## **Online Access in Lincoln**

A series of questions related to online access and interactivity were posed to all survey respondents. Among all Windstream respondents with internet at home (N=64), 95% subscribe to Windstream Internet services.

### **Online Activity among Lincoln Residents**

Ninety-four percent (94%) of Windstream cable TV subscribers indicated that they have Internet access at home. Those that do were asked a few questions regarding their satisfaction with several characteristics of their Internet Service.

Seventy-five percent (75%) indicated being satisfied with the choice of Internet providers in Lincoln, with 17% being "very satisfied". Eighteen percent (18%) were dissatisfied, with 2% very dissatisfied. Similarly, seventy-five percent (75%) indicated being satisfied with the speed of their Internet service, with 14% being "very satisfied". Nineteen percent (19%) were dissatisfied. The highest satisfaction rating was reported regarding the reliability of their Internet service (89%), with 17% being "very satisfied". Eight percent (8%) were dissatisfied. The lowest satisfaction rating was reported for the cost of Internet service at 61%, with 17% being "very satisfied". This rating left 30% of respondents reporting being dissatisfied with the cost of their Internet service in Lincoln.

Table 5: Internet Characteristics among all Internet subscribers:

Internet Characteristics N=64	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not Applicable
1. The choice of Internet providers in Lincoln	17%	58%	16%	2%	8%
2. The cost of your Internet service	17%	44%	30%	0	9%
3. The speed of your Internet service	14%	61%	19%	0	6%
4. The reliability of your Internet Service	17%	72%	8%	0	3%

All Windstream respondents that have Internet access at home were asked a series of questions about what they mostly use the Internet to do. The top ten Internet activities reported by Windstream cable TV subscribers in their first responses included the following:

Table 6: Top 10 Internet Activities Reported by Lincoln Respondents (N=64)

1. Use an online social networking site like Facebook, Twitter, Instagram	11%
2. Work from home (telecommuting)	9%
3. Buy something online	8%
4. Keep in touch with family and friends	6%
5. Looking for information about a service/product thinking of buying	6%
6. Watch television or other videos	5%
7. Online banking	5%
8. Look online for news and information	3%
9. Sell something online	3%
10. Look online for information about a job	3%

### Video Streaming Services

All respondents with Internet access at home in Lincoln were additionally asked about current use of internet-based video streaming services such as Netflix, Hulu, Amazon Prime, SlingTV, etc. Forty-five percent (45%/N=29) of respondents with internet at home reported using internet-based video streaming services.

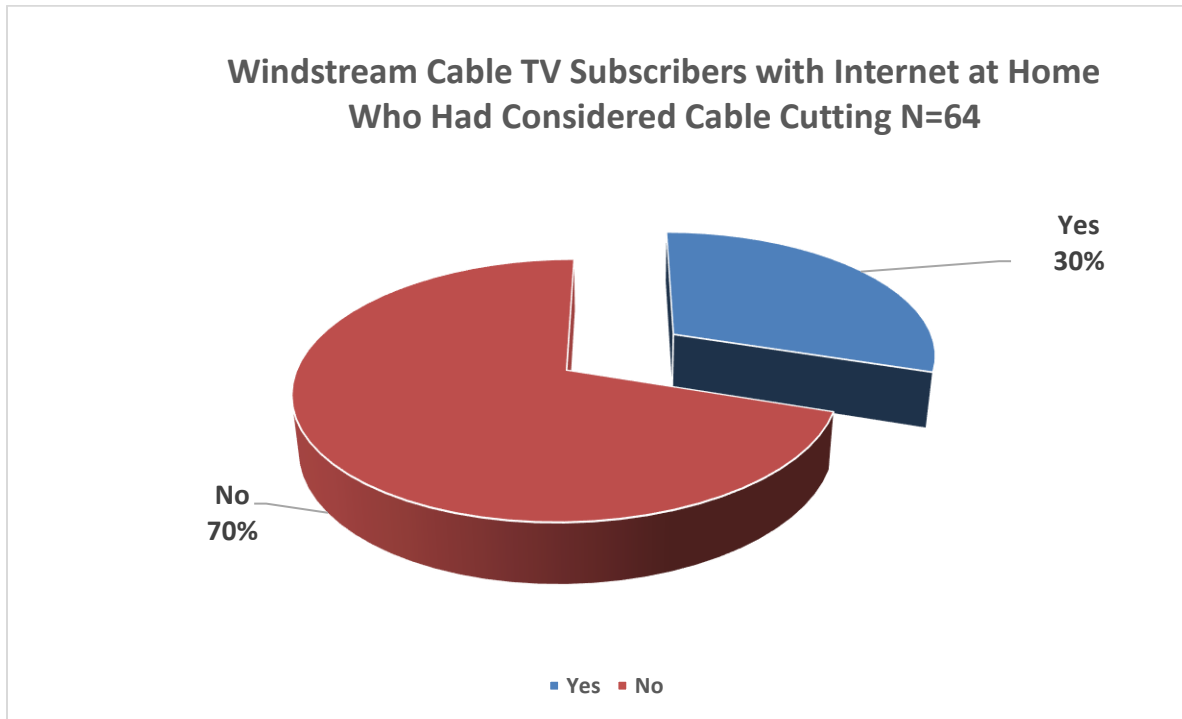
Respondents were also asked if they had to choose only one service, internet or cable, which would they choose? Forty-five percent (45%) of Windstream cable subscriber respondents with internet at home reported that they would choose Internet services over Cable TV services if they had to choose.

### Cable Cutting

All Windstream cable subscribers with Internet (N=64) were asked if they had considered canceling their cable television service (“cable cutting”, also known as “cord cutting”) and replacing it with off-the-air and/or internet-based video streaming services. Thirty percent (30%) reported that they had considered it. Those that considered cable cutting (N=19) were asked how many years from now would they be making the change. Twenty-six percent (26%) respectively reported “less than 1-2 years from now” and “1-2 years from now”. Five percent (5%) reported 3-4 years, and 5% reported 5-9 years. Sixteen percent (16%) reported that they would never cable

cut even though they were thinking of it and 21% didn't know when they might cancel their cable service.

**Figure 14: Windstream Cable TV Subscribers with Internet at Home who Considered Cable Cutting**



### Emergency Information

All Windstream respondents were asked how they currently receive emergency information such as information on Tornado warnings, Flood Alerts, other weather alerts, Amber Alerts, etc. The top six methods reported were by TV (46%), through their cellphone (34%), radio (7%), weather alert system (7%), the internet (2%), and through the Emergency Siren System (2%).

### Final Windstream (Kinetic) Comments

When all Windstream survey respondents were given a final opportunity to add any additional thoughts about their Windstream cable television service, many indicated that there was “nothing” else to add (40%). Among the majority who did respond (60%), the most frequent responses included: they were satisfied with their cable service (22%); they thought it was too expensive (10%); they thought there were too many billing issues/rate issues (7%); and encouraging more cable competition in the marketplace (3%). Two percent (2%) also reported that the provider they wanted was not available in their area. Sixteen percent (16%) also responded with a variety of other comments, which are contained in the open codes in Exhibit B.

## **EXHIBIT A**

### **ALLO COMMUNICATIONS CABLE TELEVISION RESIDENTIAL TELEPHONE SURVEY MARKUP**

**EXHIBIT A**  
**CITY OF LINCOLN, NEBRASKA**  
**ALLO CABLE TELEVISION SUBSCRIBER SURVEY**  
**(N=78)**

The City of Lincoln is gathering information from local residents about cable television service, whether you subscribe to cable or not. Your responses are voluntary. You will not be identified and your responses will only be reported as part of a larger group.

Would you be willing to answer questions about cable television service in Lincoln? N=78

**QUALIFIER:**

Do you make or share equally in the decision as to whether your household subscribes to cable television?

1. YES (N=78)
2. NO

**INTRODUCTION**

**ASK EVERYONE**

1. You must be 18 years or older to complete the survey, what is your age? (Enter age).  
CONTINUE (N=78)

Range 18-96; Mode-62; Average-61

2. Do you live within the City of Lincoln limits?

1. Yes (N=78)
2. No
3. Refused

3. Does your household currently subscribe to television service in Lincoln?

1. YES (N=78)
2. NO
3. Refused

## 4. Who is your television provider?

- |    |                                  |           |
|----|----------------------------------|-----------|
| 1. | SPECTRUM/CHARTER/TIME WARNER/TWC |           |
| 2. | ALLO/ALLO COMMUNICATIONS         | 100%/N=78 |
| 3. | KINETIC/KINETIC TV/WINDSTREAM    |           |
| 4. | Other, specify                   |           |
| 5. | Refused – term                   |           |

ASK ONLY NON-SUBSCRIBERS TO CHARTER SPECTRUM Q5, Q6 OR Q7

**NON-CHARTER SUBSCRIBER QUOTA**

## 5. Have you ever subscribed to SPECTRUM (also known as Charter Spectrum, Time Warner Cable or TWC) for cable television service in Lincoln? (N=78)

- |    |                            |     |
|----|----------------------------|-----|
| 1. | YES, SPECTRUM → (GO TO Q7) | 85% |
| 2. | NO → CONTINUE              | 15% |

## 6. (IF NO TO Q5) For what reasons have you never subscribed to SPECTRUM cable TV in your community? (GO TO Q8) (N=12)

- |    |   |     |
|----|---|-----|
| a. | Cost  | 25% |
| b. | Went with other cable providers               | 8%  |
| c. | Satellite Subscriber (Dish, DirectTV, etc.)   | 17% |
| d. | Not available                                 | 8%  |
| e. | Unfavorable view of the Cable Company         | 8%  |
| f. | Prefer to watch free over-the-air TV channels | 8%  |
| g. | OTHER, specify (N=3)                          | 25% |

- Do not know anyone with service
- Here; I don't live in my own place
- No reason



7. (IF YES TO Q5) Why did you stop subscribing to SPECTRUM cable television service? (N=66)

- |  |     |
|--|-----|
| a. Cost  | 48% |
| b. Satellite Subscriber (Dish, DirectTV, etc.) | 3%  |
| c. Don't watch anymore/Didn't watch it         | 2%  |
| d. Service Issue                               | 26% |
| e. Programming Issue                           | 6%  |
| f. Billing issues/problems                     | 2%  |
| g. Other, specify (N=9)                        | 14% |
- ALLO more available
  - ALLO was available in our area and we wanted to give that a try
  - Better reception from other company
  - Didn't have the equipment needed
  - Internet service was too slow
  - Moved
  - Moved, the second I wanted to try ALLO
  - Switched when ALLO came in
  - Terrible company, worst company in the country

8. You indicated earlier that you subscribe to ALLO for your cable television service. How many years have you had ALLO cable television service at your current address? (N=78)

(0-8 years) Mode = 1 year; Average = 1 year

9. Which of the following levels of cable television service do you subscribe to from ALLO? (N=78)

- |  |     |
|--|-----|
| 1. Limited Local Service, which has 20+ channels                           | 15% |
| 2. TV Basic, which includes over 170 channels, or a higher tier of service | 73% |
| 3. Don't Know/Not Sure   | 12% |

10. How much is your total cable television bill on average, including all services, such as video, Internet, telephone and fees?

Range \$50 - \$250.00; Average - \$165.00; Mode - \$200.00

11. My next few questions are about ALLO. Overall, how satisfied are you with your current cable television service? (READ LIST) (N=78)

- |                                     |     |
|-------------------------------------|-----|
| 1. Very Satisfied → GO TO Q.13      | 42% |
| 2. Satisfied} → GO TO Q.13          | 51% |
| 3. Dissatisfied} →                  | 5%  |
| 4. Very Dissatisfied} → GOT TO Q.13 | 1%  |

12. For what reason are you “Dissatisfied or Very Dissatisfied” -- that is, what could ALLO do better to make you consider a more positive rating? N=5

- |    |                               |     |
|----|-------------------------------|-----|
| a. | Lower rates                   | 20% |
| b. | Outages/interrupted service   | 20% |
| c. | Programming issues            | 40% |
| d. | Other, specify – Make it work | 20% |

### **SERVICE FEATURES AND CHARACTERISTICS**

13. Now I’m going to read you a list of cable TV service features and characteristics. For each one I read, please rate your cable television service as either: Very Satisfied, Satisfied, Dissatisfied or Very Dissatisfied. The first one is . . . (INSERT ITEM, STARTING AT “a”) Overall, how satisfied are you with (ITEM), Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied? N=78

	Cable Television Feature (N=78)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don’t Know
1	The picture quality	58%	40%	0%	0%	3%
2	The sound level consistency across channels	44%	49%	6%	1%	0%
3	The programming packages available	35%	56%	5%	0%	4%
4	Billing practices	40%	50%	5%	0%	5%
5	The ability of a Customer Service Representative to explain and address billing questions and problems	50%	31%	9%	3%	8%
6	Communications regarding rates and programming changes	30%	47%	6%	1%	15%
7	Service and repair response	45%	36%	4%	1%	13%
8	The time window for service appointments	40%	37%	1%	0%	22%
9	The arrival time of the service technician	41%	33%	1%	0%	24%

### **CUSTOMER SERVICES**

14. Now, I’m going to ask you about any phone contacts you may have had with ALLO. During the past year, have you called ALLO for any reason? (N=78)

- |    |                              |     |
|----|------------------------------|-----|
| 1. | YES → CONTINUE               | 76% |
| 2. | NO → (GO TO Q19)             | 23% |
| 3. | DON’T REMEMBER → (GO TO Q19) | 1%  |

## 15. For what reason(s) have you called the ALLO office during the past year? N=59

1. Cable outage/loss of signal	29%
2. Signal quality problems (picture, sound)	15%
3. Billing questions	5%
4. To change type of service subscribed to (add/remove channels)	3%
5. Order pay-per-view event	2%
6. Request cable modem/high speed internet service	5%
7. Problem with my cable modem/high speed internet service	2%
8. Problem with my mini-box, DTA, adapter	2%
9. Problems with my digital set-top	3%
10. Problems with my installation	3%
11. Problems with on screen guide	2%
12. Problem with my cable phone service	10%
13. Other, specify (N=11)	19%

- Due to these types of calls
- DVR wasn't working
- Freezing
- General operations
- Internet speed
- Issues with programming
- Problems with picture
- Reception in different areas of the house
- Set up for cable
- To add or subtract from my services
- To have installation started

## 16. When you called ALLO'S office, did you get a busy signal before you got through? N=59

1. Yes	2%
2. No	88%
3. Don't Remember	10%

## 17. Was your call answered, including any time you were left on hold, within 30 seconds by an ALLO customer service representative? N=59

1. Yes	61%
2. No	29%
3. Don't Remember	10%

18. If your call to ALLO was to report a problem or request service, how long after your contact did ALLO begin working on the problem? Would you say... N=59
- |   |     |
|---|-----|
| a. The same day reported                              | 75% |
| b. The next business day                              | 12% |
| c. Days later   | 3%  |
| d. About a week.                                      | 5%  |
| e. About a month.                                     | 0%  |
| f. Problem never resolved.                            | 2%  |
| g. Don't know/Can't remember                          | 2%  |
| h. Call wasn't to report a problem or request service | 2%  |

## **OUTAGES**

19. My next few questions are about cable signal outages. During the past year, have you ever lost your entire cable signal for a total of more than 24-hours while you still had electricity? N=78

- |                             |     |
|-----------------------------|-----|
| 1. YES →                    | 9%  |
| 2. NO → (GO TO Q22)         | 90% |
| 3. DON'T KNOW → (GO TO Q22) | 1%  |

20. During just the past year, can you estimate how many times you've lost your entire cable signal for a period of more than 24 hours while you had electricity?

Range 1 to 5; Average – 2.2 outages in the past year; Mode – 2 outages in the past year

21. How satisfied were you with the length of time it took ALLO to restore your service? Would you say you were . . . N=7

- |                      |     |
|----------------------|-----|
| 1. Very Satisfied    | 29% |
| 2. Satisfied         | 43% |
| 3. Dissatisfied      | 14% |
| 4. Very Dissatisfied | 0%  |
| 5. Don't Know        | 14% |

## **PICTURE QUALITY**

22. In the past year, have you had any significant problems with picture clarity or reception? N=78

- |                                  |     |
|----------------------------------|-----|
| 1. YES                           | 26% |
| 2. NO (GO TO Q26)                | 71% |
| 3. DON'T RECALL/KNOW (GO TO Q26) | 4%  |

23. If YES TO Q22: Have you had reoccurring problems with picture clarity or reception constantly, every few days, a few times a month or rarely? N=20

- |    |                     |     |
|----|---------------------|-----|
| 1. | Constantly          | 5%  |
| 2. | Every few days      | 25% |
| 3. | A few times a month | 25% |
| 4. | Rarely              | 45% |

24. On which channels do you most frequently experience picture clarity or reception problems? N=20

- |    |                      |     |
|----|----------------------|-----|
| 1. | Don't Remember       | 10% |
| 2. | Other, specify N= 18 | 90% |
- Channel 8 (4)
  - Channel 10 (4)
  - Sports channels
  - All (3)
  - Channel 2
  - Channel 3
  - FOX news
  - Channel 93, 97, 61
  - Local channels
  - No special channel

25. How satisfied were you with the length of time it took ALLO to resolve your reception problem or restore your cable service? Would you say you were. . . N=20

- |    |                           |     |
|----|---------------------------|-----|
| 1. | Very Satisfied            | 25% |
| 2. | Satisfied                 | 45% |
| 3. | Dissatisfied              | 25% |
| 4. | Very Dissatisfied         | 0%  |
| 5. | Don't Know/Don't Remember | 5%  |

26. Do you know that you can submit a complaint to the City's Telecommunications/Cable Advisory Board if you are dissatisfied with your Cable TV (or Internet) service and your provider has been unable to resolve your issues? N=78

- |    |         |     |
|----|---------|-----|
| 1. | YES     | 35% |
| 2. | NO      | 60% |
| 3. | REFUSED | 5%  |

**PEG CHANNELS**

27. ALLO currently sets aside a portion of its channels to be used to provide local access programming. These channels are currently used for local government, education, and health and wellness programs.

On the ALLO system they can be found on Channels 2, 3, and 23, and are also known as LNKTV. (PRONOUNCED "L, N, K TV)

Are you aware of these channels? N=78

- |        |     |
|--------|-----|
| 1. YES | 82% |
| 2. NO  | 18% |

28. Are you aware that LNKTV local access programming is also available online? N=78

- |            |     |
|------------|-----|
| 1. YES     | 31% |
| 2. NO      | 65% |
| 3. REFUSED | 4%  |

<b>ASK EVERYONE</b>
---------------------

**INTERNET**

29. Do you have Internet access at home? N=78

- |                          |     |
|--------------------------|-----|
| 1. YES                   | 94% |
| 2 NO (GO TO Q31)         | 4%  |
| 3 DON'T KNOW (GO TO Q38) | 3%  |

30. [IF YES TO Q29] Who provides that Internet service? (GO TO 32) N=73

- |   |                 |
|---|-----------------|
| a. SPECTRUM/CHARTER/TIME WARNER/TWC               | 0%              |
| b. ALLO/ALLO COMMUNICATIONS                       | 96%             |
| c. KINETIC GIG/WINDSTREAM                         | 1%              |
| d. Satellite Service (i.e., Dish, DirectTV, etc.) | 0%              |
| e. OTHER, specify                                 | 3% (Don't Know) |

<b>THOSE ANSWERING QUESTION 30, GO TO Q32</b>
---

31. [IF NO TO Q29] Why don't you have Internet access at home? N=3

- |                           |          |
|---------------------------|----------|
| 1. I don't own a computer | 100%/N=3 |
|---------------------------|----------|

<b>THOSE ANSWERING Q31, GO TO Q38</b>
---------------------------------------

32. I'd like to ask you a few questions about your Internet Service.... How satisfied are you with the following: N=73

Internet Characteristics N=73	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not Applicable
1. The choice of Internet providers in Lincoln	34%	49%	8%	0%	8%
2. The cost of your Internet service	22%	44%	19%	3%	12%
3. The speed of your Internet service	52%	34%	7%	0%	7%
4. The reliability of your Internet Service	48%	41%	7%	0%	4%

33. What do you mostly use the internet for? N=73

- |   |     |
|---|-----|
| 1. Visit a government website like the City of Lincoln's                        | 1%  |
| 2. Look for information about a service or product you are thinking of buying   | 7%  |
| 3. Sell something online  | 3%  |
| 4. Buy something online   | 3%  |
| 5. Do any online banking  | 4%  |
| 6. Work from home (telecommuting)   | 8%  |
| 7. Look online for information about a job                                      | 3%  |
| 8. Look for information about a place to live                                   | 1%  |
| 9. Look online for news or information about politics                           | 4%  |
| 10. Take a class or do homework   | 3%  |
| 11. Keep in touch with family and friends                                       | 3%  |
| 12. Use an online social networking site-Facebook, Twitter, Snapchat, Instagram | 11% |
| 13. Play online video games   | 4%  |
| 14. Watch television or other videos  | 7%  |
| 15. Refused   | 19% |
| 16. Other, specify N=14   | 19% |

- Computer
- Recreational
- Internet searches
- News and entertainment
- Everything
- Google (2)
- Wifi
- Communication, emails, regular shopping
- Work and entertainment
- Hardly nothing
- Places to travel
- Research
- Don't use the Internet

34. Do you use internet-based video streaming services such as Netflix, Hulu, Amazon Prime, SlingTV, etc.? N=73

- |               |     |
|---------------|-----|
| 1. YES        | 56% |
| 2. NO         | 43% |
| 3. DON'T KNOW | 1%  |

35. Have you considered canceling your cable television service ("Cable cutting") and replacing it with off-the-air and/or internet-based video streaming? N=73

- |                  |     |
|------------------|-----|
| 1. YES           | 37% |
| 2. NO [GOTO Q37] | 63% |

36. How many years from now will you make that change? N=27

- |                              |     |
|------------------------------|-----|
| a. Less than 1 year from now | 11% |
| b. 1-2 years from now        | 30% |
| c. 3-4 years from now        | 11% |
| d. 5-9 years from now        | 7%  |
| e. 10+ years from now        | 4%  |
| f. Never                     | 4%  |
| g. Don't Know                | 33% |

37. If you could only have one service, which would you choose, your Internet service or your Cable TV service? (DO NOT READ, DEVELOP LIST) N=73

- |                        |     |
|------------------------|-----|
| a. Internet Services   | 56% |
| b. Cable TV Services   | 27% |
| c. Neither/I want both | 12% |
| d. Don't Know          | 4%  |

#### ASK EVERYONE

#### TELEPHONE SERVICES

38. Do you mostly use a cell phone? N=78

- |   |     |
|---|-----|
| a. YES                                      | 56% |
| b. NO                                       | 27% |
| c. I use my cell phone and landline equally | 17% |



39. How do you currently receive emergency information such as information on Tornado warnings, Flood Alerts, other weather alerts, Amber Alerts, etc...? N=78

1. cell phone / cell phone alert / text messages	41%
2. city sirens	1%
3. digital antenna / television / tv broadcast system / public access / local news	26%
4. weather alert system / weather alerts / storm advisor	1%
5. internet / streaming apps / social media	3%
6. radio / weather updates on the radio / portable radio	8%
7. don't receive them	3%
8. Landline phone	12%
9. Other - IPAD	1%

### **OTHER**

40. Is there anything else you would like to say about cable television service in your community? N=78 (47% said NO)

a. Billing issues/rate issues	5%
b. Service issue	1%
c. Just don't like the company	1%
d. Monopoly/Need Competition	3%
e. Satisfied with Cable	14%
f. The provider I want isn't available where I live	1%
g. Too expensive/Cost too much	8%
h. Other, Specify (N=15)	19%

- ALLO has been really good to work with compared to other cable companies
- ALLO is not cable service but it is internet based
- Be nice if cheaper
- I didn't like the underground development
- I feel TV has been ruined due to the number of commercials
- I wish they were more providers. I wish they had more tiers
- Improved with new choices for service
- It has improved
- Not a big lover of it, everything has been okay here
- Omaha news channel
- Really satisfied
- Thanks to ALLO for the best service I have ever had
- Need Channel 7
- Glad there is competition
- Net neutrality is extremely important

**BACKGROUND QUESTIONS** N=78

My last few questions are asked in order to better understand your opinion when considering others like yourself.

41. Do you own or rent your home?

OWN	92%
RENT	5%
REFUSED	3%

42. Do you currently have children under age 18 in your household?

1. YES	22%
2. NO	76%
3. REFUSED	3%

43. What is your race or ethnic background?

a. African American/Black	0%
b. Asian	0%
c. White	90%
d. Hispanic/Latino/a	0%
e. American Indian	0%
f. Biracial/Multiracial/Other	8%
g. Refused	3%

44. What is the highest level of education you have completed?

a. Some high school or less	1%
b. High school graduate	13%
c. Some college/trade school	17%
d. College/4-year degree	40%
e. Postgraduate	24%
f. Refused	5%

## 45. What best describes your current employment?

a. Working full-time	40%
b. Working part-time	5%
c. Working and in School	0%
d. Full-time Student	0%
e. Retired	44%
f. Disabled	1%
g. Other, Specify N=8	10%

- At home
- Both retired and own business
- Housewife
- No
- Retired but work part time
- Self employed
- Retired
- Stay at home

## 46. And which of the following broad categories best describes your total annual household income, before taxes?

1. Under \$25,000	3%
2. \$25,000 to less than \$35,000	4%
3. \$35,000 to less than \$50,000	12%
4. \$50,000 to less than \$75,000	19%
5. \$75,000 to less than \$100,000	9%
6. \$100,000 or more	35%
7. REFUSED/DON'T KNOW	19%

## 47. Gender (by audio observation)

1. Male	50%
2. Female	50%

Those are all my questions. My supervisor may wish to verify that I conducted this interview. For this reason only, may I please have your first name or your initials?  
The City of Lincoln thanks you very much for your time.

## **EXHIBIT B**

### **WINDSTREAM CABLE TELEVISION RESIDENTIAL TELEPHONE SURVEY MARKUP**

**EXHIBIT B**  
**CITY OF LINCOLN, NEBRASKA**  
**CABLE TELEVISION WINDSTREAM SUBSCRIBER SURVEY**  
**(N=68)**

The City of Lincoln is gathering information from local residents about cable television service, whether you subscribe to cable or not. Your responses are voluntary. You will not be identified and your responses will only be reported as part of a larger group.

Would you be willing to answer questions about cable television service in Lincoln? N=68

**QUALIFIER:**

Do you make or share equally in the decision as to whether your household subscribes to cable television?

1. YES (N=68)
2. NO

**INTRODUCTION**

**ASK EVERYONE**

1. You must be 18 years or older to complete the survey, what is your age? (Enter age).

Windstream Range 18-95; Mode-60; Average-62

2. Do you live within the City of Lincoln limits?

1. Yes 100%/N=68
2. No – [THANK AND TERM]
3. Refused – [THANK AND TERM]

3. Does your household currently subscribe to television service in Lincoln?

1. YES 100%/N=68
2. NO
3. Refused – [THANK AND TERM]

## 4. Who is your television provider?

1. SPECTRUM/CHARTER/TIME WARNER/TWC
2. ALLO/ALLO COMMUNICATIONS
3. **KINETIC/KINETIC TV/WINDSTREAM** (N=68/100%)
4. Other, specify
5. Refused -term

ASK ONLY NON-SUBSCRIBERS TO CHARTER SPECTRUM Q5, Q6 OR Q7

**NON-CHARTER SUBSCRIBER QUOTA**

## 5. Have you ever subscribed to SPECTRUM (also known as Charter Spectrum, Time Warner Cable or TWC) for cable television service in Lincoln? N=68

1. YES, SPECTRUM → (GO TO Q7) 62%
2. NO → CONTINUE 38%

## 6. (IF NO TO Q5) For what reasons have you never subscribed to SPECTRUM cable TV in your community? (GO TO Q8) (N=26)

- a. Cost 12%
- b. Went with other cable providers 15%
- c. Satellite Subscriber (Dish, DirectTV, etc.) 4%
- d. Not available 12%
- e. Don't Want/Don't Watch TV/No time to watch TV 4%
- f. Unfavorable view of the Cable Company 15%
- g. Refused 4%
- h. Other, specify N=9 35%

- Have not been approached
- No interest
- Due to wiring
- Just never have
- Very happy with Windstream and don't feel it was necessary
- Happy with current service provider, I do not have to wait 45 minutes to get assistance.
- Satisfied with current
- Like to have telephone service
- Never thought of them

7. (IF YES TO Q5) Why did you stop subscribing to SPECTRUM cable television service? (N=42)

a. Cost	79%
b. Not available	2%
c. Service Issue	7%
d. Programming Issue	2%
e. Billing issues/problems	7%
f. Other, specify (N=1)	2%

Trouble with the boxes

8. You indicated earlier that you subscribe to WINDSTREAM'S KINETIC TV for your cable television service. FOR PURPOSES OF THIS SURVEY WE WILL USE THE TERM KINETIC FOR THE FOLLOWING QUESTIONS. How many years have you had KINETIC cable television service at your current address? (N=68)

0-15 years; Mode - 3 years; Average – 3 years

9. Which of the following levels of cable television service do you subscribe to from KINETIC? (N=68)

1. Kinetic Basic, which has 22+ channels	10%
2. Kinetic Select TV, which includes 136+ channels.	46%
3. Kinetic Preferred TV, which includes 191+ channels, or a higher tier of service.	32%
4. Other, Specify – All Channels	1%
5. (Don't Know/Not Sure)	10%

10. How much is your total cable television bill on average, including all services, such as video, Internet, telephone and fees? N=68

Range = \$65.00 - \$422.00; Average-\$159.00; Mode - \$180.00  
Don't Know (13)

11. My next few questions are about KINETIC. Overall, how satisfied are you with your current cable television service? N=68

1. Very Satisfied → GO TO Q.13	41%
2. Satisfied} → GO TO Q.13	47%
3. Dissatisfied} → CONTINUE	10%
4. Very Dissatisfied} → CONTINUE	0%
5. (DO NOT READ) Don't Know → GO TO Q.13	1%

12. For what reason are you “Dissatisfied or Very Dissatisfied” -- that is, what could KINETIC do better to make you consider a more positive rating? N=7
- a. Want a la carte channel selection (let me pick my channels or packages) 14%/N=1
  - b. Outages/interrupted service 71%/N=5
  - c. Other, specify – DVR problems recently 14%/N=1

### SERVICE FEATURES AND CHARACTERISTICS

13. Now I’m going to read you a list of cable TV service features and characteristics. For each one I read, please rate your cable television service as either: Very Satisfied, Satisfied, Dissatisfied or Very Dissatisfied. The first one is . . . (INSERT ITEM, STARTING AT “a”) Overall, how satisfied are you with (ITEM), Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

	Cable Television Feature Windstream N=68	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don’t Know
1	The picture quality	54%	46%	0	0	0
2	The sound level consistency across channels	40%	53%	6%	0	2%
3	The programming packages available	32%	54%	7%	2%	4%
4	Billing practices	35%	51%	7%	2%	4%
5	The ability of a Customer Service Representative to explain and address billing questions and problems	26%	50%	12%	3%	10%
6	Communications regarding rates and programming changes	22%	47%	12%	3%	16%
7	Service and repair response	34%	44%	9%	3%	10%
8	The time window for service appointments	31%	52%	6%	3%	9%
9	The arrival time of the service technician	37%	46%	9%	0	9%



**CUSTOMER SERVICES**

14. Now, I'm going to ask you about any phone contacts you may have had with KINETIC. During the past year, have you called KINETIC for any reason? (N=68)

- |    |                              |     |
|----|------------------------------|-----|
| 1. | YES → CONTINUE               | 65% |
| 2. | NO → (GO TO Q19)             | 31% |
| 3. | DON'T REMEMBER → (GO TO Q19) | 4%  |

15. For what reason(s) have you called the KINETIC office during the past year? N=44

- |     |   |     |
|-----|---|-----|
| 1.  | Cable outage/loss of signal                                   | 25% |
| 2.  | Signal quality problems (picture, sound)                      | 7%  |
| 3.  | Billing questions   | 9%  |
| 4.  | To change type of service subscribed to (add/remove channels) | 2%  |
| 5.  | Request cable modem/high speed internet service               | 7%  |
| 6.  | Problem with my cable modem/high speed internet service       | 7%  |
| 7.  | Problem with my mini-box, DTA, adapter                        | 5%  |
| 8.  | Problems with my digital set-top                              | 2%  |
| 9.  | Problems with my installation                                 | 2%  |
| 10. | Problem with my cable phone service                           | 7%  |
| 11. | Don't know/don't remember                                     | 2%  |
| 12. | Other, specify (N=11)   | 25% |

- Remote
- Little problem, always available and always quick
- To get service started
- Disconnected, they said it was connected when it was not
- Needed to add another box
- To lower the bill
- To fix remote (2)
- Problem with DVR and programming for tv (2)
- Phone not working

16. When you called KINETIC'S office, did you get a busy signal before you got through? N=44

- |    |                |     |
|----|----------------|-----|
| 1. | Yes            | 7%  |
| 2. | No             | 91% |
| 3. | Don't Remember | 2%  |

17. Was your call answered, including any time you were left on hold, within 30 seconds by a KINETIC customer service representative? N=44

- |    |                |     |
|----|----------------|-----|
| 1. | Yes            | 43% |
| 2. | No             | 46% |
| 3. | Don't Remember | 11% |

18. If your call to KINETIC was to report a problem or request service, how long after your contact did KINETIC begin working on the problem? Would you say... N=44
- |   |     |
|---|-----|
| a. The same day reported                              | 55% |
| b. The next business day                              | 11% |
| c. Days later   | 16% |
| d. About a week                                       | 7%  |
| e. About a month                                      | 0%  |
| f. Problem never resolved                             | 7%  |
| g. (DON'T READ) Don't know/Can't remember             | 2%  |
| h. Call wasn't to report a problem or request service | 2%  |

## OUTAGES

19. My next few questions are about cable signal outages. During the past year, have you ever lost your entire cable signal for a total of more than 24-hours while you still had electricity? (N=68)
- |                             |     |
|-----------------------------|-----|
| 1. YES → CONTINUE           | 13% |
| 2. NO → (GO TO Q22)         | 87% |
| 3. DON'T KNOW → (GO TO Q22) | 0%  |
20. During just the past year, can you estimate how many times you've lost your entire cable signal for a period of more than 24 hours while you had electricity? N=9
- 1 to 4 outages in past year; Mode = 1; Average = 1.7 outages in the past year
21. How satisfied were you with the length of time it took KINETIC to restore your service? Would you say you were . . . N=9
- |                      |     |
|----------------------|-----|
| 1. Very Satisfied    | 0%  |
| 2. Satisfied         | 44% |
| 3. Dissatisfied      | 33% |
| 4. Very Dissatisfied | 22% |

## PICTURE QUALITY

22. In the past year, have you had any significant problems with picture clarity or reception? (N=68)
- |                                  |     |
|----------------------------------|-----|
| 1. YES                           | 23% |
| 2. NO (GO TO Q26)                | 77% |
| 3. DON'T RECALL/KNOW (GO TO Q26) | 0%  |

23. If Q22=YES: Have you had reoccurring problems with picture clarity or reception constantly, every few days, a few times a month or rarely? N=16

- |    |                     |     |
|----|---------------------|-----|
| 1. | Constantly          | 6%  |
| 2. | Every few days      | 6%  |
| 3. | A few times a month | 25% |
| 4. | Rarely              | 56% |
| 5. | Don't Know          | 6%  |

24. On which channels do you most frequently experience picture clarity or reception problems? N=16

- |    |                      |     |
|----|----------------------|-----|
| 1. | Don't Remember       | 69% |
| 2. | Other, Specify (N=5) | 31% |
- MSNBC, PBS
  - Big ten network
  - Saturday Night Live
  - CBS
  - Don't matter, pick one

25. How satisfied were you with the length of time it took KINETIC to resolve your reception problem or restore your cable service? Would you say you were. . N=16

- |    |                   |     |
|----|-------------------|-----|
| 1. | Very Satisfied    | 19% |
| 2. | Satisfied         | 38% |
| 3. | Dissatisfied      | 25% |
| 4. | Very Dissatisfied | 19% |
| 5. | Don't Know        | 0%  |

26. Do you know that you can submit a complaint to the City's Telecommunications/Cable Advisory Board if you are dissatisfied with your Cable TV (or Internet) service and your provider has been unable to resolve your issues? (N=68)

- |    |         |     |
|----|---------|-----|
| 1. | YES     | 38% |
| 2. | NO      | 60% |
| 3. | REFUSED | 2%  |

## PEG CHANNELS

27. KINETIC currently sets aside a portion of its channels to be used to provide local access programming. These channels are currently used for local government, education, and health and wellness programs.

On the KINETIC system they can be found on Channels 1005, 1010, and 1080, and are also known as LNKTV.

Are you aware of these channels? N=68

- |        |     |
|--------|-----|
| 1. YES | 69% |
| 2. NO  | 31% |

28. Are you aware that LNKTV local access programming is also available online? N=68

- |        |     |
|--------|-----|
| 1. YES | 24% |
| 2. NO  | 76% |

#### ASK EVERYONE

#### INTERNET

29. Do you have Internet access at home? N=68

- |                          |     |
|--------------------------|-----|
| 1. YES                   | 94% |
| 2 NO (GO TO Q31)         | 6%  |
| 3 DON'T KNOW (GO TO Q38) | 0%  |

30. [IF YES TO Q29] Who provides that Internet service? (GO TO 32) N=64

- |  |     |
|--|-----|
| a. SPECTRUM/CHARTER/TIME WARNER/TWC              | 3%  |
| b. ALLO/ALLO COMMUNICATIONS                      | 0%  |
| c. KINETIC GIG/WINDSTREAM                        | 95% |
| d. SATELLITE SERVICE (i.e., Dish, DirectTV, etc. | 0%  |
| e. OTHER, SPECIFY – Don't Know N=1               | 2%  |

#### THOSE ANSWERING QUESTION 30, GO TO Q32

31. [IF NO TO Q29] Why don't you have Internet access at home? N=4

- |   |       |
|---|-------|
| 1. I don't own a computer                   | (N=3) |
| 2. Other, Specify – Use it at another place | (N=1) |

#### THOSE ANSWERING Q31, GO TO Q38

32. I'd like to ask you a few questions about your Internet Service.... How satisfied are you with the following:

Internet Characteristics N=64	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not Applicable
1. The choice of Internet providers in Lincoln	17%	58%	16%	2%	8%
2. The cost of your Internet service	17%	44%	30%	0	9%
3. The speed of your Internet service	14%	61%	19%	0	6%
4. The reliability of your Internet Service	17%	72%	8%	0	3%

33. What do you mostly use the internet for? DO NOT READ LIST. RECORD UP TO 3 RESPONSES BUT DO NOT PROMPT FOR THREE. CREATE LIST AS NEEDED.  
(N=64)

1. Visit a government website like the City of Lincoln's	3%
2. Look for information about a service or product you are thinking of buying	6%
3. Sell something online	3%
4. Buy something online	8%
5. Do any online banking	5%
6. Work from home (telecommuting)	9%
7. Look online for news or information about politics	3%
8. Take a class or do homework	2%
9. Keep in touch with family and friends	6%
10. Use an online social networking site like Facebook, Twitter, Snapchat, Instagram	11%
11. Share something online that you created yourself	2%
12. Play online video games	2%
13. Watch television or other videos	5%
14. REFUSED	3%
15. Don't Know	16%
16. Other, specify (N=11)	17%
▪ Research communication	
▪ Business to pleasure	
▪ Can't answer	
▪ Google browsing	
▪ Research (2)	
▪ Entertainment	
▪ Personal use (2)	
▪ Downloading information and research	
▪ Research for traveling	

34. Do you use internet-based video streaming services such as Netflix, Hulu, Amazon Prime, SlingTV, etc.? (W=64)

1. YES	45%
2. NO	52%
3. DON'T KNOW	3%

35. Have you considered canceling your cable television service ("Cable cutting") and replacing it with off-the-air and/or internet-based video streaming? N=64

1. YES	30%
2. NO [GOTO Q37]	70%

36. How many years from now will you make that change? N=19

- |                              |     |
|------------------------------|-----|
| a. Less than 1 year from now | 26% |
| b. 1-2 years from now        | 26% |
| c. 3-4 years from now        | 5%  |
| d. 5-9 years from now        | 5%  |
| e. 10+ years from now        | 0%  |
| f. Never                     | 16% |
| g. Don't Know                | 21% |

37. If you could only have one service, which would you choose, your Internet service or your Cable TV service? N=64

- |                        |     |
|------------------------|-----|
| a. Internet Services   | 45% |
| b. Cable TV Services   | 38% |
| c. Neither/I want both | 13% |
| d. Don't Know          | 5%  |

#### ASK EVERYONE

#### TELEPHONE SERVICES

38. Do you mostly use a cell phone? N=68

- |   |     |
|---|-----|
| a. YES                                      | 40% |
| b. NO                                       | 28% |
| c. I DON'T HAVE a cell phone                | 4%  |
| d. I ONLY have a cell phone                 | 0%  |
| e. I use my cell phone and landline equally | 28% |

39. How do you currently receive emergency information such as information on Tornado warnings, Flood Alerts, other weather alerts, Amber Alerts, etc...? N=68

- |  |     |
|--|-----|
| 1. cell phone / cell phone alert / text messages                                   | 34% |
| 2. city sirens   | 2%  |
| 3. digital antenna / television / tv broadcast system / public access / local news | 46% |
| 4. weather alert system / weather alerts / storm advisor                           | 7%  |
| 5. internet / streaming apps / social media  | 2%  |
| 6. radio / weather updates on the radio / portable radio                           | 7%  |
| 7. don't receive them  | 2%  |
| 8. don't know  | 2%  |

**OTHER**

40. Is there anything else you would like to say about cable television service in your community? N=68 (40%/N=27 Said No/None)

- |   |     |
|---|-----|
| a. Billing issues/rate issues                       | 7%  |
| b. Monopoly/Need Competition                        | 3%  |
| c. Satisfied with Cable                             | 22% |
| d. The provider I want isn't available where I live | 2%  |
| e. Too expensive/Cost too much                      | 10% |
| f. Other, Specify N=11                              | 16% |
- Choice in channels
  - I am happy with how things are
  - I am perfectly happy with my service
  - I take whatever I get
  - I think they are doing a good job compared to Spectrum
  - Passing interest and not happy with treatment of neighborhoods
  - Senior rates needed
  - Too expensive
  - Too expensive; I live on a limited amount of money
  - TV
  - What about the costs

**BACKGROUND QUESTIONS (N=68)**

My last few questions are asked in order to better understand your opinion when considering others like yourself.

41. Do you own or rent your home?

- |         |     |
|---------|-----|
| 1. OWN  | 91% |
| 2. RENT | 9%  |

42. Do you currently have children under age 18 in your household?

- |        |     |
|--------|-----|
| 1. YES | 16% |
| 2. NO  | 84% |

## 43. What is your race or ethnic background?

a.	African American/Black	0%
b.	Asian	0%
c.	White	90%
d.	Hispanic/Latino/a	0%
e.	American Indian	0%
f.	Biracial/Multiracial/Other	1%
g.	Refused	9%

## 44. What is the highest level of education you have completed?

a.	Some high school or less	0%
b.	High school graduate	13%
c.	Some college/trade school	29%
d.	College/4-year degree	38%
e.	Postgraduate	19%

## 45. What best describes your current employment?

a.	Working full-time	32%
b.	Working part-time	9%
c.	Working and in School	0%
d.	Full-time Student	0%
e.	Retired	56%
f.	Disabled	1%
g.	Other, Specify N=1 – Unemployed	1%

## 46. And which of the following broad categories best describes your total annual household income, before taxes?

1.	Under \$25,000	4%
2.	\$25,000 to less than \$35,000	3%
3.	\$35,000 to less than \$50,000	12%
4.	\$50,000 to less than \$75,000	25%
5.	\$75,000 to less than \$100,000	3%
6.	\$100,000 or more	24%
7.	Refused/Don't Know	29%



47. Gender (by audio observation)

- |           |     |
|-----------|-----|
| 1. Male   | 37% |
| 2. Female | 63% |

Those are all my questions. My supervisor may wish to verify that I conducted this interview. For this reason, only, may I please have your first name or your initials? The City of Lincoln thanks you very much for your time.