

Cohen, Dax & Koenig, P.C.

ATTORNEYS

90 State Street, Suite 1030
Albany, New York 12207
www.cdkpc.com

Telephone: (518) 432-1002
Facsimile: (518) 432-1028

Jeffrey C. Cohen
John W. Dax
Joshua Noah Koenig

Paul C. Rapp
David M. Allen
Susan L. Taylor
Jessica A. Norgrove

Joshua A. Sabo
Of Counsel

March 23, 2004

Honorable Jaclyn A. Brilling, Secretary
New York State Public Service Commission
3 Empire State Plaza
Albany, NY 12223-1350

Re: Time Warner NY Cable Inc. – to Heart of the Catskills
Communications, Inc. Transaction
Case 04-V-0367

RECEIVED
PUBLIC SERVICE
COMMISSION
FILES-ALBANY
2004 MAR 23 PM 2:30
Orig-Files
C 04-V-0367
Copies:
MR. S. Sharpe
MR. J. Nash
MS. A. Dalton

Dear Secretary Brilling:

We write to you once more on behalf of the above-referenced parties to the proposed cable system facilities transaction in Delaware County, and to further supplement the information provided in our recent filings in response to the invitation of the staff of this Commission. At this time, we enclose for filing four copies of the following documents:

- a statement by MTC Cable describing its proposed service transition arrangements;
- a summary of the current MTC franchise system video channel lineup;
- a summary of the current MTC franchise system subscriber service rates;
- a summary of the current Time Warner franchise system video channel lineup;
- a summary of the current Time Warner franchise system subscriber service rates; and,
- a summary of the current renewal status of the MTC and the Time Warner municipal franchises for the three subject municipal franchise areas.

Courtesy copies of these documents are also being sent directly to the reviewing Commission staff noted below.

Please do not hesitate to contact me or John Fogarty at Time Warner Cable (203-328-0629) should you have any questions or if we can be of any assistance.

Respectfully,



Joshua N. Koenig

Enclosures

cc: Chad Hume
John Figliozi
Thomas Isabella
Joseph Baniak

John E. Fogarty, Esq., TWC
Douglas Hinkley, MTC

Transition Period

As a part of the transaction between Time Warner Cable and MTC Cable, a thirty (30) day transition period has been established after the closing date for conversion of the approximately 550 customers from Time Warner signal to the MTC service. During this transition period, Time Warner will continue to provide signal to all service areas (nodes) affected by this transaction.

Approximately sixty percent (60%) of the thirty-five miles of Time Warner plant in the Town of Middletown, Town of Roxbury, and Village of Fleischmanns have already been overbuilt by MTC cable facilities. The MTC facilities have been engineered to tie-in the remaining Time Warner facilities not presently overbuilt. In most locations, trunk and feeder splitters are in place to accommodate these "tie-ins" and would not result in service interruptions to existing MTC customers. A total of eleven (11) trunk splices and twenty-two (22) feeder splices would be required to complete the coax conversion. In addition, MTC will be required to install two (2) fiber nodes along existing fiber routes to fully integrate the two facilities. Since the MTC system design incorporates nearly double the number of nodes in the overbuild and corresponding tie-in locations, service quality and system performance criteria would not deteriorate and may actually improve.

In advance of the subscriber conversion process, MTC will provide notification to subscribers of pending channel line-up changes, rate changes, billing practices, and other procedures and policies as required. MTC will then follow up with communication to subscribers in targeted areas where the conversion process is imminent.

During the subscriber conversion process, MTC technicians will complete drop swings and the coax "tie-ins" starting from Time Warner Cable's furthest extremity. Each residence will be visited at this time to verify service operation, answer questions, and provide additional literature concerning the MTC Service. Field technicians and customer service personnel will work together to identify customers which require digital converter swap outs and internet provisioning needs. Customer service and technical staff will alter their hours of operation to accommodate extended evening and weekend hours necessary to meet the convenience of the affected subscribers. Daily conversion areas will be kept small to insure minimal service interruptions. It is anticipated that service interruptions for the conversion process will range from 5-10 minutes in areas where drop swings are required and approximately two (2) hours in areas where coax splicing and node set-up is necessary. Traditional non-peak viewing times will be avoided for the extended outage areas.

MTC will be providing one (1) month of free service to all subscribers affected in the conversion process to compensate for any inconvenience.

MTC Cable Channel Line-up

CHANNEL #	PROGRAMMING SERVICE	MTC SERVICE PACKAGE
2	Home Shopping Network	Local Package
3	QVC	Local Package
4	WNBC (4 NBC - New York)	Local Package
5	WNYW (5 FOX - New York)	Local Package
6	WRGB (6 CBS - Schenectady)	Local Package
FM	Various	Local Package
98	Reserved	
99	Reserved	
7	WABC (7 ABC - New York)	Local Package
8	Weather Channel	Local Package
9	WWOR (9 UPN - New York)	Local Package
10	Community Bulletin Board	Local Package
11	WPIX (11 WB - New York)	Local Package
12	WBNG (12 CBS - Binghamton)	Local Package
13	WNET (13 PBS - New York)	Local Package
14	WICZ (40 FOX - Binghamton)	Local Package
15	WIVT (34 ABC - Binghamton)	Local Package
16	WSKG (46 PBS - Binghamton)	Local Package
17	WBXI (WB Network - Binghamton)	Local Package
18	WNYT (13 NBC - Albany)	Local Package
19	TV Guide Channel	Local Package
20	School Programming	Local Package
21	Home Box Office	Premium Service
22	PAX Network	Local Package
23	CNN	Family Programming Package
24	CNN Headline News	Family Programming Package
25	TNT	Family Programming Package
26	ESPN 2	Family Programming Package
27	ESPN	Family Programming Package
28	Discovery Channel	Family Programming Package
29	CNBC	Family Programming Package
30	Nickelodeon	Family Programming Package
31	Odyssey Channel	Family Programming Package
32	A & E Television Network	Family Programming Package
33	History Channel	Family Programming Package
34	VH - 1	Family Programming Package
35	Spike TV	Family Programming Package
36	CMT	Family Programming Package
37	MTV	Family Programming Package
38	USA Network	Family Programming Package
39	ABC Family Channel	Family Programming Package
40	Lifetime	Family Programming Package
41	FX	Family Programming Package
42	Learning Channel	Family Programming Package
43	Animal Planet	Family Programming Package
44	HGTV - Home & Garden TV	Family Programming Package
45	Food Network	Family Programming Package
46	TV Land	Family Programming Package
47	SCI-FI Network	Family Programming Package
48	Comedy Central	Family Programming Package

MTC Cable Channel Line-up

49	CSPAN	Family Programming Package
50	E Entertainment	Family Programming Package
51	MSNBC	Family Programming Package
52	WGN Superstation	Family Programming Package
53	WTBS Superstation	Family Programming Package
54	Fit TV	Family Programming Package
55	Outdoor Channel	Family Programming Package
56	TBN - Trinity Broadcasting Net	Family Programming Package
57	Court TV	Family Programming Package
58	Fox News Channel	Family Programming Package
59	Travel Channel	Family Programming Package
60	Cartoon Network	Family Programming Package
61	Disney Channel	Family Programming Package
62	Toon Disney	Family Programming Package
63	American Movie Classics	Family Programming Package
64	FOX Movie Channel	Family Programming Package
65	Turner Classic Movies	Family Programming Package
66	MSG Network	Family Programming Package
67	FSNY - Fox Sports NY	Family Programming Package
68	YES	Family Programming Package
69	Fox Sports World	Family Programming Package
70	Golf Channel	Family Programming Package
71	Speedvision	Family Programming Package
72	Outdoor Life	Family Programming Package
73	Bravo	Family Programming Package
74	Soapnet	Family Programming Package
75	TechTV	Family Programming Package
76	WE	Family Programming Package
77	National Geographic Channel	Family Programming Package
78	Telemundo	Family Programming Package
100	Discovery Health	Digital Basic - Converter Req.
101	Discovery Kids	Digital Basic - Converter Req.
102	Discovery Science	Digital Basic - Converter Req.
103	Discovery Home & Leisure	Digital Basic - Converter Req.
104	Discovery Civilization	Digital Basic - Converter Req.
105	Discovery Wings	Digital Basic - Converter Req.
106	BBC America	Digital Basic - Converter Req.
107	Biography Channel	Digital Basic - Converter Req.
108	History Channel International	Digital Basic - Converter Req.
109	Lifetime Movie Network	Digital Basic - Converter Req.
110	Trio	Digital Basic - Converter Req.
111	Much Music	Digital Basic - Converter Req.
112	Style	Digital Basic - Converter Req.
113	Fox Sports Espanol	Digital Basic - Converter Req.
114	ESPN Classic	Digital Basic - Converter Req.
115	Fox Sports Atlantic	Digital Basic - Converter Req.
116	Fox Sports Central	Digital Basic - Converter Req.
117	Fox Sports Pacific	Digital Basic - Converter Req.
118	Fox Sports World	Digital Basic - Converter Req.
120	ESPN News	Digital Basic - Converter Req.
121	Bravo	Digital Basic - Converter Req.

MTC Cable Channel Line-up

122	Independent Film Channel	Digital Basic - Converter Req.
123	Fox Movie Channel	Digital Basic - Converter Req.
124	Game Show Network	Digital Basic - Converter Req.
125	Noggin	Digital Basic - Converter Req.
126	Nick Games & Sports	Digital Basic - Converter Req.
127	Nicktoons	Digital Basic - Converter Req.
128	MTV 2	Digital Basic - Converter Req.
129	MTV Jams	Digital Basic - Converter Req.
130	MTV Espanol	Digital Basic - Converter Req.
131	MTV Hits	Digital Basic - Converter Req.
132	VH-1 Soul	Digital Basic - Converter Req.
133	VH-1 Country	Digital Basic - Converter Req.
134	VH-1 Classic	Digital Basic - Converter Req.
135	VH-1 Hits	Digital Basic - Converter Req.
136	Nick Too	Digital Basic - Converter Req.
137	GAC Great American Country	Digital Basic - Converter Req.
138	DIY - Do-It-Yourself	Digital Basic - Converter Req.
139	Lifetime Real Women	Digital Basic - Converter Req.
150	ENCORE	Digital Premium - Converter Req.
151	ENCORE - Westerns	Digital Premium - Converter Req.
152	ENCORE - Love Stories	Digital Premium - Converter Req.
153	ENCORE - Mysteries	Digital Premium - Converter Req.
154	ENCORE - True Stories	Digital Premium - Converter Req.
155	ENCORE - Action	Digital Premium - Converter Req.
156	STARZ	Digital Premium - Converter Req.
157	STARZ 2	Digital Premium - Converter Req.
158	STARZ - Cinema	Digital Premium - Converter Req.
159	STARZ - Family	Digital Premium - Converter Req.
160	WAM	Digital Premium - Converter Req.
161	STARZ - Kids	Digital Premium - Converter Req.
200	HBO	Digital Premium - Converter Req.
201	HBO plus	Digital Premium - Converter Req.
202	HBO Signature	Digital Premium - Converter Req.
203	HBO Family	Digital Premium - Converter Req.
204	HBO Comedy	Digital Premium - Converter Req.
205	HBO Zone	Digital Premium - Converter Req.
210	Cinemax	Digital Premium - Converter Req.
211	Cinemax 2 (MoreMax)	Digital Premium - Converter Req.
212	Cinemax Action	Digital Premium - Converter Req.
213	Cinemax Thriller	Digital Premium - Converter Req.
225	Showtime	Digital Premium - Converter Req.
226	Showtime 2	Digital Premium - Converter Req.
227	Showtime 3	Digital Premium - Converter Req.
228	Showtime Extreme	Digital Premium - Converter Req.
230	Movie Channel	Digital Premium - Converter Req.
231	Movie Channel 2	Digital Premium - Converter Req.
232	Showtime Next	Digital Premium - Converter Req.
233	Showtime Family	Digital Premium - Converter Req.
234	Showtime Women	Digital Premium - Converter Req.
235	FLIX	Digital Premium - Converter Req.

**MTC Cable
Channel Line-up**

301-310	Pay-Per-View Movies / Special Events	Digital - Converter Req.
400	HD Net	Digital Premium Tier - HD Converter
401	HD Movies	Digital Premium Tier - HD Converter
402	Discovery HD	Digital Premium Tier - HD Converter
403	ESPN HD	Digital Premium Tier - HD Converter
901 - 945	Music Choice Music Channels	Digital Basic - Converter Req.

MTC Cable Monthly Service Rates
(Effective 4/1/04)

MTC Local Package (Channels 2-20 & 22):	\$ 15.00
MTC Family Package (Local Package plus channels 23-78):	\$ 38.95
HBO:	\$ 10.00
Basic Converter + Remote:	\$ 3.00
Commercial Additional Outlet:	\$ 2.50
Additional Outlet Maintenance:	\$ 1.00

MTC Digital Cable Service Rates

MTC Digital Choice (Family Package with Digital Basic and converter):	\$ 49.95
MTC Digital Choice plus 1 Premium Pak: *	\$ 58.95
MTC Digital Choice plus 2 Premium Paks: *	\$ 66.95
MTC Digital Choice plus 3 Premium Paks: *	\$ 74.95
MTC Digital Choice plus 4 Premium Paks: *	\$ 77.95
TVN Pay-Per-View Movies:	\$ 3.99
TVN Pay-Per-View Special Events:	prices vary
Additional Digital Converter:	\$ 5.50
Digital Vacation Plan:	\$ 5.50
DVR Converter:	\$ 8.95
Cable Modem w/ Catskill On Line (Residential):	\$ 36.95
Cable Modem w/ Catskill On Line (Commercial):	\$ 41.95

* Available Premium Packages
HBO Pak – 6 Channels
Cinemax Pak – 4 Channels
Showtime Pak – 10 Channels
Encore / Starz Pak – 12 Channels

Installation and Other Charges **

Unwired Home Installation:	\$ 39.00
Pre-Wired Home Installation	\$ 25.00
Additional Outlet @ Initial Installation:	\$ 12.00
Seasonal Reconnect:	\$ 18.00
Additional Outlet – Separate Trip:	\$ 25.00
Custom Installation, Hourly:	\$ 40.00
Service Level Upgrade:	\$ 10.00
Digital Service Upgrade:	\$ 5.00
Digital Installation:	Free
Converter Installation – Separate Trip:	\$ 25.00
Service Call – Non-Cable Related	\$ 25.00

** Plus Applicable Taxes & Fees

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ATTORNEYS

90 State Street, Suite 1030
Albany, New York 12207

Telephone: (518) 432-1002
Facsimile: (518) 432-1028

jkoenig@cdkpc.com

MEMORANDUM

Re: Time Warner NY Cable Inc. – to Heart of the Catskills Communications,
Inc. Transaction
Case 04-V-0367

Local municipal cable service franchises have been issued to two distinct cable service providers, Margaretville Tel-Viz (now operating as Heart of the Catskills Communications, Inc, dba MTC Cable) and Cablevision Industries, Inc. (now operating as Time Warner NY Cable, Inc.), for each of the following three municipal franchise areas in Delaware County: the towns of Middletown and Roxbury, and the village of Fleischmanns. The current renewal status of these several franchises is as follows:

MTC Cable

Town of Middletown - MTC currently operates under the authority of the prior franchise agreement and pursuant to the grant of temporary operating authorization by the Public Service Commission valid through June 17, 2004 (Consent agenda of November 25, 2003); however, MTC was tentatively awarded a new ten-year franchise renewal term by action of the Town Board dated May 23, 1995 (intended to be effective through May 23, 2005) and granted in conjunction with the approval of the acquisition from the predecessor system operator -- no evidence is readily available regarding the eventual certification of that 1995 renewal.

Town of Roxbury - MTC holds a duly certified ten-year renewal franchise for this town, dated August 14, 2000 (PSC Case 00-V-1689).

Village of Fleischmanns - MTC holds a duly certified ten-year renewal franchise for this village, dated May 20, 2003 (PSC Case 03-V-00887).

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Time Warner NY Cable

Town of Middletown – Time Warner currently operates under the authority of the prior franchise agreement and pursuant to the grant of temporary operating authorization by the Public Service Commission valid through May 14, 2004 (Consent agenda of October 22, 2003). This operation is reported to currently provide service to 174 subscribers in this town area.

Town of Roxbury - Time Warner holds a duly certified ten-year renewal franchise for this town, which is scheduled to expire on May 6, 2004. This operation is reported to currently provide service to 232 subscribers in this town area.

Village of Fleischmanns - Time Warner holds a duly certified ten-year renewal franchise for this town, which was scheduled to expire on March 11, 2004. This operation is reported to currently provide service to 130 subscribers in this village area.

- JHC

Channel Line-Up

Hudson Valley 104



DTV Channels are **BOLD**
Premium and On Demand Services are **Orange**

Middletown includes Port Jervis, New Paltz and Rosendale
Saugerties includes Hunter, Olive and Shandaken unless otherwise noted

- | | |
|--|--|
| 1 NY1 | 10 WMBC |
| 2 WCBS | Newburgh, Middletown, Port Jervis,
New Paltz, Monticello, Liberty |
| 3 HBO | WTEN (ABC) |
| Middletown, Newburgh, Saugerties,
Monticello, Liberty, Tusten, Olive, Shandaken | Kingston, Woodstock, Poughkeepsie,
Rhinebeck, Saugerties, Olive, Shandaken |
| 3 WNYW | RSVP |
| Kingston, Woodstock,
Poughkeepsie, Rhinebeck | Rosendale |
| 4 WNBC | WVIA (PBS) |
| 5 WNYW | Tusten |
| Middletown, Newburgh, Saugerties,
Monticello, Liberty, Tusten, Olive, Shandaken | 11 WPIX |
| 5 HBO | 12 WTBY (TBN) |
| Kingston, Woodstock,
Poughkeepsie, Rhinebeck | Middletown, Kingston, Woodstock,
Poughkeepsie, Rhinebeck, Olive,
Newburgh, Saugerties, Shandaken |
| 6 HSN/CABLE 6 | WYOU (CBS) |
| 7 WABC | Monticello |
| 8 W42AE | WBNG (CBS) |
| Dutch Comm. Coll. Poughkeepsie | Liberty, Tusten |
| RSVP | 13 WNET (PBS) |
| Newburgh, Middletown, Port Jervis, Rosendale | Middletown, Newburgh, Monticello,
Liberty, Tusten, Poughkeepsie, Woodstock,
Olive, Port Jervis, New Paltz, Rosendale |
| WRGB (CBS) | WMHT |
| Saugerties, Kingston, Woodstock, Rhinebeck | Kingston, Rhinebeck |
| WBRE (NBC) | WNYT |
| Monticello, Tusten | Saugerties, Hunter |
| WVIA (PBS) | 14 TNT |
| Liberty | 15 The Discovery Channel |
| SUNY NP | 16 CNN |
| New Paltz | 17 WPXN (PAX) |
| 9 WWOR | |

- | | |
|--|---|
| 18 QVC | 25 Comedy Central |
| Middletown, Newburgh, Saugerties,
Monticello, Liberty, Tusten | 26 WTBS |
| 18 Encore | 27 AMC |
| Kingston, Woodstock, Poughkeepsie, Rhinebeck | 28 EWTN |
| 19 WXTV (UNIV) | 29 A&E |
| Middletown, Newburgh, Port Jervis,
New Paltz, Liberty, Tusten, Monticello | 30 USA Network |
| QVC | 31 CNBC |
| Kingston, Woodstock, Poughkeepsie, Rhinebeck | 32 Nickelodeon |
| WTEN (ABC) | 33 Spike TV |
| Rosendale | 34 ABC Family |
| WMHT (PBS) | 35 The Weather Channel |
| Saugerties | 36 Food Network |
| 20 Educational Access | 37 Headline News |
| Middletown, Kingston, Woodstock,
Poughkeepsie, Rhinebeck, Newburgh,
Saugerties, Monticello, Liberty, Rosendale | 38 Disney Channel |
| WYOU (CBS) | 39 TLC |
| Port Jervis | 40 BET |
| WRGB | 41 Lifetime Television |
| New Paltz | 42 MTV |
| WNEP (ABC) | 43 Sci Fi |
| Tusten | 44 E! Entertainment Television/
Bloomberg TV |
| 21 ESPN | 45 Cartoon Network |
| 22 WRNN | 46 Bravo |
| 23 Public Access | 47 Court TV |
| Middletown, Kingston, Woodstock,
Poughkeepsie, Rhinebeck, Newburgh,
Saugerties, Monticello, Liberty | 48 The History Channel |
| WYOU (CBS) | 49 CSPAN |
| Tusten | |
| 24 FX | |

- | | |
|---|--|
| 50 WE (Women's Entertainment) | 77 Cinemax |
| 51 CMT-Country
Music Television | 78 Leased Access |
| 52 Animal Planet | 79 Showtime |
| 53 Travel Channel | 80 TMC |
| 58 FitTV | Newburgh, Saugerties, Middletown,
Monticello, Liberty, Tusten |
| 60 VH1 | 80 RSVP |
| 61 TV Guide | Kingston, Woodstock,
Poughkeepsie, Rhinebeck |
| 62 Fox News | 81 Outdoor Life Network |
| 63 HGTV | 82 National Geographic Channel |
| 64 Galavision | 83 style network |
| 65 Metro TV | 84 Lifetime Movie Network |
| 66 MSNBC | 85 Univision |
| 67 Fox Sports NY | Kingston, Woodstock,
Poughkeepsie, Rhinebeck |
| 68 MSG | RSVP-Ad Sales |
| 69 YES Network | Monticello, Liberty |
| 70 The Golf Channel | Public Access |
| 71 ESPN2 | Tusten |
| 72 ESPN Classic | 86 FUSE |
| 73 Oxygen | 95 CSPAN2 |
| Middletown, Newburgh,
Monticello, Liberty, Tusten | Kingston, Woodstock,
Poughkeepsie, Rhinebeck |
| Hallmark | 99 Remote Control
Programming |
| Kingston, Woodstock, Poughkeepsie,
Rhinebeck, Saugerties | 100 Answers On Demand |
| 74 TCM | 101 Toon Disney |
| 75 TV Land | 102 Discovery Kids |
| 76 ShopNBC | |

(continued on back)

Channel Line-Up

Hudson Valley 104



DTV Channels are **BOLD**
Premium and On Demand Services are **Orange**

103 The Science Channel	131 WAM!	220 Cinemax	283 Mystery	608 Smooth R&B	634 Opera
104 Discovery Health	132 Boomerang	221 Moremax	284 True Stories	609 Rap	635 Light Classical
105 Discovery Wings	133 Nick GAS	222 Action Max	285 Westerns	610 Metal	636 Show Tunes
106 ESPNNews	134 Nick 2	223 Thriller Max	287 Encore West	611 Rock	637 Contemporary Christian
107 Fox Sports World	135 The Word Network	224 WMAX	288 FLIX	612 Power Rock	638 Gospel
108 Speed Channel	136 Fox Sports en Español	225 @Max	300-308 IN DEMAND PPV	613 Classic Rock	639 For Kids Only
109 Outdoor Channel	137 International Channel	226 Five Star Max	350 Playboy	614 Alternative Rock	640 Sounds of The Seasons
110 Game Show Network	138 CCTV9	227 Outer Max	351 Hot Net	615 Electronica	641 Musica Latina
111 BET On Jazz	140 Sundance Channel	240 Showtime	352 Spice2	616 Dance	642 Salsa Merengue
112 Ovation	141 IFC	241 Showtime TOO	353 Pleasure Channel	617 Progressive	643 Rock 'En Espanol
113 Discovery Home & Leisure	142 DIY Network	242 Showtime Showcase	400-450 IN DEMAND Sports PPV	618 Soft Rock	644 Latin Love Songs
114 Lifetime Real Women	144 GAC—Great American Country	243 Showtime Extreme	430 ESPN NOW	619 Hit List	645 Mexicana
115 NOGGIN	145 Fine Living	244 Showtime Beyond	412 NBA TV	620 Party Favorites	714 Kids Thirteen-SDTV
116 MTV2	146 Fox Movie Channel	245 Showtime Family	451 NBA TV	621 '80s	801 NY1 Noticias
117 BBC America	147 G4	246 Showtime Women	452 Fox Sports Atlantic	622 New Wave	1000 Movies On Demand
118 News World International	148 The Biography Channel	252 Showtime HDTV	453 Fox Sports Central	623 '70s	1020 Adult On Demand
119 TRIO	149 History International	260 TMC	454 Fox Sports Pacific	624 Solid Gold Oldies	1031 HBO On Demand
120 CNBC World	200 HBO	261 TMC Extra	455 The Tennis Channel	625 Singers & Standards	1032 Cinemax On Demand
122 Bloomberg TV	201 HBO2	270 STARZ!	456 FUEL	626 Big Band & Swing	1033 Showtime On Demand
123 VH1 Classic	202 HBO Signature	271 STARZ! Family	601 Showcase	627 Easy Listening	1034 TMC On Demand
124 America's Store	203 HBO Family	272 STARZ! Theater	602 Today's Country	628 Smooth Jazz	
125 Discovery Times	204 HBO Zone	273 STARZ! Cinema	603 Classic Country	629 Jazz	
126 CNNfn	205 HBO Comedy	274 Black STARZ!	604 Americana	630 Blues	
127 SOAPnet	206 HBO Latino	280 Encore	605 Bluegrass	631 Reggae	
128 Good Life TV	207 HBO HDTV	281 Action	606 R&B and Hip-Hop	632 Soundscapes	
129 Tech TV		282 Love Stories	607 Classic R&B	633 Classic Masterpieces	

To order DTV, call 1.800.OKCable

Rates and Policies

Cable Services (monthly charge)

Basic Service	\$13.55
Standard Service	\$31.52
<i>(All services with basic tier)</i>	
Full TWC Service	\$45.07
Digital Service	\$6.75
Digital Sports Package	\$3.95
FCC Regulatory Fee	\$5.06
DVR Service (per VCR Recorder)	\$9.95/mo.
Assurance Plan	\$5.50
Time Out service (viewer fee is subject to release service)	\$7.00
Transaction Fee	\$2.00
Equipment Charges	
Cable/DTV Box (per month)	\$7.35/line
Remote Control (per month)	\$3.34/line
Cable Box Deposit (per household)	\$25.00
Basic Cable Box (per month)	\$5.95/line
Premium Services (monthly charge)	
HBO	\$12.95
Comcast	\$10.25
Showtime	\$9.95
The Movie Channel	\$9.95
Encore	prices vary
Payday	\$11.00
Duplication of Premium Services on each additional box (per outlet)	\$2.00

300-010

IN DEMAND (pay-per-view)

H1: Movies (per order)	\$3.95
Special Events	Prices Vary
NBA League Pass	Prices Vary
MLB Extra Innings	Prices Vary
NFL Game Day	Prices Vary
ESPN Full Court	Prices Vary
ESPN GamePlan	Prices Vary
MLS Shootout	Prices Vary
<i>SPORTS FULL SCREEN HIGH-DEFINITION PROVIDES AVAILABLE. ORDER SERVICE AVAILABLE FOR MOVIES AND SPORTS PACKAGES.</i>	
Adult Pay-Per-View (per showing)	\$5.00
<i>Time is shown with pay service. See PTV card in bill for details. Other charges may be \$3.95 per pay-per-view service or \$1.00 per pay-per-view service.</i>	

ON DEMAND Programming

Movies On Demand (new releases (per order))	\$3.95
Adult On Demand (per order)	\$5.95
<i>Premium Content service. To find out more about our programming, visit us on Channel 10.</i>	
Premiums On Demand	\$6.95/mo.
<i>(HBO, Comcast, Showtime, The Movie Channel)</i>	
<i>Full screen available for 24 hours from time of order. Adult movies available for 24 hours from time of order.</i>	

High-Speed Online Services (monthly charge)

Road Runner w/Full TWC Service	\$44.95
Road Runner w/Basic Only	\$59.95
<i>Additional computer connections sharing a single modem (post-PAT) \$5.95/line.</i>	
ADL for Broadband	\$54.95
EarthLink High Speed Internet (with full TWC service)	\$44.95
Local.net (with full TWC service)	\$44.95

DTV-Digital Premium Movie Services

Includes multiple selections of premium movies (premiums, standard selection subject to change. Digital service required.)

HBO
Showtime
Comcast
The Movie Channel
Encore
Starz

Installation and Other Charges

(One-time charges plus sales tax and service fees (see other addenda))

Unwired Installation	\$47.21
Premises Installation	\$32.98
Additional Outlet Installation (for one or more outlets)	\$15.95/line
Additional Outlet Installation (per line)	\$32.00/line
Monthly Charge	\$37.50
Standard Underground Installation	\$94.42
Service Call	\$37.50
Tap Charge (at a new site after initial hook)	\$37.50
Converter (cable) (per converter)	\$1.99
High-Speed Internet Installation	\$38.00
High-Speed Internet Service Call (per cable tested)	\$38.00

Other Charges

Collection Charge	\$23.98
Returned Check	\$20.07
Late Charge	\$5.00

Lost, Stolen or Damaged Equipment Charges

Cable Box	\$130.00
Digital Cable Box	\$250.00
Digital Video Recorder (DVR)	\$140.00
Modem	\$100.00
Remote Control	\$15.00

DTV DISCOUNT PACKAGES

(each month)

It's all here

ROAD RUNNER, SHOWTIME, COMCAST, HBO, THE MOVIE CHANNEL, ENCORE, ESPN, ESPN2, ESPN3, ESPN4, ESPN5, ESPN6, ESPN7, ESPN8, ESPN9, ESPN10, ESPN11, ESPN12, ESPN13, ESPN14, ESPN15, ESPN16, ESPN17, ESPN18, ESPN19, ESPN20, ESPN21, ESPN22, ESPN23, ESPN24, ESPN25, ESPN26, ESPN27, ESPN28, ESPN29, ESPN30, ESPN31, ESPN32, ESPN33, ESPN34, ESPN35, ESPN36, ESPN37, ESPN38, ESPN39, ESPN40, ESPN41, ESPN42, ESPN43, ESPN44, ESPN45, ESPN46, ESPN47, ESPN48, ESPN49, ESPN50, ESPN51, ESPN52, ESPN53, ESPN54, ESPN55, ESPN56, ESPN57, ESPN58, ESPN59, ESPN60, ESPN61, ESPN62, ESPN63, ESPN64, ESPN65, ESPN66, ESPN67, ESPN68, ESPN69, ESPN70, ESPN71, ESPN72, ESPN73, ESPN74, ESPN75, ESPN76, ESPN77, ESPN78, ESPN79, ESPN80, ESPN81, ESPN82, ESPN83, ESPN84, ESPN85, ESPN86, ESPN87, ESPN88, ESPN89, ESPN90, ESPN91, ESPN92, ESPN93, ESPN94, ESPN95, ESPN96, ESPN97, ESPN98, ESPN99, ESPN100, ESPN101, ESPN102, ESPN103, ESPN104, ESPN105, ESPN106, ESPN107, ESPN108, ESPN109, ESPN110, ESPN111, ESPN112, ESPN113, ESPN114, ESPN115, ESPN116, 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Service Info

Service Appointments
Monday - Saturday
8:00am - 12:00pm 12:00pm - 4:00pm

Installation Appointments
Monday - Saturday
8am - 12pm 12pm - 4pm 4pm - 6:00pm
Slight variations in times may occur on all days

Each time a job is completed the service is covered with the 30-day work warranty and a 90-day warranty on all work performed by our technicians and installers. It should also be noted that all work is done in accordance with the National Electrical Code, and is done in strict accordance with the local code.

Service Appointments and Cancellations

If you request an appointment during our business hours, we will let you know if an appointment is required within 24 hours. If you request a service appointment, we will let you know if an appointment is required within 24 hours. If you request a service appointment, we will let you know if an appointment is required within 24 hours. If you request a service appointment, we will let you know if an appointment is required within 24 hours.

Credit for Service Orders

We have a credit for service orders that are cancelled within 24 hours of the service date. If you cancel a service order within 24 hours of the service date, we will let you know if a credit is required. If you cancel a service order within 24 hours of the service date, we will let you know if a credit is required.

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Complaint Procedures

If a problem or question has not been resolved to your satisfaction by a Customer Service Representative, you may request to speak to a supervisor. If you are not satisfied with the results, please write to us.

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P.O. Box 123, Middletown, NY 13440

You will be notified, either by phone or by mail, of the results of our investigation. If you are not satisfied with the results, please write to us. If you are not satisfied with the results, please write to us.

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Billing Practices

About Your Cable Bill
You will receive a bill for your service and will receive a bill for your service. You will receive a bill for your service and will receive a bill for your service.

Paying Your Bill
You can pay your bill by check or by credit card. You can pay your bill by check or by credit card.

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Lost, Stolen or Damaged Equipment

The cable box, remote control and other equipment are the property of Time Warner Cable. When you receive or install our service, you must return the equipment to us. If you lose or damage the equipment, you must return it to us.

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Deactivation and Disconnection Procedures

If you want to deactivate or disconnect your service, you must return the equipment to us. If you lose or damage the equipment, you must return it to us.

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Rates and Policies

Subscriber Rights

State of New York Public Service Commission
Statement of Significant Subscriber Rights

As a subscriber, you have the right to:

1. Receive a copy of this statement of rights.

2. Receive a copy of this statement of rights.

3. Receive a copy of this statement of rights.

4. Receive a copy of this statement of rights.

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