



December 15, 2009

Director Thomas M. Tarapacki  
City of Buffalo Office of Telecommunications  
65 Niagara Square, Rm. 613  
Buffalo, NY 14202

Dear Director Tarapacki:

In 2009 we reached a milestone and now offer our subscribers access to over 100 HD channels. We offer more channels for free in HD than any other video provider including all Buffalo Sabres home games in HD. Our HD channels are the ones that customers want to watch including ESPN, TNT, Discovery, CNN, USA and the History Channel just to name a few.

Additionally, we offer unique features to our cable customers including 'Start Over' which provides the option to start programming over at the touch of a button included with a digital cable subscription. In 2009, the list of Start Over enabled channels grew to over 90 with 19 now in HD. Therefore customers will be able to 'Start Over' more of their favorite shows if they miss the beginning. And for those customers with our digital phone product plus digital cable, the popular Caller ID on TV allows customers to see who is calling right on their TV before they answer their phone.

Time Warner Cable offers over 25 free On Demand Channels. Our newest addition is Primetime On Demand. This new channel features shows from the primetime lineups of popular broadcast and cable networks, including NBC, CBS, USA and AMC. Among the many shows available on this great On Demand channel are "Saturday Night Live," "Mad Men," "CSI Miami," and "Survivor."

Time Warner Cable continues to provide a wide range of fantastic channels, services and superior customer service. Our local service professionals are here 24 hours a day, seven days a week to answer any questions and customer inquiries. With increases in our operational as well as programming costs, effective with the February 1, 2010 billing statement our rates will change as outlined below.

Rates for services are as follows:

Broadcast Tier	\$ 14.00
Cable Tier	\$ 52.00
Standard Cable	\$ 66.00
First Digital Converter	\$ 7.00
First Remote	\$ .30
Espanol Tier	\$ 6.95
DVR Service – Primary	\$ 9.95
HBO	\$ 13.95

RoadRunner Lite w/Cable or Phone Svc.	\$ 22.95
*Digital Basic	\$ 72.95
*Surf N Call	\$ 82.95
*Watch N Call	\$108.95
*Watch N Surf	\$111.95
*All The Best	\$144.95

*\*Package rates include equipment fees*

Again, this year there will be no change in the rate for Digital Phone service.

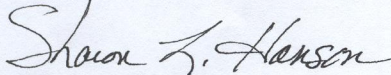
Time Warner Cable continues to provide complimentary Cable TV service and high-speed connections, along with educational programming to schools throughout our service area. We also provide free high-speed cable modems and Internet access to all public libraries.

In November, Time Warner Cable also launched Connect A Million Minds (CAMP), a five-year, cash and in-kind philanthropic initiative to address America's declining proficiency in science, technology, engineering and math (STEM).

Time Warner Cable is your best entertainment value, and we are committed to provide our customers with the highest quality and best available products and service offerings.

Please feel free to contact me at 716-558-8559, or via email, [sharon.hanson@twcable.com](mailto:sharon.hanson@twcable.com) if you have any additional questions.

Sincerely,



Sharon L. Hanson  
Manager, Government Affairs