



September 7, 2004

Mr. Frank Salvato  
City Manager  
City of Taylor  
P. O. Box 810  
Taylor, TX 76574-0810

Dear Mr. Salvato:

In the interest of keeping you informed, I am enclosing the Consumer Guide to Cable and Home Entertainment Equipment. This notice will be mailed to all Time Warner Cable customers in your city.

The notice will be included in customer bills mailed in the October billing cycle. The FCC requires that we provide this notice to subscribers, including those who have requested that no inserts be included with their bill, and to new subscribers at the time we connect their services.

I wanted to remind you of this notification requirement in the event that your office receives inquiries from customers. Please refer customer inquiries to our customer service line at (512) 485-5555 or (800) 418-8848.

We appreciate the opportunity to serve our customers in your city. If you have any questions, please don't hesitate to contact Patty Gonzales, Government Affairs Manager, at (512) 485-6232.

Sincerely,

A handwritten signature in cursive script that reads 'Lidia B. Agraz'.

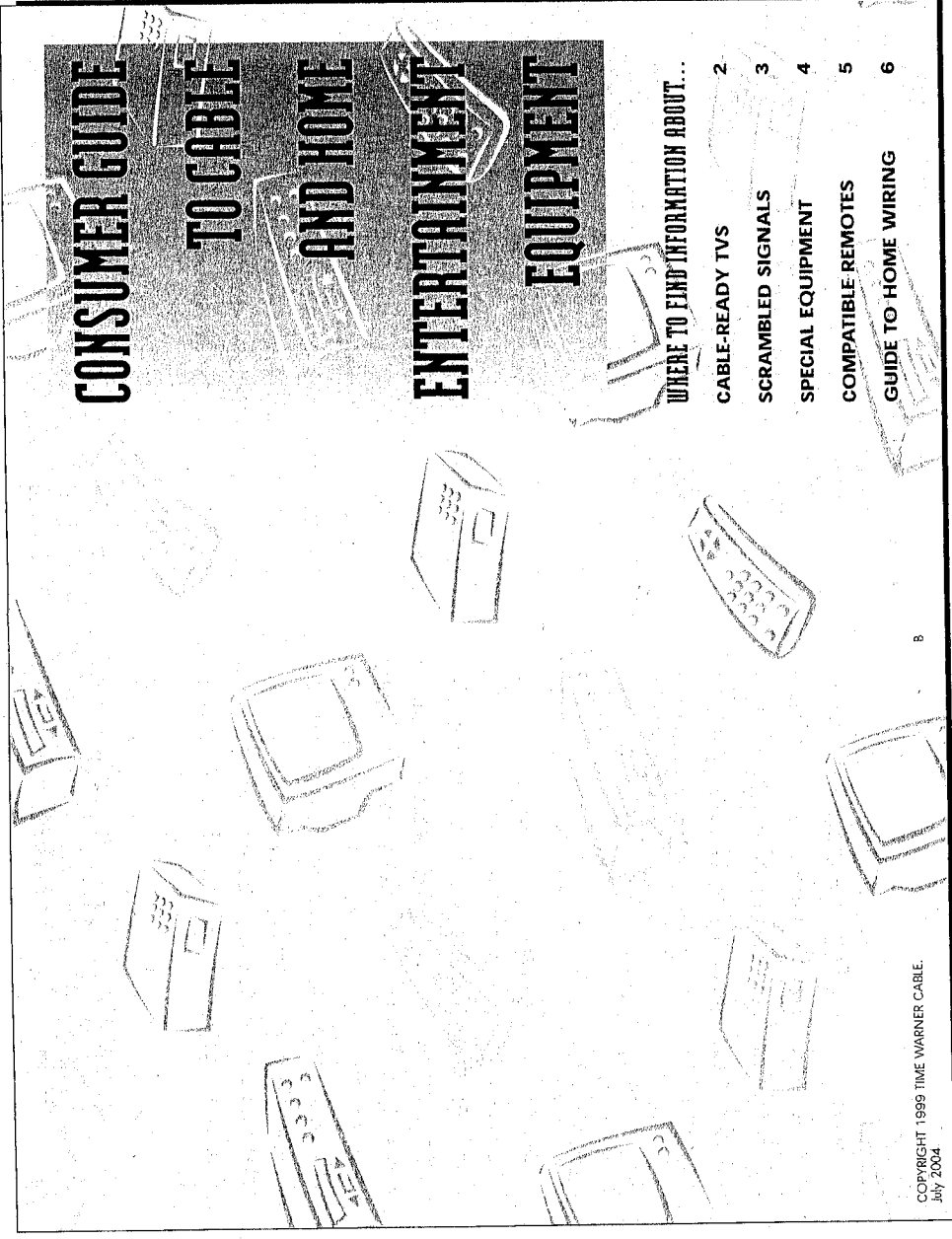
Lidia Graciela Agraz  
Vice President of Public and Government Affairs

Enclosure

# CONSUMER GUIDE TO CABLE AND HOME ENTERTAINMENT EQUIPMENT

WHERE TO FIND INFORMATION ABOUT...

- CABLE-READY TVS 2
- SCRAMBLED SIGNALS 3
- SPECIAL EQUIPMENT 4
- COMPATIBLE REMOTES 5
- GUIDE TO HOME WIRING 6



COPYRIGHT 1999 TIME WARNER CABLE.  
July 2004.

B

**W**ith cable TV connected to your home entertainment system, you enjoy the best choice, convenience and value. Extra steps may be required for cable TV to work effectively with various equipment. This guide provides information about when cable TV is compatible with your equipment and when it may not be

as well as other information on how to use your cable service. If you don't find your particular situation described in this guide, please call us. (You'll find our phone number on the accompanying billing statement.) We'll work with you to determine the cable setup and equipment appropriate for your needs.

## CONVERTERS ARE NECESSARY WHEN...

Cable television services are delivered via cable on a composite signal called "RF broadband." Older TV receivers cannot tune to all of the channels sent out on this broadband. For example, older TV sets with mechanical tuners typically cannot receive any broadcast stations or other channels carried by our system on channels other than VHF 2 through 13. Channel positions are indicated on the channel line-ups periodically provided to subscribers. Many "cable-ready" TVs and VCRs can receive all unscrambled channels, although some models may not be able to receive all of them.

In cases where a TV or VCR cannot tune to all

of the channels provided as part of your cable service, an extended tuner called a converter can be used to receive the channels and send them to a TV set or VCR. These are available for a nominal fee from our company or may be purchased from a retail store (where available).

To help ease the confusion about whether a TV or VCR is really "cable-ready," the Federal Communications Commission will not allow TVs and VCRs manufactured or imported for sale in the United States after October 31, 1994 to be marketed as "cable-ready" or "cable compatible" unless they meet certain bandwidth tuning and other performance standards.

# ALL SCRAMBLED SIGNALS REQUIRE A DESCRAMBLER

**B**ecause all customers do not subscribe to every programming service offered, we may use scrambling technology to deliver a secure signal to authorized homes. Scrambling is a method of changing the components of a signal at the cable television transmission center (head-end) to render it unviewable without an authorized descrambler. The descrambler and converter are often contained in the same terminal, which is connected in the same way as a set-top converter to your entertainment system.

The number of scrambled channels and service levels vary among different cable systems. Whenever customers subscribe to service levels or channels which are scrambled, they will need a descrambler — even if their TV is "cable-ready." For example, all pay-per-view and

## PLEASE NOTE . . .

if you require a converter or descrambler for service, some features on your TV or VCR may be limited. For example, without special additional equipment, you may not be able to use picture-in-picture, channel review and display features. You may not be able to record one program while viewing another or record consecutive programs on different channels. We can

video-on-demand, and most digital programming, will require a descrambler. With a descrambler, customers may then choose from several different service options and often can change packages without the need for a home appointment. Typically, the descrambler will be incorporated in the same set-top box with the converter. However, some commercially available set-top boxes or television sets come equipped with a slot into which a descrambler module, sometimes called a "CableCARD", can be plugged. If you believe you have such a device, please call us for details. We are the only authorized provider of descramblers for use with our cable system. You should be aware that the use of any descrambling unit on our cable system obtained from a third party and not authorized by us is illegal and is subject to criminal prosecution pursuant to 47 U.S.C. § 533.

**provide you with special equipment you may need to enable full utilization of these features. Except in the case of descramblers, this equipment may also be purchased from local retail outlets. If such equipment is purchased or leased from us, a custom installation fee and/or a monthly equipment rental fee may apply. If you can see images or hear sound from scrambled channels that you do not subscribe to, you may request those channels to be blocked. Please call us for details.**

# SPECIAL EQUIPMENT AVAILABLE

**I**n cases where you require a converter and/or a descrambler, special equipment is available to make your cable service more compatible with your existing home electronics equipment.

**BYPASS SWITCHES** - If you would like to receive the portion of your cable lineup which is unscrambled directly from your television rather than through the converter, a "bypass switch" feature is available. A bypass switch will allow for the simultaneous recording and viewing of different programs, the consecutive recording of programming on different channels, and the use of picture-in-picture displays in most cases where at least one of the channels is not scrambled. Depending on availability, the switch may be part of your converter or descrambler, or it may be a separate device.

**PARENTAL LOCKOUT DEVICES** - If you find any of the channels included in the service levels you have requested to be objectionable, you can

arrange for the installation of a device to restrict the viewability of such channels. Please call us for details.

**CUSTOM SETUPS** - If you would like to receive two scrambled signals at the same time (for example, so that you can watch one channel while recording another) it may be necessary to install different equipment or even two descramblers on one TV. Please feel free to contact us so that we may discuss the cable setup and equipment appropriate for your needs.

**We're committed to helping you get the most out of your cable television service. Please let us know if you are experiencing equipment compatibility problems and we will work to find the best solution for you.**

Installation and equipment charges may apply. As new technology becomes available, some equipment compatibility problems may be resolved.

# COMPATIBLE REMOTE CONTROLS

We use converters or descramblers that work in conjunction with some universal remote controls available for purchase at retail stores. These universal remotes may be used in place of the ones we provide at a nominal monthly fee. The following is a representative list of compatible universal remote controls currently available from retail stores.

Although every effort has been made to provide you with a complete and accurate list of universal remote controls, you can probably find other remotes that will work with your home electronic equipment. Should you have a question about the compatibility of a remote control, please call us. You can find our phone number on the accompanying billing statement.

BRAND	MODEL
Sony	RM-V502
	RM-V302
	RM-V402
Universal	URC-100
	URC-200
	URC-300
RCA	RCU410MSL
	RCU300
	RCU400
	RCU811
Philips	RCU900
	RCU1010
	RCU1010RF
TSU500	

## PLEASE NOTE...

Although these remote controls are compatible with the home terminals and converters we currently offer, they may not be functional should equipment technology change.

# GUIDE TO HOME WIRING

**T**he following notice will serve to inform you of your options regarding the home wiring located within your dwelling that is used to provide cable service. Home wiring is that cable which runs from your TV set to a point approximately twelve inches outside of your dwelling unit. It includes extra outlets, splitters, connections and fittings or wall plates attached to the wire but does not include terminal devices such as converters, descramblers, A/B switches, parental lockout devices, security devices and the like.

**P**ursuant to FCC regulations, all customers are given the option to acquire the home wiring within their dwelling unit upon termination of cable service. However, even prior to termination of cable service, we allow our customers to remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of the customer's dwelling unit so long as such actions do not interfere with our ability to meet FCC technical standards or to provide services to you or your neighbors. For example, you may not attach any device or equipment to your inside wiring in a way that impairs the integrity of the local cable system, such as creating signal leakage, or which may cause a violation of government regulations. Furthermore, you may not attach devices or equipment to the wiring which alone or together result in a degradation of signal quality to you or your neighbors.

**I**f you choose to have us remove, replace, rearrange or maintain the wiring inside your home, you will be charged our regulated hourly service charge on a per-visit basis. Furthermore, we are not responsible for problems relating to the operation of customer-owned consumer electronic equipment such as televisions, VCRs, home antennas, etc., which may be connected to the inside wiring in your home. We are, however, responsible for problems relating to any equipment which you lease from us, other than problems caused by tampering, neglect or abuse.

**Y**ou also have the option of removing, repairing, rearranging or maintaining the inside wiring yourself or of hiring a qualified outside contractor to do the work for you. It is extremely important that only high quality home wiring materials be used and that these materials be properly installed in order to avoid signal leakage and to maintain signal quality in compliance with FCC technical regulations. If you choose to install, replace or repair your own wiring, or hire a third party contractor to do it for you, we will be happy to furnish at cost the necessary wiring and connectors that will meet required technical standards, or provide you with a list of technical specifications for the equipment should you choose to purchase it elsewhere.

## PLEASE NOTE.....

**I**n the event improper installation by anyone other than us or the use of improper materials causes a signal degradation and/or leakage, you may be held responsible for the cost of rectifying the problem. Also, we may be required under federal law to terminate your cable service until the problem can be remedied.