

**Important
1993 Rate
Information
Inside**

8794-5200: All

1993 RATE ADJUSTMENT NOTICE

Please review the important information inside pertaining to new cable rates effective with 1993 January billing.



Rec'd
IN
Dec. 1992
18:11

Multi Media
Cablevision, Inc.
PO Box 6117
Rocky Mount NC
27802-6117
Our monopoly!
Thanks Guys!

— YOUR NEW 1993 CABLE TV RATES —

<u>SERVICE</u>	<u>FORMER RATE</u>	<u>1993 ADJUSTED RATE</u>
BASIC CABLE TV	\$19.30	\$20.55
HBO	9.00	9.50
SHOWTIME	9.00	9.50
THE MOVIE CHANNEL	10.00	10.50
CINEMAX	10.00	10.50
THE DISNEY CHANNEL	7.95	7.95

RECEIVED
FEB - 5 1993
 FEDERAL COMMUNICATIONS COMMISSION
 OFFICE OF THE SECRETARY

All premium channels may not be available in all Multimedia service areas.

Dear Valued Customer:

ORIGINAL

92-266/ 93020033

The continued cost associated with operating and providing exceptional quality cable service requires Multimedia Cablevision to make a modest adjustment in our basic and premium channel rates.

RECEIVED

(JAN - 4 1993)

Effective with the January billing your basic monthly bill will be adjusted to \$20.55 per month (\$.68 per day).

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Premium channels, except the Disney Channel, will be adjusted \$.50 per channel. This is the first increase in the price of premium channels.

DOCKET FILE COPY ORIGINAL

At the same time, we are happy to report that cable programming continues to improve with exclusive programming you'll see only on cable TV. This past year, the cable TV industry broke new ground with the ability to provide exclusive extended Olympic coverage. We continue to talk with programmers to develop new services that will further enhance the entertainment value of cable TV.

We take pride in being the most economical entertainment source available.

We are also proud of our track record in the community. We provide free cable service to area schools that in turn delivers the critically acclaimed program "Cable in the Classroom," an educational tool that is important to our children's development.

We are proud of our employees, many who have volunteered to adopt a student to assist in their educational development. We are pleased that you continue to select Multimedia Cablevision as your entertainment source.

If you have comments or suggestions on how we might better serve your entertainment needs, we would like to hear from you.

THIS IS OUTRAGEOUS!

THIS TIMING

RECEIVED

FROM

SOUTHWESTERN CABLE Co.
SAN DIEGO, CA
93020050

Important Information About Our Rates and Service

DEC 22 2 42 PM '92

RECEIVED

JAN - 4 1993

Effective February 1, 1993, some rates for residential cable service will increase by 5%. As a result of increased labor costs, which account for nearly 70% of our entire operating budget, and a 21% increase in the fees we pay for cable programming, we will be implementing a modest adjustment to our cable service rates. We think that most of you will agree, however, that the 41 programming sources provided in our 38 channel package still represent the most economical entertainment value available to an entire family. Actually, on a cost per channel basis, the cost for our Standard cable service will only be 4 cents more per channel as compared to our Standard rates in 1980.

Effective February 1, 1993, monthly fees will be \$24.32 for our 38 channel Standard service and \$10.95 for our 17 channel broadcast Basic cable service, plus franchise and copyright fees. Since Southwestern Cable TV bills for service one month in advance and billing dates vary, you may see a prorated portion of this adjustment on your January bill.

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

At Southwestern Cable TV, our top priority is to ensure that our customers receive the best service possible. To help us achieve this goal in 1992, we provided customer contact employees with supplemental training in two specific areas, customer relations and cultural diversity, to foster positive relations with every subscriber. We took two positive steps to detect and provide more rapid responses to cable outages. In addition to replacing our answering service with an automated outage detector, we have instituted round-the-clock monitoring of our master control department. Our customer service efforts were recognized in 1992 by the National Cable Television Association after we surpassed nationwide service standards for twelve consecutive months, thus qualifying our company for the organization's Seal of Good Customer Service. Our average phone answering time has been 13.6 seconds, cable outages are responded to within one hour, and installation requests are completed, on average, within no more than three days.

New rates and programming services are shown on the reverse side of this notice

FROM SOUTHWESTERN CABLE Co.
SAN DIEGO, CA

December 1992

New rates and service charges effective February 1, 1993 are as follows:

STANDARD SERVICE (38 channels)

BASIC SERVICE (17 channels)

ADDITIONAL OUTLET

Cable service	\$24.32	Cable service	\$10.95	Each outlet	\$5.25
Franchise fee	0.73*	Franchise fee	0.33*	Franchise fee	0.16*
Copyright	0.22	Copyright	0.22	Copyright	0.11
Total	\$25.28	Total	\$11.50	Total	\$5.52

r e d u c e d

PREMIUM CHANNEL

REMOTE

UNIVERSAL REMOTE

CABLE GUIDE

First channel	\$14.65	Remote	\$4.34	Remote	\$2.28	Guide	\$1.70
Franchise fee	0.44*	Franchise fee	0.13*	Franchise fee	0.07*	Franchise fee	0.05*
Total	\$15.09	Total	\$4.47	Total	\$2.35	Total	\$1.75

u n c h a n g e d

*Amount will be slightly higher for Poway residents since the City of Poway imposes a 5% franchise fee on all cable services.

Cable Channel

0	Viewer's Choice I - Pay-Per-View Movies
1	Padre, Events, VC II
2	USA Network - Sports & Variety
3	ESPN - Total Sports Network
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	

Cable Channel

16	
17	
18	
19	
20	
21	HBO - Premium Entertainment
22	QVC - Home Shopping
23	Family Channel - Family Entertainment
24	TNT - Movies & Family Entertainment
25	A&E - Drama, Documentaries, Movies
26	CNN - News & Information
27	PHOTO CLASSIFIEDS - Real Estate
28	Headline News - Fast News Summary
29	Discovery - Science, Nature, Adventure VISN - Religious (Mid-6:00am)
30	E! TV - Entertainment News & Previews

Cable Channel

31	Prime Ticket - Regional Sports
32	Lifetime - Entertainment & Information for Women
33	Nickelodeon/Nick at Nite - Children & Family
34	CNBC - Financial (3:30 am - 5 pm M-F) BRAVO - Movies & Arts (5pm - 3:30am)
35	AMC - Classic Movies
36	MTV - Music Television
37	Comedy Central - Comedy
38	Nashville - Country
39	COURT TV - Trials (9am-8pm Mon-Fri; Sat-Sun 9am-12pm) VH-1 - Adult Contemporary Music - all other times.
40	CINEMAX - Premium Entertainment
41	PLAYBOY - Premium Entertainment
42	DISNEY - Premium Entertainment
43	SHOWTIME - Premium Entertainment
44	Value Vision - Home Shopping

Eff. 11/92

In stereo with MTS stereo TV/VCR

 Basic Service channels  Premium channels

Installation charges: New connection: \$42.00; Custom connection w/basic: \$21.00; Reconnection: \$42.00;
Moving transfer: \$10.50; Additional outlets/FM service: \$21.00

YOUR RIGHTS AND RESPONSIBILITIES

As a Triax Cablevision subscriber, you have several important rights and responsibilities. This notice describes how to resolve cable television problems, how to apply for credit and how and when you should contact the West Virginia Cable Television Advisory Board.



CABLE TELEVISION PROBLEMS

If you have a cable television problem:

Contact our office. In most cases we will be able to answer your question immediately or we will schedule a service call.

If we are unable to resolve your problem to your satisfaction, you may contact the Board in writing at the following address:

WV Cable Television Advisory Board
201 Brooks Street
P.O. Box 812
Charleston, WV 25323



SUBSCRIBER COMPLAINTS DIRECTED TO THE WV CABLE TELEVISION ADVISORY BOARD

The Board will consider all cable television problems other than those concerning programming and channel positions. Any complaint made to the Board regarding your cable service must be made in writing. The writing must contain your name and address, the fact that Triax is your cable operator, a clear and concise statement of the facts, the result of your contact with Triax regarding your concerns, and a request for a resolution. The Board will discuss your complaint with Triax and we will try to bring about a resolution with the Board on an informal basis.



CREDIT FOR SERVICE INTERRUPTIONS

You may request pro-rata credit if cable service is interrupted for more than twenty-four continuous hours. The credit will represent the proportionate share of the service not received in the applicable billing period, provided the interruption is not caused by you.

All verifiable requests for service credit should be directed to Triax as soon as possible following the restoration of your service.

018-09/E456 1092



NOTICE OF RATE ADJUSTMENT

Dear Subscriber:

Effective January 1, 1993, our rate for Tier Service will be adjusted as follows:

Current Tier Rate: \$9.49

New Tier Rate: \$10.69

Please note that our existing rate for Basic Service will remain at \$15.00.

In addition, due to increases in our cost of programming from Showtime, our rate for Showtime will increase to \$11.99 effective January 1, 1993.

*** SEE THE BACK OF THIS PAGE FOR AN IMPORTANT NOTICE ***