

May 20, 2014

Received & Inspected

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FCC Mail Room

Time Warner Inc.
One Time Warner Center
New York, NY 10019-8016

Mr. Robert D Marcus,

Quite surprised, disturbed and astonished to receive such an outrageous cable statement for Standard TV. The merge with Comcast has NOT benefited me in anyway. In fact it has placed me in a financial bind of raised services and fees. With all the increases of fees has caused me to seriously consider other inexpensive options.

Let's take a look at the services on the statement. We have Starter TV, Standard TV; standard cable consists of local channels in the area and other channels. It does not include premium channels or movie channels. We've had Time Warner Cable since 1997 and has always purchased the Standard Package (which includes basic service) of now $\$56.74 + \$21.25 = \$77.99$ for approximately 65 standard definition channels.

Let's continue to the Internet Modem Lease. How do you justify the \$5.99 fee? The fee is to enhance your products and provide your customers with the best experience and technical support for services. The fee also ensures I receive 24/7 support, free troubleshooting calls as well as required replacements and upgrades for the Internet Service. In your customer agreement it states Time Warner Cable would replace the equipment their customer use to provide their services at no charge.

Furthermore, the Federal Communication Commission determined that cable modem service is not "cable service" as defined by the Communications Act. The FCC classifies high speed Internet access as "information services," and information services ride on "telecommunication" which covers anything that transports a signal from one place to another. With that in mind, cable modem service does not contain a separate telecommunication services and therefore is not subject to common carrier regulations. We do not have Time Warner Cable Internet as our carrier, we have EarthLink. So Internet over cable is an "interstate" an information service, neither a cable service nor a telecommunication service. And Time Warner Cable is under the Federal Communication Commission regulation.

Broadcast TV Fee: Why are the customers being charged now and wasn't prior? I understand television stations have always charged "retrans" fees, so the cable company has paid them in the past but now the company is billing their customers to pay the fees. What happen to the valuable customer who has been with Time Warner Cable for 18 plus years, isn't there any incentive or perks to want them to continue with their service?

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Franchise Fee: I have yet to hear from my City Attorney concerning the Franchise Fees. And why is there an increase of the fees EVERY month? Also if cable modem services are considered as an "interstate" information services rather than a cable service, would that make cable modem exempt from local franchise fees? Capital Contribution Recovery Fee, another fee that is on the billing statement and not sure why? Totaling fees and services \$127.06.

All these years (18+) we've been a valuable customer since 1997, have paid on time, have not been late with a payment and yet, seem to be penalized for not subscribing to a package of cable, high speed internet and digital phone. It seems quite unfair the neighbors, friends and family have cable, high-speed online and digital phone with Time Warner Cable and have the Premium package and they pay less than I do. It seems so if you don't subscribe to a package deal you're penalized with higher fees. Why should anyone pay for something they do not need? Or better yet, to find out that few or more people subscribe to the exact service and disappointed to discover difference in price each pay. And one would think being a customer for so long you would receive a few perks but there is none. So what a customer to do? Start searching for new, better and less expensive options (Direct TV or Dish Network)???

Thank you for your time and I look forward to your reply to the answer to the questions that were asked in the letter.

Account number 058361502
Customer Code 3443

Cc: Subscriber Tax Inquiries
Federal Communication Commission, General Cable Inquiries
BBB Serving Wisconsin