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Palm Desert, CA 92211  
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1/2/09 - *[Signature]*  
COUNCIL AGENDA,  
RECEIVED &  
FILE  
DEC 30 2008



December 23, 2008

By Certified Mail, Return Receipt Requested  
And by First Class U.S. Mail

David Ready  
City Manager  
City of Palm Springs  
3200 E. Tahquitz-Canyon Way  
Palm Springs, CA 92262

Dear Mr. Ready:

I'm writing today to update you regarding upcoming rate changes for certain services offered by Time Warner Cable. While we prefer to never raise our rates, it is a fact of life that the costs of doing business continue to climb. Much like city and county government, we are experiencing the same increases in gasoline, employee costs and other operating expenses.

Time Warner Cable is competing for customers by delivering increased value in the services offered, including the very successful triple play bundle of digital cable television, Road Runner high-speed broadband and home phone service. Further, more and more of our customers are choosing to subscribe to additional services like DVRs, premium HDTV, voice mail and subscription video-on-demand offerings.

Time Warner Cable must deliver true value, because we face a highly competitive marketplace. To meet this competition, Road Runner broadband speeds continue to increase and the standard service is now delivering download speeds of 10 Mbps at the same cost. Additionally, we have added over 15 new high definition channels to our HDTV lineup and continue to add more movies and TV content to our video-on-demand services. Finally, customers can now select an in-state or international calling plan, add a second phone line and view Caller ID on their TV with Digital Phone.

On the attached page you will find new rates for various video services provided by Time Warner Cable that will be effective with the February 2009 customer bills. For more information on the products, services or packages please visit our website or contact me at your convenience.

Should you have any questions, please do not hesitate to give me a call at (760) 674-5377.

Sincerely,

Kathi Jacobs  
Director of Public Affairs

Enclosure

Item No. **2.M.**

**Time Warner Cable's new monthly rates, effective February 1, 2009:**

Basic Tier - \$14.50  
Expanded Basic Tier - \$41.15

Nuestra Tele Tier - \$7.95  
Digital Tier - \$6.00  
Digital Variety Tier - \$12.00  
DVR Service per Outlet - \$10.95  
Digital Intro Fee - \$2.00

Digital Converter, Digital DVR Converter & HD Converter & HD DVR Converter - \$7.57

**BYOB Packages:**

Video Value - \$56.95  
Video Value Plus - \$66.95  
High Speed Internet Value - \$29.95  
High Speed Internet Value Plus - \$39.95  
Home Phone Value - \$19.95  
Home Phone value Plus - \$29.95

**All The Best Packages – Single Plays:**

All The Best Intro - \$51.99  
All The Best Value - \$57.99  
All The Best Plus - \$63.99  
All The Best Everything - \$73.99

**Double Plays:**

View & Surf - \$92.99  
View & chat - \$92.99  
All The Best Value - \$97.99  
All The Best Plus - \$103.99  
All The Best Everything - \$113.99

**Triple Plays:**

All The Best Intro - \$122.99  
All The Best Value - \$127.99  
All The Best Plus - \$133.99  
All The Best Everything - \$143.99

**DigiPic Packages:**

DigiPic 1000 - \$60.99  
DigiPic 2000 - \$82.99  
DigiPic 4000 - \$91.99  
DigiPic On Demand Pak - \$52.99  
DigiPic On Demand 1000 - \$67.99  
DigiPic On Demand 2000 - \$79.99  
DigiPic On Demand 4000 - \$94.99

**Premium Channels when included in "All The Best" packaging:**

Any one channel - \$12.00

Any Two Channels - \$24.00

Any Three Channels - \$27.00

Any Four Channels - \$33.00

**The following new billing fees will also go into effect February 1, 2009.**

**Late Charges: \$4.75**

*A late charge of \$4.75 will be applied if payment-in-full is not received for a previous month's service within 17 days from the delinquency statement date.*

**Service Assistance Fee: \$4.99**

*A Service Assistance Fee of \$4.99 will be applied when the customer chooses to employ an Agent's assistance (for bill payment, PPV, etc.) if there are optional ways to complete a transaction. (Subject to tax.)*

**Service Restoration Fee: \$4.99**

*A Service Restoration Fee of \$4.99 will be charged to restore services after a customer's service is electronically disabled because of nonpayment. (Subject to tax.)*

**Field Collections Fee: \$10**

*There is a \$10 Field Collections Fee if an account becomes delinquent and a Time Warner Cable representative attempts to collect payment in person.*

**\*Other taxes and fees may apply.**