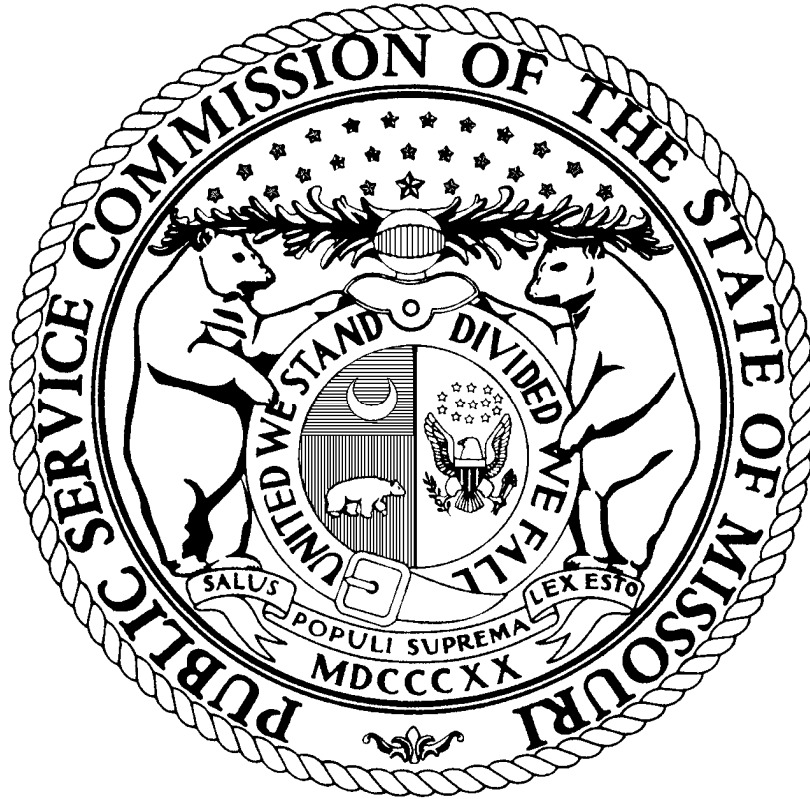


**Report to the General Assembly of  
The State of Missouri**



*A Report on Developments Resulting From the Implementation of the  
2007 Video Services Providers Act*

**Missouri Public Service Commission  
August 28, 2010**

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## Executive Summary

The 2007 Video Services Providers Act (also referred to as the Act) became effective on August 28, 2007. This Act extended authority to the Missouri Public Service Commission (Commission) to authorize the provisioning of video service in a particular area. The Act requires the Commission to issue four annual reports from August 28, 2008 through August 28, 2011 pertaining to developments resulting from the implementation of the Act.<sup>1</sup> These reports are limited to the extent the information is supplied only by companies that have sought state-issued video service authorization. In other words, information is not obtained from any provider solely providing video service using locally-issued authorization to provide video service. If the General Assembly intends for the Commission to produce more complete information for the last report due August 28, 2011, then additional guidance and authority will need to be provided.

Given these considerations, the Missouri Commission makes the following limited findings:

- 30 providers offer video service through 799 state-issued video authorizations as of June 1, 2010. These authorizations correspond to 519 distinct political subdivisions or 50% of all political subdivisions in Missouri.<sup>2</sup>
- Among the 799 state-issued video authorizations granted since the Act's implementation, companies will have initiated video service for 634 by August 27, 2010, while 165 state-issued video authorizations will not have video service implemented by this date.
- Video service competition among the 799 state-issued video authorizations are nearly equally split based on competition from providers subject to the Act.<sup>3</sup> For example, providers cite wireline video service competition for 452 authorizations, while 347 authorizations do not currently indicate a wireline video service competitor.<sup>4</sup>
- Video service providers receiving state and locally-issued video authorization will invest over \$113,598,604 in new investment to provide video service within

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<sup>1</sup> Section 67.2693 RSMo. Prior reports can be found at <http://psc.mo.gov/video-service-franchise/video-service-franchise>.

<sup>2</sup> According to the Act a political subdivision can be a city, town, village or county. The Missouri Secretary of State 2009-2010 Missouri Roster's Classification of Municipalities lists 957 municipalities with either a third class, fourth class, village or special charter/home rule classification. There are 114 Missouri counties. Therefore, the total number of Missouri political subdivisions is approximately 1,071.

<sup>3</sup> Video service providers subject to the Act offer video service through wireline facilities. Video service competition offered by providers through direct broadcast satellite facilities are not subject to the Act and therefore excluded from this finding.

<sup>4</sup> As will be explained in this report, a distinction exists between "authorizations" versus areas or political subdivisions. Multiple authorizations can be granted for the same area.

Missouri and pay nearly \$35,265,147 in franchise fees to political subdivisions during the time period from August 28, 2009 through August 27, 2010.

- Most video service rates for providers receiving state-issued video service authorization have either remained unchanged or increased. One provider has decreased video service rates.

- Customer service requirements for video service have been adopted in only 84 state-issued video service authorizations.

More detailed information concerning these findings, as well as additional information on video-related issues, is contained in the remainder of this report. The Missouri Commission's reporting requirement to the General Assembly also includes an expectation to propose recommendations as appropriate to benefit consumers. At this time, the Missouri Public Service Commission is not recommending the General Assembly re-visit this legislation. However, if the General Assembly is inclined to review the Act, the Missouri Commission makes several recommendations, which are described later in this report.

## **The 2007 Video Services Providers Act**

The 2007 Video Services Providers Act was established through passage of Senate Bill No. 284. The bill became effective on August 28, 2007. The Act describes several General Assembly findings and declarations such as: consumers deserve the benefit of competition among all providers of video programming; creating a process for securing a state-issued video service authorization will promote the substantial interest of the state of Missouri by facilitating a competitive marketplace that will encourage investment and deploy new and innovative services; and political subdivisions will benefit by receiving new revenues and experience cost savings associated with the administrative convenience of state-issued video service authorization.<sup>5</sup>

One of the primary provisions of the 2007 Video Services Providers Act is the establishment of authority for the Missouri Commission to authorize the provisioning of video service in a particular area.<sup>6</sup> The bill also removes the ability of any political subdivision to issue a video service authorization.<sup>7</sup> If a company has been providing video service under local authorization, the company can either continue to provide video service under the existing local authorization or alternatively convert to a state-issued video service authorization.

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<sup>5</sup> Section 67.2679 RSMo.

<sup>6</sup> Section 67.2679.4 RSMo.

<sup>7</sup> Section 67.2681 RSMo.

The Missouri Commission's video authorization process, forms and other information is available on the Commission's web site at:

<http://www.psc.mo.gov/telecommunications/video-service-franchise/video-service-franchise>

## **Background Information in Preparing this Report**

The preparation of this report is based on Commission records, survey responses, and feedback on initial drafts of this report. Video service providers receiving authorization from the Missouri Commission for the provisioning of video services as of June 1, 2010 were given a survey. The survey attempts to gather information from the video service providers related to the provisioning of video service. An initial report was then drafted. The draft report was posted on the Commission's web site and feedback was solicited from any interested parties. The report has been modified to reflect feedback received.

Except where otherwise noted, this report provides information from the video service providers and areas receiving authorization by June 1, 2010. This date was selected for ease in preparing this report, because the number of video service providers and areas receiving authorization is constantly increasing. In this respect, this report may be more appropriately viewed as providing a snapshot based on video authorizations granted by June 1, 2010 rather than August 28, 2010.

This report will discuss the video service providers who have sought video service authorization from the Missouri Commission, followed by an analysis of the authorized video service areas. Video service availability within such areas as when providers initiated video service and the percentage of households with access to a provider's video service will be analyzed. This report will provide a brief overview of the status of video service competition. Relevant topics related to video customer service will be addressed including video service rates, PEG channels, a political subdivision's option to adopt customer service requirements and complaints.

## **Video Service Providers**

30 providers currently provide video service under video service authorization granted by the Missouri Commission which compares to 27 providers in last year's report. During the past year, three companies have been added to this list.<sup>8</sup> The resulting 30 providers should not be considered a comprehensive list of all video service providers in Missouri. Instead, this number only reflects the number of providers receiving state-issued video service authorization from the Missouri Commission. For example, many other video service providers are not subject to the Act or offer video service under locally-issued video service authorizations.

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<sup>8</sup> The three companies added to the list are BlueBird Media, L.L.C., N.W. Communications Co. and Windstream Missouri, Inc.

Based on survey responses for state-issued authorized areas, the 30 video service providers furnish video service to 918,661 Missouri customers, a 32% increase from last year. According to survey responses, these video service providers will invest a total of \$108,851,454 in new video service investment in areas with state-issued video authorization within the past year.<sup>9</sup> In addition, for the past year these providers paid \$30,592,253 in franchise fees to political subdivisions in areas with state-issued video authorization.<sup>10</sup>

## Video Service Authorizations

During the past year, the number of state-issued video service authorizations has grown from 656 authorizations cited in last year's report, to 799 authorizations, which represents a 22% increase of 143 authorizations. Schedule No. 1 lists the 30 video service providers who are currently registered with the Commission for the provisioning of video service as of June 1, 2010. This schedule also identifies the number of state-issued video service authorizations for each video service provider. Based on survey question responses, the authorizations are organized based on whether video authorization has been converted from local authorization to state-issued authorization or solely issued by the Missouri Commission. This information for all 30 video service providers is summarized below:

<b>State-Issued Video Authorizations</b>	
<b>Video Authorization History</b>	<b>Number of Authorizations</b>
Converted from local to state-issued authorization	365
Authorization solely state-issued	434
Total Number of State-Issued Authorizations	799

Schedule No. 2 is a list of the state-issued video authorizations granted to each video service provider.

The number of video authorizations correlates to 519 areas or political subdivisions since the Commission has granted video service authorization to multiple providers for the same area. In comparison, last year's report cited 656 state-issued authorizations which translated into 486 areas. In this regard, the number of areas with state-issued authorization appears to have grown by 33 areas or 7%.

<sup>9</sup> It should be noted that several companies were unable to provide any estimate. These companies also invested \$4,747,150 in areas with locally-issued authorization. Thus, these companies invested a total of \$113,598,604 to provide video service in Missouri. For comparative purposes this investment total is down from the \$123,852,392 cited for August 28, 2008 to August 28, 2009 time period.

<sup>10</sup> These companies also paid \$4,672,894 in franchise fees for areas with locally-issued authorization. Thus, these companies paid a total of \$35,265,147 in franchise fees. For comparative purposes, this amount is up from the \$23,797,973 cited for the August 28, 2008 to August 28, 2009 time period.

The number of areas based on the number of providers with state-issued video service authorization for this year’s results is shown in the following table:

<b>Number of Providers</b>	<b>Number of Areas</b>	<b>Total Authorizations</b>
1 provider	311	311
2 providers	163	326
3 providers	27	81
4 providers	11	44
5 providers	5	25
6 providers	2	12
Total	519	799

These numbers should be carefully interpreted and not necessarily be viewed as a gauge for video service competition. For example, these numbers do not reflect whether video service is currently being provided, but rather only that the Missouri Commission has granted video service authorization to a provider for that area. Some authorizations pertain to counties and multiple providers may or may not provide video service within the same areas in the county. In addition, some video service providers establish joint ventures with other providers to provide video service to an area and both providers may have applied for authorization. Also note this information is based solely on video service authorizations granted by the Missouri Commission and does not include locally-issued video service authorizations, nor the availability and video service from dish satellite services.

An up-to-date list identifying the specific political subdivision areas granted to each provider is available on the Missouri Commission’s web site at: <https://www.efis.psc.mo.gov/mpsc/VideoFranchiseAuthorization.html>.<sup>11</sup> This list provides such additional information as the initial fee imposed by a political subdivision, case number and whether the application has been approved or is pending. In addition, this list provides a link to any video service provider’s case file, enabling immediate access to any and all information filed in the case.

### **Video Service Availability in Authorized Areas**

Among the video service authorizations granted by the Missouri Commission, the video service provider may have already been providing video service to the area prior to the implementation of the Act. Alternatively, a provider may have initiated video service after receiving state-issued authorization, or a provider may have not yet established video service.

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<sup>11</sup> This list can be searched in a variety of ways based on the criteria of county, city, or by video service provider. For a complete list of all providers and political subdivisions with state-issued authorization, simply click “search” without selecting any criteria.

Listed below is the time line for providing video service in an area with state-issued video authorization:

<b>Video Service Initiation Status in State-Issued Authorized Areas</b>	
<b>The date the requesting company initiated video service to the area...</b>	<b>Number of Authorizations</b>
Pre-August 28, 2007	372
August 28, 2007 through August 27, 2008	157
August 28, 2008 to August 27, 2009	79
August 28, 2009 to August 27, 2010	25
Implementation date set after August 28, 2010	1
No implementation date set at this time	165
Total	799

In order to gauge the availability of a provider’s video service in a given area, each video service provider was asked to provide the percentage of households that can access the provider’s video service within the provider’s authorized area. This information does not attempt to measure the percentage of households subscribing to a provider’s video service, but rather what percentage of households have the capability to subscribe to the provider’s video service. These numbers also do not attempt to distinguish between political subdivisions based on whether a political subdivision is a city or a county. This information is summarized below. For comparative purposes, last year’s numbers are also included in this table.

<b>Households with access to provider’s video service</b>		
<b>Percentage of Households</b>	<b>Number of Authorizations</b>	
	<b>Current</b>	<b>Last Year</b>
0%	155 <sup>12</sup>	38
1% to 25%	56	189
26% to 50%	164	19
51% to 75%	17	19
76% to 100%	407	391
Total	799	656

Perhaps most notable is the growth in the number of authorizations where 26% to 50% of households have access to the provider’s video service. For example, last year only 19 authorizations fell into this category; however this year 164 authorizations are in this category. Presumably, this growth is from video service expansion efforts for the 189 authorizations cited in last year’s report for the 1% to 25% household category.

## **Video Service Competition**

One of the Act’s policy initiatives is to promote competition among all providers of video programming.<sup>13</sup> Video service providers receiving authorization from the

<sup>12</sup> This number is most influenced by one provider recently granted video service authorization for a significant number of areas; however, the provider has yet to offer service.

<sup>13</sup> Section 67.2679.1 RSMo.



Missouri Commission were asked to quantify the number of video service authorizations with 0, 1, 2, or 3+ competitors, respectively, excluding satellite-based competitors such as DishNetwork or DirectTV. Company responses suggest among the 799 state-issued authorizations, competition appears to be split. Providers cite wireline video service competition for 452 authorizations (or 57%) versus 347 authorizations (or 43%) without any wireline video competition. This information is summarized below:

<b>Video Competition</b>	
<b>Number of video competitors</b>	<b>Number of Authorizations<sup>14</sup></b>
0	347
1	257
2	61
3+	134
Total	799

In comparison with last year’s report, the number of authorizations with 3+ providers has significantly increased. For example, last year’s report cited only 4 authorizations with 3+ providers, while this year’s report cites 134 authorizations. This comparison suggests video service competition in some areas may be heating up. In contrast, other areas may not be seeing an increase in video service competitive activity since comparison with last year’s report indicates the other categories have remained relatively steady.<sup>15</sup>

## **Customer Service**

### **Video Service Rates**

Video service providers were requested to provide limited video service rate information including the identification of any rate adjustments for video service during the past year. The monthly rate for a company’s least expensive basic video service tier ranged from \$9.45 to \$129.95. In general, most companies’ rates have increased only a few dollars, while others have not changed at all. Only one company decreased rates for the company’s least expensive basic video service.<sup>16</sup> Most companies also offer Internet and voice services. Various packages for these services are offered by the company. For example, many companies offer price savings if the customer subscribes to a package of video, Internet and voice services. The average monthly rate for a package that includes video, Internet and voice services is \$103.81. The typical total monthly bill for a company’s average video customer is \$65.69.

<sup>14</sup> One company’s response to the survey question is “Unknown; may refer to authorizations granted.” Competition was assumed if another provider received state-issued authorization for the same area.

<sup>15</sup> For instance, in comparison with last year’s report, the number of authorizations with 0 competitors grew from 336 to 347; the number of authorizations with 1 competitor declined from 260 to 257; and the number of authorizations with 2 competitors grew from 56 to 61.

<sup>16</sup> This company decreased the basic video package monthly rate from \$13.55 to \$12.40.

Listed below is the percentage of customers subscribing to the various packages of services:

<b>Percentage of Customers Subscribing to Video Service Packages</b>	
<b>Services</b>	<b>Percentage of Customers</b>
Solely video service	29%
Video and Internet services	29%
Video and voice services	4%
Video, Internet and voice services	38%
Total	100%

### **Public, Educational, or Governmental (PEG) Channels**

The Act contains requirements relating to the provision of public, educational or governmental (PEG) channels.<sup>17</sup> For example, a franchise entity can require a video service provider to provide up to three PEG channels depending on the franchise entity’s population. Additional conditions, including the ability to remove PEG channels, are contained in this statute. The video service providers were requested to identify their cumulative total of political subdivisions served with a certain number of PEG channels. Based on company responses, listed below are the numbers of political subdivisions with PEG channel offerings:

<b>Number of Authorizations Based on PEG Channel Availability</b>			
<b>0 PEG</b>	<b>1 PEG</b>	<b>2 PEGs</b>	<b>3+ PEGs</b>
422	86	46	245

In the past year, the number of PEG channels has not changed for 785 political subdivisions and 13 political subdivisions have seen an increase. One political subdivision has seen a decrease in PEG channels. As will be pointed out, several communities have provided feedback to this report criticizing the Act’s impact on PEG channels. This feedback suggests video service providers are taking away PEG channels and forcing customers to rent additional equipment to view PEG channels.

### **Adoption of Customer Service Requirements**

The Act allows a political subdivision to adopt certain customer service requirements.<sup>18</sup> Among the 30 video service providers, customer service requirements have been adopted in 84 political subdivisions. Customer service requirements have not been adopted in 715 political subdivisions. Providers were queried as to why relatively few political subdivisions adopt customer service requirements. Company responses generally state they strive to offer a good product in order to remain competitive in the market and therefore are meeting adequate consumer standards without formal adoption of specific customer service requirements. On the other hand, feedback from

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<sup>17</sup> Section 67.2703 RSMo.

<sup>18</sup> Section 67.2692.2 RSMo.

communities suggests the reason why most communities don't adopt customer service requirements is because there is no practical method to enforce such requirements.

## **Complaints**

Each video service provider was asked to quantify the average number of consumer video service complaints per month for their total Missouri video service area. In addition, providers were asked if this number has been increasing, decreasing or has remained relatively stable. Responses varied whereby providers claim to receive an average of 0 to 1,500 complaints each month.<sup>19</sup> Three companies state complaints have increased and eight companies state complaints have decreased. According to the video service providers, the most common types of video service complaints are technical questions, such as remote and set top box questions, picture clarity and channel disruption.

The Missouri Commission does not have jurisdiction to address video service complaints.<sup>20</sup> Only four video-related complaints have been received by the Missouri Commission during the past 12 months. In comparison the Missouri Commission received seven video-related complaints from August 2008 through mid-July 2009. The issues associated with all of these complaints primarily pertain to service quality and billing issues.

A political subdivision has the authority to request nonbinding mediation or file a complaint against video service providers.<sup>21</sup> Such action may be taken to address repeated, willful and material violations. To date, no such requests have been made by any political subdivision with the administrative hearing commission. Nevertheless, feedback from communities shows growing frustration with the inability of consumers to have complaints adequately addressed.

## **Video Report Feedback**

A copy of the draft report was posted on the Commission website soliciting feedback from outside companies, in addition to emailing a copy of the draft report to all companies who completed a survey. Feedback was received from several communities and companies. Comments from communities suggest concerns with PEG channels, poor customer service, and a lack of process for addressing complaints. Ideas for future reports were also provided. Feedback also addressed technical issues presented in the report. This report has been modified to address some of the feedback if it was determined the feedback was reasonable. Extensive comments were submitted by the Missouri Municipal League and American Community Television. These comments are

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<sup>19</sup> Three companies claim to not receive any complaints. One company claims that complaints are so minimal that they do not track.

<sup>20</sup> Section 67.2692.3 RSMo.

<sup>21</sup> Section 67.2692.6 RSMo.

critical of the Act's impact on PEG channels, channel slamming, and the inability for consumers to complain. Their comments urge the legislature to amend Senate Bill 284 and provide consumers protection in their dealings and transactions with video service providers. Schedule 3 contains copies of the specific feedback provided.<sup>22</sup>

## **Missouri Commission Recommendations**

The Act directs the Missouri Commission to make recommendations in this report as it deems appropriate to benefit consumers. The Missouri Commission has no recommendations to significantly reform the 2007 Video Services Providers Act; however, the Missouri Commission made four recommendations in its initial report that could be considered if the General Assembly decided to revisit the legislation. The Missouri Commission continues to support these four recommendations and has no new recommendations.

These recommendations are:

- 1. Provide guidance on content for future report.*
- 2. Require video service providers to maintain and produce certain information for this report.*
- 3. Eliminate the requirement for the Commission to post franchise fee.*
- 4. Create a provision for video service authorization in a specific area to be null and void if not exercised within a reasonable time period.*

The rationale and explanations for these recommendations are contained in the Missouri Commission's initial report located at: <http://psc.mo.gov/video-service-franchise/video-service-franchise> under "Video Report."

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<sup>22</sup> Feedback was received from the following: Toni Messina (Columbia), Nicolette Brennan, Gayle Conrad and Eric Cunningham (Cape Girardeau), David Watson (Cameron), Bunnie Riedel (Missouri Municipal League and American Community Television) and Tim Judge (AT&T). One company official submitted comments but requested their feedback not be published.

## Companies with State-Issued Video Service Authorizations

Company	# of Authorizations	
	Converted from local	Solely state-issued
AT&T Missouri	0	148
BlueBird Media, LLC	0	115
Cable America Missouri, LLC	0	12
Cable One, Inc.	3	2
Cebridge Acquisition, L.P. d/b/a Suddenlink Communications	14	0
CenturyTel	0	2
Chariton Valley Communications Corporation	6	16
Charter Communications Entertainment I, LLC d/b/a Charter Communications	123	1
Comcast	23	0
ExOp of Missouri, Inc. d/b/a FairPoint Communications	4	0
FairPoint Communications Missouri, Inc. d/b/a FairPoint Communications	0	10
Falcon Cablevision, a California Limited Partnership d/b/a Charter Communications	21	6
Falcon Telecable, a California Limited Partnership d/b/a Charter Communications	55	10
Fidelity Cablevision, Inc.	5	11
Friendship Cable of Arkansas, Inc. d/b/a Suddenlink Communications	9	0
Green Hills Communications, Inc.	0	13
GTC Video, Inc.	0	5
Le-Ru Telephone Company	2	0
MCC Missouri, LLC	75	30
McDonald County Multimedia, LLC	0	3
Mid-Missouri Telephone Company	2	9
N.W. Communications Company	2	0
Northeast Missouri Rural Telephone Company	0	20
NPG Cable Inc. d/b/a St. Joseph Cablevision	2	6
Poplar Bluff Municipal Utilities and City Cable	0	1
RockPort Telephone Company	5	0
S-Go Leasing Company, d/b/a S-GoVideo	0	6
Time Warner Entertainment-Advance Newhouse (TWEAN) d/b/a Time Warner Cable	11	6
Windjammer Communications LLC	1	2
Windstream Missouri, Inc.	2	0
<b>Totals</b>	<b>365</b>	<b>434</b>
<b>Grand Total</b>	<b>799</b>	

Schedule 1

## Missouri Areas with State-Issued Video Authorization

Video Service Provider	Area		
AT&T Missouri	Arnold (City)	1	
AT&T Missouri	Avondale (City)	2	
AT&T Missouri	Ballwin (City)	3	
AT&T Missouri	Battlefield (City)	4	
AT&T Missouri	Bel-Nor (City)	5	
AT&T Missouri	Bel-Ridge (City)	6	
AT&T Missouri	Bella Villa (City)	7	
AT&T Missouri	Bellefontaine Neighbors (Town or Village)	8	
AT&T Missouri	Belton (City)	9	
AT&T Missouri	Berkeley (City)	10	
AT&T Missouri	Beverly Hills (City)	11	
AT&T Missouri	Black Jack (City)	12	
AT&T Missouri	Blue Springs (City)	13	
AT&T Missouri	Brentwood (City)	14	
AT&T Missouri	Bridgeton (City)	15	
AT&T Missouri	Cass (County)	16	
AT&T Missouri	Champ (City)	17	
AT&T Missouri	Charlack (City)	18	
AT&T Missouri	Chesterfield (City)	19	
AT&T Missouri	Christian (County)	20	
AT&T Missouri	Clarkson Valley (City)	21	
AT&T Missouri	Clay (County)	22	
AT&T Missouri	Claycomo (City)	23	
AT&T Missouri	Clayton (City)	24	
AT&T Missouri	Cottleville (City)	25	
AT&T Missouri	Country Life Acres (City)	26	
AT&T Missouri	Crestwood (City)	27	
AT&T Missouri	Creve Coeur (City)	28	
AT&T Missouri	Crystal City (City)	29	
AT&T Missouri	Crystal Lake Park (City)	30	
AT&T Missouri	Dardenne Prairie (City)	31	
AT&T Missouri	Dellwood (City)	32	
AT&T Missouri	Des Peres (City)	33	
AT&T Missouri	Edmundson (City)	34	
AT&T Missouri	Ellisville (City)	35	
AT&T Missouri	Eureka (City)	36	
AT&T Missouri	Farley (City)	37	
AT&T Missouri	Farmington (City)	38	
AT&T Missouri	Fenton (City)	39	
AT&T Missouri	Ferguson (City)	40	
AT&T Missouri	Festus (City)	41	
AT&T Missouri	Florissant (City)	42	
AT&T Missouri	Franklin (County)	43	
AT&T Missouri	Fremont Hills (City)	44	

**Schedule 2**

AT&T Missouri	Frontenac (City)	45	
AT&T Missouri	Gladstone (City)	46	
AT&T Missouri	Glen Echo Park (City)	47	
AT&T Missouri	Glenaire (City)	48	
AT&T Missouri	Glendale (City)	49	
AT&T Missouri	Grain Valley (City)	50	
AT&T Missouri	Grandview (City)	51	
AT&T Missouri	Grantwood Village (Town or Village)	52	
AT&T Missouri	Green Park (City)	53	
AT&T Missouri	Greendale (City)	54	
AT&T Missouri	Greene (County)	55	
AT&T Missouri	Greenwood (City)	56	
AT&T Missouri	Hanley Hills (City)	57	
AT&T Missouri	Hazelwood (City)	58	
AT&T Missouri	Herculaneum (City)	59	
AT&T Missouri	Hillsboro (City)	60	
AT&T Missouri	Houston Lake (City)	61	
AT&T Missouri	Huntleigh (City)	62	
AT&T Missouri	Independence (City)	63	
AT&T Missouri	Jackson (County)	64	
AT&T Missouri	Jefferson (County)	65	
AT&T Missouri	Jennings (City)	66	
AT&T Missouri	Kansas City (City)	67	
AT&T Missouri	Kirkwood (City)	68	
AT&T Missouri	Ladue (City)	69	
AT&T Missouri	Lake Lotawana (City)	70	
AT&T Missouri	Lake Tapawingo (City)	71	
AT&T Missouri	Lake Waukomis (City)	72	
AT&T Missouri	Lake Winnebago (City)	73	
AT&T Missouri	Lakeshire (City)	74	
AT&T Missouri	Lee's Summit (City)	75	
AT&T Missouri	Liberty (City)	76	
AT&T Missouri	MacKenzie (City)	77	
AT&T Missouri	Manchester (City)	78	
AT&T Missouri	Maplewood (City)	79	
AT&T Missouri	Marlborough (City)	80	
AT&T Missouri	Maryland Heights (City)	81	
AT&T Missouri	Moline Acres (City)	82	
AT&T Missouri	Nixa (City)	83	
AT&T Missouri	Normandy (City)	84	
AT&T Missouri	North Kansas City (City)	85	
AT&T Missouri	Northmoor (City)	86	
AT&T Missouri	Northwoods (City)	87	
AT&T Missouri	Norwood Court (City)	88	
AT&T Missouri	O'Fallon (City)	89	
AT&T Missouri	Oakland (City)	90	
AT&T Missouri	Oaks (City)	91	
AT&T Missouri	Oakview (City)	92	

AT&T Missouri	Oakwood (City)	93	
AT&T Missouri	Oakwood Park (City)	94	
AT&T Missouri	Olivette (City)	95	
AT&T Missouri	Overland (City)	96	
AT&T Missouri	Pagedale (City)	97	
AT&T Missouri	Parkdale (City)	98	
AT&T Missouri	Parkville (City)	99	
AT&T Missouri	Pasadena Hills (City)	100	
AT&T Missouri	Pasadena Park (City)	101	
AT&T Missouri	Pevely (City)	102	
AT&T Missouri	Platte (County)	103	
AT&T Missouri	Platte Woods (City)	104	
AT&T Missouri	Pleasant Valley (City)	105	
AT&T Missouri	Randolph (City)	106	
AT&T Missouri	Raymore (City)	107	
AT&T Missouri	Raytown (City)	108	
AT&T Missouri	Republic (City)	109	
AT&T Missouri	Richmond Heights (City)	110	
AT&T Missouri	Riverside (City)	111	
AT&T Missouri	Riverview (City)	112	
AT&T Missouri	Rock Hill (City)	113	
AT&T Missouri	Shrewsbury (City)	114	
AT&T Missouri	Smithville (City)	115	
AT&T Missouri	Springfield (City)	116	
AT&T Missouri	St. Ann (City)	117	
AT&T Missouri	St. Charles (City)	118	
AT&T Missouri	St. Charles (County)	119	
AT&T Missouri	St. Francois (County)	120	
AT&T Missouri	St. Genevieve (County)	121	
AT&T Missouri	St. George (City)	122	
AT&T Missouri	St. John (City)	123	
AT&T Missouri	St. Louis (City)	124	
AT&T Missouri	St. Louis County (County)	125	
AT&T Missouri	St. Peters (City)	126	
AT&T Missouri	Sugar Creek (City)	127	
AT&T Missouri	Sunset Hills (City)	128	
AT&T Missouri	Sycamore Hills (City)	129	
AT&T Missouri	Town and Country (City)	130	
AT&T Missouri	Twin Oaks (City)	131	
AT&T Missouri	Unity Village (City)	132	
AT&T Missouri	University City (City)	133	
AT&T Missouri	Valley Park (City)	134	
AT&T Missouri	Velda Village Hills (City)	135	
AT&T Missouri	Vinita Park (City)	136	
AT&T Missouri	Vinita Terrace (City)	137	
AT&T Missouri	Warson Woods (City)	138	
AT&T Missouri	Washington (City)	139	
AT&T Missouri	Weatherby Lake (City)	140	
AT&T Missouri	Webster Groves (City)	141	
AT&T Missouri	Weldon Spring (City)	142	



AT&T Missouri	Wellston (City)	143	
AT&T Missouri	Westwood (City)	144	
AT&T Missouri	Wilbur Park (City)	145	
AT&T Missouri	Wildwood (City)	146	
AT&T Missouri	Winchester (City)	147	
AT&T Missouri	Woodson Terrace (City)	148	
		<b>Total:</b>	<b>148</b>
BlueBird Media, L.L.C.	Adair (County)	1	
BlueBird Media, L.L.C.	Andrew (County)	2	
BlueBird Media, L.L.C.	Atchison (County)	3	
BlueBird Media, L.L.C.	Audrain (County)	4	
BlueBird Media, L.L.C.	Barry (County)	5	
BlueBird Media, L.L.C.	Barton (County)	6	
BlueBird Media, L.L.C.	Bates (County)	7	
BlueBird Media, L.L.C.	Benton (County)	8	
BlueBird Media, L.L.C.	Bollinger (County)	9	
BlueBird Media, L.L.C.	Boone (County)	10	
BlueBird Media, L.L.C.	Buchanan (County)	11	
BlueBird Media, L.L.C.	Butler (County)	12	
BlueBird Media, L.L.C.	Caldwell (County)	13	
BlueBird Media, L.L.C.	Callaway (County)	14	
BlueBird Media, L.L.C.	Camden (County)	15	
BlueBird Media, L.L.C.	Cape Girardeau (County)	16	
BlueBird Media, L.L.C.	Carroll (County)	17	
BlueBird Media, L.L.C.	Carter (County)	18	
BlueBird Media, L.L.C.	Cass (County)	19	
BlueBird Media, L.L.C.	Cedar (County)	20	
BlueBird Media, L.L.C.	Chariton (County)	21	
BlueBird Media, L.L.C.	Christian (County)	22	
BlueBird Media, L.L.C.	Clark (County)	23	
BlueBird Media, L.L.C.	Clay (County)	24	
BlueBird Media, L.L.C.	Clinton (County)	25	
BlueBird Media, L.L.C.	Cole (County)	26	
BlueBird Media, L.L.C.	Cooper (County)	27	
BlueBird Media, L.L.C.	Crawford (County)	28	
BlueBird Media, L.L.C.	Dade (County)	29	
BlueBird Media, L.L.C.	Dallas (County)	30	
BlueBird Media, L.L.C.	Daviess (County)	31	
BlueBird Media, L.L.C.	DeKalb (County)	32	
BlueBird Media, L.L.C.	Dent (County)	33	
BlueBird Media, L.L.C.	Douglas (County)	34	
BlueBird Media, L.L.C.	Dunklin (County)	35	
BlueBird Media, L.L.C.	Franklin (County)	36	
BlueBird Media, L.L.C.	Gasconade (County)	37	
BlueBird Media, L.L.C.	Gentry (County)	38	
BlueBird Media, L.L.C.	Greene (County)	39	
BlueBird Media, L.L.C.	Grundy (County)	40	
BlueBird Media, L.L.C.	Harrison (County)	41	
BlueBird Media, L.L.C.	Henry (County)	42	
BlueBird Media, L.L.C.	Hickory (County)	43	

BlueBird Media, L.L.C.	Holt (County)	44	
BlueBird Media, L.L.C.	Howard (County)	45	
BlueBird Media, L.L.C.	Howell (County)	46	
BlueBird Media, L.L.C.	Iron (County)	47	
BlueBird Media, L.L.C.	Jackson (County)	48	
BlueBird Media, L.L.C.	Jasper (County)	49	
BlueBird Media, L.L.C.	Jefferson (County)	50	
BlueBird Media, L.L.C.	Johnson (County)	51	
BlueBird Media, L.L.C.	Knox (County)	52	
BlueBird Media, L.L.C.	Laclede (County)	53	
BlueBird Media, L.L.C.	Lafayette (County)	54	
BlueBird Media, L.L.C.	Lawrence (County)	55	
BlueBird Media, L.L.C.	Lewis (County)	56	
BlueBird Media, L.L.C.	Lincoln (County)	57	
BlueBird Media, L.L.C.	Linn (County)	58	
BlueBird Media, L.L.C.	Livingston (County)	59	
BlueBird Media, L.L.C.	Macon (County)	60	
BlueBird Media, L.L.C.	Madison (County)	61	
BlueBird Media, L.L.C.	Maries (County)	62	
BlueBird Media, L.L.C.	Marion (County)	63	
BlueBird Media, L.L.C.	McDonald (County)	64	
BlueBird Media, L.L.C.	Mercer (County)	65	
BlueBird Media, L.L.C.	Miller (County)	66	
BlueBird Media, L.L.C.	Mississippi (County)	67	
BlueBird Media, L.L.C.	Moniteau (County)	68	
BlueBird Media, L.L.C.	Monroe (County)	69	
BlueBird Media, L.L.C.	Montgomery (County)	70	
BlueBird Media, L.L.C.	Morgan (County)	71	
BlueBird Media, L.L.C.	New Madrid (County)	72	
BlueBird Media, L.L.C.	Newton (County)	73	
BlueBird Media, L.L.C.	Nodaway (County)	74	
BlueBird Media, L.L.C.	Oregon (County)	75	
BlueBird Media, L.L.C.	Osage (County)	76	
BlueBird Media, L.L.C.	Ozark (County)	77	
BlueBird Media, L.L.C.	Pemiscot (County)	78	
BlueBird Media, L.L.C.	Perry (County)	79	
BlueBird Media, L.L.C.	Pettis (County)	80	
BlueBird Media, L.L.C.	Phelps (County)	81	
BlueBird Media, L.L.C.	Pike (County)	82	
BlueBird Media, L.L.C.	Platte (County)	83	
BlueBird Media, L.L.C.	Polk (County)	84	
BlueBird Media, L.L.C.	Pulaski (County)	85	
BlueBird Media, L.L.C.	Putnam (County)	86	
BlueBird Media, L.L.C.	Ralls (County)	87	
BlueBird Media, L.L.C.	Randolph (County)	88	
BlueBird Media, L.L.C.	Ray (County)	89	
BlueBird Media, L.L.C.	Reynolds (County)	90	
BlueBird Media, L.L.C.	Ripley (County)	91	
BlueBird Media, L.L.C.	Saline (County)	92	
BlueBird Media, L.L.C.	Schuyler (County)	93	

BlueBird Media, L.L.C.	Scotland (County)	94	
BlueBird Media, L.L.C.	Scott (County)	95	
BlueBird Media, L.L.C.	Shannon (County)	96	
BlueBird Media, L.L.C.	Shelby (County)	97	
BlueBird Media, L.L.C.	St. Charles (County)	98	
BlueBird Media, L.L.C.	St. Clair (County)	99	
BlueBird Media, L.L.C.	St. Francois (County)	100	
BlueBird Media, L.L.C.	St. Genevieve (County)	101	
BlueBird Media, L.L.C.	St. Louis City (County)	102	
BlueBird Media, L.L.C.	St. Louis County (County)	103	
BlueBird Media, L.L.C.	Stoddard (County)	104	
BlueBird Media, L.L.C.	Stone (County)	105	
BlueBird Media, L.L.C.	Sullivan (County)	106	
BlueBird Media, L.L.C.	Taney (County)	107	
BlueBird Media, L.L.C.	Texas (County)	108	
BlueBird Media, L.L.C.	Vernon (County)	109	
BlueBird Media, L.L.C.	Warren (County)	110	
BlueBird Media, L.L.C.	Washington (County)	111	
BlueBird Media, L.L.C.	Wayne (County)	112	
BlueBird Media, L.L.C.	Webster (County)	113	
BlueBird Media, L.L.C.	Worth (County)	114	
BlueBird Media, L.L.C.	Wright (County)	115	
		<b>Total:</b>	<b>115</b>
Cable America Missouri, LLC	Greene (County)	1	
Cable America Missouri, LLC	Marthasville (City)	2	
Cable America Missouri, LLC	Mountain Grove (City)	3	
Cable America Missouri, LLC	New Melle (City)	4	
Cable America Missouri, LLC	Phelps (County)	5	
Cable America Missouri, LLC	Raymondville (City)	6	
Cable America Missouri, LLC	Richland (City)	7	
Cable America Missouri, LLC	Rolla (City)	8	
Cable America Missouri, LLC	St. Louis County (County)	9	
Cable America Missouri, LLC	Texas (County)	10	
Cable America Missouri, LLC	Warren (County)	11	
Cable America Missouri, LLC	Willow Springs (City)	12	
		<b>Total:</b>	<b>12</b>
Cable One, Inc	Dennis Acres (City)	1	
Cable One, Inc	Jasper (County)	2	
Cable One, Inc	Joplin (City)	3	
Cable One, Inc	Newton (County)	4	
Cable One, Inc	Webb City (City)	5	

		<b>Total:</b>	<b>5</b>
CenturyTel Broadband Services, LLC	Columbia (City)	1	
CenturyTel Broadband Services, LLC	Jefferson City (City)	2	
		<b>Total:</b>	<b>2</b>
Chariton Valley Communication Corporation	Atlanta (City)	1	
Chariton Valley Communication Corporation	Bevier (City)	2	
Chariton Valley Communication Corporation	Bosworth (City)	3	
Chariton Valley Communication Corporation	Bucklin (City)	4	
Chariton Valley Communication Corporation	Callao (City)	5	
Chariton Valley Communication Corporation	Carroll (County)	6	
Chariton Valley Communication Corporation	Chariton (County)	7	
Chariton Valley Communication Corporation	De Witt (City)	8	
Chariton Valley Communication Corporation	Excello (City)	9	
Chariton Valley Communication Corporation	Hale (City)	10	
Chariton Valley Communication Corporation	Howard (County)	11	
Chariton Valley Communication Corporation	Huntsville (City)	12	
Chariton Valley Communication Corporation	Jacksonville (City)	13	
Chariton Valley Communication Corporation	Linn (County)	14	
Chariton Valley Communication Corporation	Livingston (County)	15	
Chariton Valley Communication Corporation	Macon (City)	16	
Chariton Valley Communication Corporation	Macon (County)	17	
Chariton Valley Communication Corporation	Monroe (County)	18	
Chariton Valley Communication Corporation	New Cambria (City)	19	
Chariton Valley Communication Corporation	Randolph (County)	20	
Chariton Valley Communication Corporation	Salisbury (City)	21	
Chariton Valley Communication Corporation	Shelby (County)	22	
		<b>Total:</b>	<b>22</b>

Charter Communications (Charter)	Arnold (City)	1	
Charter Communications (Charter)	Ballwin (City)	2	
Charter Communications (Charter)	Bel-Nor (City)	3	
Charter Communications (Charter)	Bel-Ridge (City)	4	
Charter Communications (Charter)	Bella Villa (City)	5	
Charter Communications (Charter)	Bellefontaine Neighbors (Town or Village)	6	
Charter Communications (Charter)	Bellerive (City)	7	
Charter Communications (Charter)	Berkeley (City)	8	
Charter Communications (Charter)	Beverly Hills (City)	9	
Charter Communications (Charter)	Black Jack (City)	10	
Charter Communications (Charter)	Breckenridge Hills (City)	11	
Charter Communications (Charter)	Brentwood (City)	12	
Charter Communications (Charter)	Bridgeton (City)	13	
Charter Communications (Charter)	Byrnes Mill (City)	14	
Charter Communications (Charter)	Calverton Park (City)	15	
Charter Communications (Charter)	Cedar Hill Lakes (City)	16	
Charter Communications (Charter)	Charlack (City)	17	
Charter Communications (Charter)	Chesterfield (City)	18	
Charter Communications (Charter)	Clarkson Valley (City)	19	
Charter Communications (Charter)	Clayton (City)	20	
Charter Communications (Charter)	Cool Valley (City)	21	
Charter Communications (Charter)	Cottleville (City)	22	
Charter Communications (Charter)	Country Club Hills (City)	23	
Charter Communications (Charter)	Country Life Acres (City)	24	
Charter Communications (Charter)	Crestwood (City)	25	

Charter Communications (Charter)	Creve Coeur (City)	26	
Charter Communications (Charter)	Crystal City (City)	27	
Charter Communications (Charter)	Crystal Lake Park (City)	28	
Charter Communications (Charter)	Dardenne Prairie (City)	29	
Charter Communications (Charter)	De Soto (City)	30	
Charter Communications (Charter)	Dellwood (City)	31	
Charter Communications (Charter)	Des Peres (City)	32	
Charter Communications (Charter)	Edmundson (City)	33	
Charter Communications (Charter)	Ellisville (City)	34	
Charter Communications (Charter)	Eureka (City)	35	
Charter Communications (Charter)	Fenton (City)	36	
Charter Communications (Charter)	Ferguson (City)	37	
Charter Communications (Charter)	Festus (City)	38	
Charter Communications (Charter)	Flint Hill (City)	39	
Charter Communications (Charter)	Flordell Hills (City)	40	
Charter Communications (Charter)	Florissant (City)	41	
Charter Communications (Charter)	Fountain & Lakes (City)	42	
Charter Communications (Charter)	Franklin (County)	43	
Charter Communications (Charter)	Frontenac (City)	44	
Charter Communications (Charter)	Glen Echo Park (City)	45	
Charter Communications (Charter)	Glendale (City)	46	
Charter Communications (Charter)	Grantwood Village (Town or Village)	47	
Charter Communications (Charter)	Green Park (City)	48	
Charter Communications (Charter)	Greendale (City)	49	
Charter Communications (Charter)	Hanley Hills (City)	50	

Charter Communications (Charter)	Hazelwood (City)	51	
Charter Communications (Charter)	Herculaneum (City)	52	
Charter Communications (Charter)	Hillsboro (City)	53	
Charter Communications (Charter)	Hillsdale (City)	54	
Charter Communications (Charter)	Huntleigh (City)	55	
Charter Communications (Charter)	Jefferson (County)	56	
Charter Communications (Charter)	Jennings (City)	57	
Charter Communications (Charter)	Kimmswick (City)	58	
Charter Communications (Charter)	Kinloch (City)	59	
Charter Communications (Charter)	Kirkwood (City)	60	
Charter Communications (Charter)	Ladue (City)	61	
Charter Communications (Charter)	Lake St. Louis (City)	62	
Charter Communications (Charter)	Lakeshire (City)	63	
Charter Communications (Charter)	Lincoln (County)	64	
Charter Communications (Charter)	MacKenzie (City)	65	
Charter Communications (Charter)	Manchester (City)	66	
Charter Communications (Charter)	Maplewood (City)	67	
Charter Communications (Charter)	Marlborough (City)	68	
Charter Communications (Charter)	Maryland Heights (City)	69	
Charter Communications (Charter)	Moline Acres (City)	70	
Charter Communications (Charter)	Moscow Mills (City)	71	
Charter Communications (Charter)	Normandy (City)	72	
Charter Communications (Charter)	Northwoods (City)	73	
Charter Communications (Charter)	Norwood Court (City)	74	
Charter Communications (Charter)	O'Fallon (City)	75	

Charter Communications (Charter)	Oakland (City)	76	
Charter Communications (Charter)	Olivette (City)	77	
Charter Communications (Charter)	Olympian Village (City)	78	
Charter Communications (Charter)	Overland (City)	79	
Charter Communications (Charter)	Pacific (City)	80	
Charter Communications (Charter)	Pagedale (City)	81	
Charter Communications (Charter)	Pasadena Hills (City)	82	
Charter Communications (Charter)	Pasadena Park (City)	83	
Charter Communications (Charter)	Pevely (City)	84	
Charter Communications (Charter)	Pine Lawn (City)	85	
Charter Communications (Charter)	Richmond Heights (City)	86	
Charter Communications (Charter)	Riverview (City)	87	
Charter Communications (Charter)	Rock Hill (City)	88	
Charter Communications (Charter)	Shrewsbury (City)	89	
Charter Communications (Charter)	St. Ann (City)	90	
Charter Communications (Charter)	St. Charles (City)	91	
Charter Communications (Charter)	St. Charles (County)	92	
Charter Communications (Charter)	St. George (City)	93	
Charter Communications (Charter)	St. John (City)	94	
Charter Communications (Charter)	St. Louis (City)	95	
Charter Communications (Charter)	St. Louis County (County)	96	
Charter Communications (Charter)	St. Paul (City)	97	
Charter Communications (Charter)	St. Peters (City)	98	
Charter Communications (Charter)	Sunset Hills (City)	99	
Charter Communications (Charter)	Sycamore Hills (City)	100	



Charter Communications (Charter)	Town and Country (City)	101	
Charter Communications (Charter)	Troy (City)	102	
Charter Communications (Charter)	Truesdale (City)	103	
Charter Communications (Charter)	Twin Oaks (City)	104	
Charter Communications (Charter)	University City (City)	105	
Charter Communications (Charter)	Uplands Park (City)	106	
Charter Communications (Charter)	Valley Park (City)	107	
Charter Communications (Charter)	Velda City (City)	108	
Charter Communications (Charter)	Velda Village Hills (City)	109	
Charter Communications (Charter)	Vinita Park (City)	110	
Charter Communications (Charter)	Vinita Terrace (City)	111	
Charter Communications (Charter)	Warren (County)	112	
Charter Communications (Charter)	Warrenton (City)	113	
Charter Communications (Charter)	Warson Woods (City)	114	
Charter Communications (Charter)	Webster Groves (City)	115	
Charter Communications (Charter)	Weldon Spring (City)	116	
Charter Communications (Charter)	Weldon Spring Heights (City)	117	
Charter Communications (Charter)	Wentzville (City)	118	
Charter Communications (Charter)	Westwood (City)	119	
Charter Communications (Charter)	Wilbur Park (City)	120	
Charter Communications (Charter)	Wildwood (City)	121	
Charter Communications (Charter)	Winchester (City)	122	
Charter Communications (Charter)	Woodson Terrace (City)	123	
Charter Communications (Charter)	Wright City (City)	124	
		<b>Total:</b>	<b>124</b>
Charter Communications (Falcon Cablevision)	Auxvasse (City)	1	

Charter Communications (Falcon Cablevision)	Callaway (County)	2	
Charter Communications (Falcon Cablevision)	Camden (County)	3	
Charter Communications (Falcon Cablevision)	Camdenton (City)	4	
Charter Communications (Falcon Cablevision)	Clinton (City)	5	
Charter Communications (Falcon Cablevision)	El Dorado Springs (City)	6	
Charter Communications (Falcon Cablevision)	Eldon (City)	7	
Charter Communications (Falcon Cablevision)	Four Seasons (City)	8	
Charter Communications (Falcon Cablevision)	Fulton (City)	9	
Charter Communications (Falcon Cablevision)	Harrisonville (City)	10	
Charter Communications (Falcon Cablevision)	Henry (County)	11	
Charter Communications (Falcon Cablevision)	Johnson (County)	12	
Charter Communications (Falcon Cablevision)	Kingdom City (City)	13	
Charter Communications (Falcon Cablevision)	Knob Noster (City)	14	
Charter Communications (Falcon Cablevision)	Lake Ozark (City)	15	
Charter Communications (Falcon Cablevision)	Lakeside (City)	16	
Charter Communications (Falcon Cablevision)	Laurie (City)	17	
Charter Communications (Falcon Cablevision)	Linn Creek (City)	18	
Charter Communications (Falcon Cablevision)	Miller (County)	19	
Charter Communications (Falcon Cablevision)	Morgan (County)	20	
Charter Communications (Falcon Cablevision)	Nevada (City)	21	
Charter Communications (Falcon Cablevision)	Osage Beach (City)	22	
Charter Communications (Falcon Cablevision)	Pettis (County)	23	
Charter Communications (Falcon Cablevision)	Sedalia (City)	24	
Charter Communications (Falcon Cablevision)	Sunrise Beach (City)	25	
Charter Communications (Falcon Cablevision)	Vernon (County)	26	

Charter Communications (Falcon Cablevision)	Warrensburg (City)	27	
		<b>Total:</b>	<b>27</b>
Charter Communications (Falcon Telecable)	Arcadia (City)	1	
Charter Communications (Falcon Telecable)	Ashland (City)	2	
Charter Communications (Falcon Telecable)	Benton (City)	3	
Charter Communications (Falcon Telecable)	Bertrand (City)	4	
Charter Communications (Falcon Telecable)	Bismarck (City)	5	
Charter Communications (Falcon Telecable)	Bonne Terre (City)	6	
Charter Communications (Falcon Telecable)	Boone (County)	7	
Charter Communications (Falcon Telecable)	Bourbon (City)	8	
Charter Communications (Falcon Telecable)	Cape Girardeau (City)	9	
Charter Communications (Falcon Telecable)	Cape Girardeau (County)	10	
Charter Communications (Falcon Telecable)	Chaffee (City)	11	
Charter Communications (Falcon Telecable)	Charleston (City)	12	
Charter Communications (Falcon Telecable)	Cobalt (City)	13	
Charter Communications (Falcon Telecable)	Columbia (City)	14	
Charter Communications (Falcon Telecable)	Crawford (County)	15	
Charter Communications (Falcon Telecable)	Cuba (City)	16	
Charter Communications (Falcon Telecable)	Desloge (City)	17	
Charter Communications (Falcon Telecable)	East Prairie (City)	18	
Charter Communications (Falcon Telecable)	Farmington (City)	19	
Charter Communications (Falcon Telecable)	Franklin (County)	20	
Charter Communications (Falcon Telecable)	Fredericktown (City)	21	
Charter Communications (Falcon Telecable)	Gordonville (City)	22	
Charter Communications (Falcon Telecable)	Howardville (City)	23	
Charter Communications (Falcon Telecable)	Howell (County)	24	

Charter Communications (Falcon Telecable)	Iron (County)	25	
Charter Communications (Falcon Telecable)	Iron Mountain Lake (City)	26	
Charter Communications (Falcon Telecable)	Ironton (City)	27	
Charter Communications (Falcon Telecable)	Jackson (City)	28	
Charter Communications (Falcon Telecable)	Junction City (City)	29	
Charter Communications (Falcon Telecable)	Kelso (City)	30	
Charter Communications (Falcon Telecable)	Lambert (City)	31	
Charter Communications (Falcon Telecable)	Leadington (City)	32	
Charter Communications (Falcon Telecable)	Leadwood (City)	33	
Charter Communications (Falcon Telecable)	Lilbourn (City)	34	
Charter Communications (Falcon Telecable)	Marston (City)	35	
Charter Communications (Falcon Telecable)	Miner (City)	36	
Charter Communications (Falcon Telecable)	Mississippi (County)	37	
Charter Communications (Falcon Telecable)	Morehouse (City)	38	
Charter Communications (Falcon Telecable)	New Madrid (City)	39	
Charter Communications (Falcon Telecable)	New Madrid (County)	40	
Charter Communications (Falcon Telecable)	North Lilbourn (City)	41	
Charter Communications (Falcon Telecable)	Oak Grove Village (City)	42	
Charter Communications (Falcon Telecable)	Oran (City)	43	
Charter Communications (Falcon Telecable)	Park Hills (City)	44	
Charter Communications (Falcon Telecable)	Parkway (City)	45	
Charter Communications (Falcon Telecable)	Perry (County)	46	
Charter Communications (Falcon Telecable)	Perryville (City)	47	
Charter Communications (Falcon Telecable)	Phelps (County)	48	
Charter Communications (Falcon Telecable)	Pilot Knob (City)	49	

Charter Communications (Falcon Telecable)	Rocheport (City)	50	
Charter Communications (Falcon Telecable)	Scott (County)	51	
Charter Communications (Falcon Telecable)	Scott City (City)	52	
Charter Communications (Falcon Telecable)	Sikeston (City)	53	
Charter Communications (Falcon Telecable)	St. Clair (City)	54	
Charter Communications (Falcon Telecable)	St. Francois (County)	55	
Charter Communications (Falcon Telecable)	St. Genevieve (County)	56	
Charter Communications (Falcon Telecable)	St. James (City)	57	
Charter Communications (Falcon Telecable)	Ste. Genevieve (City)	58	
Charter Communications (Falcon Telecable)	Steelville (City)	59	
Charter Communications (Falcon Telecable)	Sullivan (City)	60	
Charter Communications (Falcon Telecable)	Thayer (City)	61	
Charter Communications (Falcon Telecable)	Union (City)	62	
Charter Communications (Falcon Telecable)	Washington (City)	63	
Charter Communications (Falcon Telecable)	Washington (County)	64	
Charter Communications (Falcon Telecable)	West Plains (City)	65	
		<b>Total:</b>	<b>65</b>
Comcast of Missouri, Inc.	Baldwin Park (City)	1	
Comcast of Missouri, Inc.	Bates City (City)	2	
Comcast of Missouri, Inc.	Blue Springs (City)	3	
Comcast of Missouri, Inc.	Buckner (City)	4	
Comcast of Missouri, Inc.	Cass (County)	5	
Comcast of Missouri, Inc.	Grain Valley (City)	6	
Comcast of Missouri, Inc.	Greenwood (City)	7	
Comcast of Missouri, Inc.	Independence (City)	8	
Comcast of Missouri, Inc.	Jackson (County)	9	
Comcast of Missouri, Inc.	Kansas City (City)	10	
Comcast of Missouri, Inc.	Lafayette (County)	11	
Comcast of Missouri, Inc.	Lake Lotawana (City)	12	
Comcast of Missouri, Inc.	Lake Tapawingo (City)	13	
Comcast of Missouri, Inc.	Lake Winnebago (City)	14	
Comcast of Missouri, Inc.	Lee's Summit (City)	15	
Comcast of Missouri, Inc.	Oak Grove (City)	16	
Comcast of Missouri, Inc.	Odessa (City)	17	
Comcast of Missouri, Inc.	Peculiar (City)	18	

Comcast of Missouri, Inc.	Pleasant Hill (City)	19	
Comcast of Missouri, Inc.	Raymore (City)	20	
Comcast of Missouri, Inc.	Raytown (City)	21	
Comcast of Missouri, Inc.	Sibley (City)	22	
Comcast of Missouri, Inc.	Sugar Creek (City)	23	
		<b>Total:</b>	<b>23</b>
FairPoint Communications (ExOp)	Clay (County)	1	
FairPoint Communications (ExOp)	Kearney (City)	2	
FairPoint Communications (ExOp)	Platte (County)	3	
FairPoint Communications (ExOp)	Platte City (City)	4	
		<b>Total:</b>	<b>4</b>
FairPoint Communications (Fairpoint)	Bates (County)	1	
FairPoint Communications (Fairpoint)	Cass (County)	2	
FairPoint Communications (Fairpoint)	Cleveland (City)	3	
FairPoint Communications (Fairpoint)	Creighton (City)	4	
FairPoint Communications (Fairpoint)	Drexel (City)	5	
FairPoint Communications (Fairpoint)	East Lynne (City)	6	
FairPoint Communications (Fairpoint)	Garden City (City)	7	
FairPoint Communications (Fairpoint)	Henry (County)	8	
FairPoint Communications (Fairpoint)	Johnson (County)	9	
FairPoint Communications (Fairpoint)	Peculiar (City)	10	
		<b>Total:</b>	<b>10</b>
Fidelity Cablevision	Berger (City)	1	
Fidelity Cablevision	Drake, Community of (Town or Village)	2	
Fidelity Cablevision	Franklin (County)	3	
Fidelity Cablevision	Gasconade (County)	4	
Fidelity Cablevision	Gerald (City)	5	
Fidelity Cablevision	Japan, Community of (Town or Village)	6	
Fidelity Cablevision	Lyon, Township of (Town or Village)	7	
Fidelity Cablevision	New Haven (City)	8	
Fidelity Cablevision	Owensville (City)	9	
Fidelity Cablevision	Phelps (County)	10	
Fidelity Cablevision	Rosebud (City)	11	
Fidelity Cablevision	Spring Bluff, Community of (Town or Village)	12	
Fidelity Cablevision	St. Cloud (City)	13	
Fidelity Cablevision	Stanton, Community of (Town or Village)	14	

Fidelity Cablevision	Strain, Community of (Town or Village)	15	
Fidelity Cablevision	West Sullivan, Village of (Town or Village)	16	
		<b>Total:</b>	<b>16</b>
Green Hills Communications, Inc.	Avalon, Community of (Town or Village)	1	
Green Hills Communications, Inc.	Caldwell (County)	2	
Green Hills Communications, Inc.	Carroll (County)	3	
Green Hills Communications, Inc.	Daviess (County)	4	
Green Hills Communications, Inc.	Dawn (City)	5	
Green Hills Communications, Inc.	Knoxville, Community of (Town or Village)	6	
Green Hills Communications, Inc.	Linn (County)	7	
Green Hills Communications, Inc.	Livingston (County)	8	
Green Hills Communications, Inc.	Lock Springs (City)	9	
Green Hills Communications, Inc.	Ludlow (City)	10	
Green Hills Communications, Inc.	Mooresville (City)	11	
Green Hills Communications, Inc.	Ray (County)	12	
Green Hills Communications, Inc.	Stet, Community of (Town or Village)	13	
		<b>Total:</b>	<b>13</b>
GTC Video, Inc.	Diamond (City)	1	
GTC Video, Inc.	Granby (City)	2	
GTC Video, Inc.	Jasper (County)	3	
GTC Video, Inc.	Newton (County)	4	
GTC Video, Inc.	Newtonia (City)	5	
		<b>Total:</b>	<b>5</b>
Le-Ru Long Distance Company	McDonald (County)	1	
Le-Ru Long Distance Company	Newton (County)	2	
		<b>Total:</b>	<b>2</b>
MCC Missouri, LLC	Airport Drive (City)	1	
MCC Missouri, LLC	Alba (City)	2	
MCC Missouri, LLC	Albany (City)	3	
MCC Missouri, LLC	Anderson (City)	4	
MCC Missouri, LLC	Appleton City (City)	5	
MCC Missouri, LLC	Archie (City)	6	
MCC Missouri, LLC	Ash Grove (City)	7	
MCC Missouri, LLC	Ava (City)	8	
MCC Missouri, LLC	Barry (County)	9	
MCC Missouri, LLC	Barton (County)	10	

MCC Missouri, LLC	Bates (County)	11	
MCC Missouri, LLC	Battlefield (City)	12	
MCC Missouri, LLC	Bethany (City)	13	
MCC Missouri, LLC	Billings (City)	14	
MCC Missouri, LLC	Boone (County)	15	
MCC Missouri, LLC	Brunswick (City)	16	
MCC Missouri, LLC	Butler (City)	17	
MCC Missouri, LLC	Cabool (City)	18	
MCC Missouri, LLC	Callaway (County)	19	
MCC Missouri, LLC	Camden (County)	20	
MCC Missouri, LLC	Cameron (City)	21	
MCC Missouri, LLC	Carl Junction (City)	22	
MCC Missouri, LLC	Carroll (County)	23	
MCC Missouri, LLC	Carrollton (City)	24	
MCC Missouri, LLC	Caruthersville (City)	25	
MCC Missouri, LLC	Cass (County)	26	
MCC Missouri, LLC	Cassville (City)	27	
MCC Missouri, LLC	Chariton (County)	28	
MCC Missouri, LLC	Christian (County)	29	
MCC Missouri, LLC	Clay (County)	30	
MCC Missouri, LLC	Clinton (County)	31	
MCC Missouri, LLC	Cole (County)	32	
MCC Missouri, LLC	Columbia (City)	33	
MCC Missouri, LLC	Crane (City)	34	
MCC Missouri, LLC	Crystal Lakes (City)	35	
MCC Missouri, LLC	Dade (County)	36	
MCC Missouri, LLC	Daviess (County)	37	
MCC Missouri, LLC	DeKalb (County)	38	
MCC Missouri, LLC	Diamond (City)	39	
MCC Missouri, LLC	Douglas (County)	40	
MCC Missouri, LLC	Duenweg (City)	41	
MCC Missouri, LLC	Duquesne (City)	42	
MCC Missouri, LLC	Everton (City)	43	
MCC Missouri, LLC	Excelsior Estates (City)	44	
MCC Missouri, LLC	Excelsior Springs (City)	45	
MCC Missouri, LLC	Exeter (City)	46	
MCC Missouri, LLC	Forsyth (City)	47	
MCC Missouri, LLC	Gentry (County)	48	
MCC Missouri, LLC	Golden (City)	49	
MCC Missouri, LLC	Goodman (City)	50	
MCC Missouri, LLC	Granby (City)	51	
MCC Missouri, LLC	Greene (County)	52	
MCC Missouri, LLC	Greenfield (City)	53	
MCC Missouri, LLC	Harrison (County)	54	
MCC Missouri, LLC	Hayti (City)	55	
MCC Missouri, LLC	Hayti Heights (City)	56	
MCC Missouri, LLC	Henrietta (City)	57	
MCC Missouri, LLC	Hermann (City)	58	
MCC Missouri, LLC	Hickory (County)	59	
MCC Missouri, LLC	Holts Summit (City)	60	



MCC Missouri, LLC	Homestead (City)	61	
MCC Missouri, LLC	Jasper (City)	62	
MCC Missouri, LLC	Jasper (County)	63	
MCC Missouri, LLC	Jefferson City (City)	64	
MCC Missouri, LLC	Kimberling City (City)	65	
MCC Missouri, LLC	Lawrence (County)	66	
MCC Missouri, LLC	Lawson (City)	67	
MCC Missouri, LLC	Liberal (City)	68	
MCC Missouri, LLC	Lockwood (City)	69	
MCC Missouri, LLC	Lowry City (City)	70	
MCC Missouri, LLC	Mansfield (City)	71	
MCC Missouri, LLC	Marceline (City)	72	
MCC Missouri, LLC	Marshfield (City)	73	
MCC Missouri, LLC	McDonald (County)	74	
MCC Missouri, LLC	Miller (City)	75	
MCC Missouri, LLC	Miller (County)	76	
MCC Missouri, LLC	Morgan (County)	77	
MCC Missouri, LLC	Mount Vernon (City)	78	
MCC Missouri, LLC	Neck City (City)	79	
MCC Missouri, LLC	Newton (County)	80	
MCC Missouri, LLC	Newtonia (City)	81	
MCC Missouri, LLC	Norborne (City)	82	
MCC Missouri, LLC	Oronogo (City)	83	
MCC Missouri, LLC	Osceola (City)	84	
MCC Missouri, LLC	Polk (County)	85	
MCC Missouri, LLC	Purcell (City)	86	
MCC Missouri, LLC	Purdy (City)	87	
MCC Missouri, LLC	Ray (County)	88	
MCC Missouri, LLC	Richmond (City)	89	
MCC Missouri, LLC	Rogersville (City)	90	
MCC Missouri, LLC	Salisbury (City)	91	
MCC Missouri, LLC	Sarcoxi (City)	92	
MCC Missouri, LLC	Seymour (City)	93	
MCC Missouri, LLC	Springfield (City)	94	
MCC Missouri, LLC	St. Clair (County)	95	
MCC Missouri, LLC	Stark City (City)	96	
MCC Missouri, LLC	Stone (County)	97	
MCC Missouri, LLC	Strafford (City)	98	
MCC Missouri, LLC	Taney (County)	99	
MCC Missouri, LLC	Texas (County)	100	
MCC Missouri, LLC	Walnut Grove (City)	101	
MCC Missouri, LLC	Webster (County)	102	
MCC Missouri, LLC	Willard (City)	103	
MCC Missouri, LLC	Wood Heights (City)	104	
MCC Missouri, LLC	Wright (County)	105	
		<b>Total:</b>	<b>105</b>
McDonald County Multi-Media LLC	Anderson (City)	1	
McDonald County Multi-Media LLC	Jane (Town or Village)	2	

McDonald County Multi-Media LLC	McDonald (County)	3	
		<b>Total:</b>	<b>3</b>
Mid-Missouri Telephone Company	Benton (County)	1	
Mid-Missouri Telephone Company	Bunceton (City)	2	
Mid-Missouri Telephone Company	Cooper (County)	3	
Mid-Missouri Telephone Company	Henry (County)	4	
Mid-Missouri Telephone Company	Johnson (County)	5	
Mid-Missouri Telephone Company	Miller (County)	6	
Mid-Missouri Telephone Company	Moniteau (County)	7	
Mid-Missouri Telephone Company	Morgan (County)	8	
Mid-Missouri Telephone Company	Pettis (County)	9	
Mid-Missouri Telephone Company	Pilot Grove (City)	10	
Mid-Missouri Telephone Company	Saline (County)	11	
		<b>Total:</b>	<b>11</b>
N.W. Communications Co.	Graham (City)	1	
N.W. Communications Co.	Nodaway (County)	2	
		<b>Total:</b>	<b>2</b>
Northeast Missouri Rural Telephone Company	Adair (County)	1	
Northeast Missouri Rural Telephone Company	Arbela (City)	2	
Northeast Missouri Rural Telephone Company	Clark (County)	3	
Northeast Missouri Rural Telephone Company	Granger (City)	4	
Northeast Missouri Rural Telephone Company	Green Castle (City)	5	
Northeast Missouri Rural Telephone Company	Green City (City)	6	
Northeast Missouri Rural Telephone Company	Knox (County)	7	
Northeast Missouri Rural Telephone Company	Linn (County)	8	
Northeast Missouri Rural Telephone Company	Livonia (City)	9	
Northeast Missouri Rural Telephone Company	Luray (City)	10	
Northeast Missouri Rural Telephone Company	Macon (County)	11	

Northeast Missouri Rural Telephone Company	Memphis (City)	12	
Northeast Missouri Rural Telephone Company	Novinger (City)	13	
Northeast Missouri Rural Telephone Company	Putnam (County)	14	
Northeast Missouri Rural Telephone Company	Queen City (City)	15	
Northeast Missouri Rural Telephone Company	Rutledge (City)	16	
Northeast Missouri Rural Telephone Company	Schuyler (County)	17	
Northeast Missouri Rural Telephone Company	Scotland (County)	18	
Northeast Missouri Rural Telephone Company	Sullivan (County)	19	
Northeast Missouri Rural Telephone Company	Unionville (City)	20	
		<b>Total:</b>	<b>20</b>
NPG Cable, Inc.	Agency (City)	1	
NPG Cable, Inc.	Andrew (County)	2	
NPG Cable, Inc.	Buchanan (County)	3	
NPG Cable, Inc.	Country Club (City)	4	
NPG Cable, Inc.	Easton (City)	5	
NPG Cable, Inc.	Savannah (City)	6	
NPG Cable, Inc.	St. Joseph (City)	7	
NPG Cable, Inc.	Union Star (City)	8	
		<b>Total:</b>	<b>8</b>
Poplar Bluff City Utilities and Cable Department	Butler (County)	1	
		<b>Total:</b>	<b>1</b>
Rock Port Telephone Company	Atchison (County)	1	
Rock Port Telephone Company	Fairfax (City)	2	
Rock Port Telephone Company	Rock Port (City)	3	
Rock Port Telephone Company	Tarkio (City)	4	
Rock Port Telephone Company	Watson (City)	5	
		<b>Total:</b>	<b>5</b>
S-GO Video	Lanagan (City)	1	
S-GO Video	McDonald (County)	2	
S-GO Video	Newton (County)	3	
S-GO Video	Racine (City)	4	
S-GO Video	South West City (City)	5	
S-GO Video	Tiff City (City)	6	
		<b>Total:</b>	<b>6</b>
Suddenlink Communications (Cebridge)	Barry (County)	1	

Suddenlink Communications (Cebridge)	Barton (County)	2	
Suddenlink Communications (Cebridge)	Brooklyn Heights (City)	3	
Suddenlink Communications (Cebridge)	Bull Creek (City)	4	
Suddenlink Communications (Cebridge)	Carthage (City)	5	
Suddenlink Communications (Cebridge)	Hollister (City)	6	
Suddenlink Communications (Cebridge)	Jasper (County)	7	
Suddenlink Communications (Cebridge)	Lamar (City)	8	
Suddenlink Communications (Cebridge)	Lamar Heights (City)	9	
Suddenlink Communications (Cebridge)	Lawrence (County)	10	
Suddenlink Communications (Cebridge)	Marionville (City)	11	
Suddenlink Communications (Cebridge)	Monett (City)	12	
Suddenlink Communications (Cebridge)	Pierce City (City)	13	
Suddenlink Communications (Cebridge)	Stone (County)	14	
		<b>Total:</b>	<b>14</b>
Suddenlink Communications (Friendship)	Branson West (City)	1	
Suddenlink Communications (Friendship)	Cooper (County)	2	
Suddenlink Communications (Friendship)	Glasgow (City)	3	
Suddenlink Communications (Friendship)	Lexington (City)	4	
Suddenlink Communications (Friendship)	Linn (County)	5	
Suddenlink Communications (Friendship)	Neosho (City)	6	
Suddenlink Communications (Friendship)	Nodaway (County)	7	
Suddenlink Communications (Friendship)	Reeds Spring (City)	8	
Suddenlink Communications (Friendship)	Trenton (City)	9	

		<b>Total:</b>	<b>9</b>
Time Warner Cable (TWEAN)	Cass (County)	1	
Time Warner Cable (TWEAN)	Clay (County)	2	
Time Warner Cable (TWEAN)	Ferrelview (City)	3	
Time Warner Cable (TWEAN)	Gladstone (City)	4	
Time Warner Cable (TWEAN)	Independence (City)	5	
Time Warner Cable (TWEAN)	Jackson (County)	6	
Time Warner Cable (TWEAN)	Kansas City (City)	7	
Time Warner Cable (TWEAN)	Kearney (City)	8	
Time Warner Cable (TWEAN)	Lake Lotawana (City)	9	
Time Warner Cable (TWEAN)	Lee's Summit (City)	10	
Time Warner Cable (TWEAN)	Loch Lloyd (Town or Village)	11	
Time Warner Cable (TWEAN)	Oaks (City)	12	
Time Warner Cable (TWEAN)	Oakview (City)	13	
Time Warner Cable (TWEAN)	Oakwood Park (City)	14	
Time Warner Cable (TWEAN)	Parkville (City)	15	
Time Warner Cable (TWEAN)	Platte (County)	16	
Time Warner Cable (TWEAN)	Smithville (City)	17	
		<b>Total:</b>	<b>17</b>
Windjammer Communications LLC	Dunklin (County)	1	
Windjammer Communications LLC	Livingston (County)	2	
Windjammer Communications LLC	Marshall (City)	3	
		<b>Total:</b>	<b>3</b>
Windstream Missouri, Inc.	Bolivar (City)	1	
Windstream Missouri, Inc.	Stockton (City)	2	
		<b>Total:</b>	<b>2</b>
		<b>TOTAL:</b>	<b>799</b>

**From:** Toni Messina [mailto:TRMESSIN@GoColumbiaMO.com]  
**Sent:** Wednesday, August 04, 2010 11:20 AM  
**To:** Parish, Dana  
**Subject:** Re: **\*\*DRAFT\*\*** Video Service Survey: Feedback requested

Thanks, Dana - I will circulate this to a few others here in Columbia. Although I think I understand why you may not include this information, it would be helpful to see video service provider subscribership trends since enactment of the the law. How many are leaving cable for video; what are the market share trends; how many are leaving for "dish," how many are just viewing online, w/o a formal provider subscription.

Hope you're staying cool.

Toni Messina  
Communications Director  
701 E. Broadway  
Columbia, MO 65201  
Phone: 573-874-7660  
Fax: 573-442-8828  
[trmessin@gocolumbiamo.com](mailto:trmessin@gocolumbiamo.com)

**From:** Brennan, Nicolette [mailto:nbrennan@CityofCapeGirardeau.org]  
**Sent:** Wednesday, August 04, 2010 3:34 PM  
**To:** Parish, Dana  
**Subject:** FW: [MCMAMEMBERS] MO Public Service Commission taking comments regarding state-wide video franchising until Aug. 11

I think this report (or future reports) should include the loss of funding to PEG channels and the cost to cities. Also, prior to the VSPA, I'm not sure Charter would have been able to so easily hide our programs in what the STL Post-Dispatch called the "cable stratosphere."

If you would want actual data, I will happily provide.

Thank you,

**Nicolette Brennan**  
*Public Information Coordinator (PEG operator)*  
City of Cape Girardeau  
401 Independence Street  
Cape Girardeau, MO 63703

[nbrennan@cityofcapegirardeau.org](mailto:nbrennan@cityofcapegirardeau.org)

573-339-6391 office  
573-837-5804 cell  
573-339-6302 fax

[www.cityofcapegirardeau.org](http://www.cityofcapegirardeau.org)

**From:** Brennan, Nicolette [mailto:nbrennan@CityofCapeGirardeau.org]  
**Sent:** Thursday, August 05, 2010 11:22 AM  
**To:** VanEschen, John  
**Cc:** Parish, Dana; Conrad, Gayle; Randy McWilson  
**Subject:** RE: [MCMAMEMBERS] MO Public Service Commission taking comments regarding state-wide video franchising until Aug. 11

Thank you for your interest in our concerns. As I understand it, I am not the only person from Cape Girardeau that has responded and our concerns are related to different areas of the report.

Pre-VSPA, our franchise agreement with our video service provider included:

- A survey of cable subscribers every two years (we are unable to afford this process now)
- Two PEG channels: a government and education channel (they are now subject to the provider's requirements, but yes they have been lenient)
- Production of twice-monthly council meetings (\$24,000/annually)
- Production of school board meetings (price now incurred by school district unknown)
- A grant of \$30,000 annually to support public/education/government programming and equipment for both channels (we now must pay for our own)
- Production of "other Council meetings"
- The provider gave free cable to +/- 20 offices within the City and schools (many of these are still free)

In summary, it is easy to say that Cape Girardeau lost at least \$55,000 annually.

Our current plan is to run the channel until our equipment fails and then shutdown operations. It will be an unfortunate loss for those that connect to their church services, government meetings, and other community information through their cable service.

We can provide additional information at your request.

Thank you,

**Nicolette Brennan**  
*Public Information Coordinator*  
City of Cape Girardeau  
401 Independence Street  
Cape Girardeau, MO 63703

nbrennan@cityofcapegirardeau.org

573-339-6391 office  
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From: City Manager [mailto:manager@cameronmo.com]  
Sent: Thursday, August 05, 2010 8:32 AM  
To: Parish, Dana  
Subject: MCC Missouri LLC

Dana,

The City of Cameron has asked MCC Missouri LLC to provide a PEG channel for over a year now. Not sure how this concern ties into the report of PEG's increase or decrease since it does not show "no response" from requests to Video service provider.

We could use any information you may have in getting a PEG channel for Cameron government.

Thanks,  
David Watson  
City Manager

205 N. Main, Cameron, MO 64429 816.632.2177 fax: 816.632.1067  
www.cameronmo.com

**From:** Conrad, Gayle  
**Sent:** Thursday, August 05, 2010 9:33 AM  
**To:** Cunningham, Eric  
**Subject:** FW: **\*\*DRAFT\*\*** Video Service Survey: Feedback requested

My concerns:

Report page 9. Adoption of Customer Service Requirements – Perhaps the reason they have only had 84 cities adopt them is because cities realize that there is no practical method to enforce such requirements. I think the response as to why the companies feel that cities have not adopted the requirements is not accurate. Our company specifically has unacceptable customer service, based on the phone calls we receive, and is not meeting consumer standards.

Report page 9. Complaints –  
First paragraph – I think the reason that the number of complaints is declining is because the consumer knows it does absolutely no good to complain. The company won't do anything and the PSC won't do anything, so why complain?  
Second paragraph – again, the reason for the low number of complaints is because when you call the PSC to make a complaint, they say they have no jurisdiction and won't take the complaint. I feel the statement that "only 4 video-related complaints have been received ... during the last twelve months" is a gross misrepresentation on their part. If they are not responsible for complaints, who is?

Final Comment, and I don't know where this would go. Since the state franchising went away, there are no regulations that require a cable company to provide service in newly developed or annexed areas. There are many, many new subdivisions in both Jackson and Cape Girardeau



that cannot get cable service of any kind. If the company is the sole provider in a community, I think the requirement needs to go back to the way it was in our franchise requiring them to put in new service to those areas.

Our office is repeatedly dealing with people who want the city to do something about their cable service. Most of the time people cannot even get through on the Charter customer service phone line. They call us, and we refer them to the PSC, or to their legislator who caused these problems by adopting this new statute, and that does no good except make the customer more upset. They still continue to complain to us no matter how much we tell them we can't do anything. The PSC or someone needs to consider this in their findings. It seems the customers are the least of their worries.

Gayle

Gayle L. Conrad, CMC, MRCC  
City Clerk  
401 Independence, P.O. Box 617  
Cape Girardeau, MO 63702-0617  
573-339-6704  
[gconrad@cityofcapegirardeau.org](mailto:gconrad@cityofcapegirardeau.org)

**From:** Cunningham, Eric [mailto:[ECunningham@CityofCapeGirardeau.org](mailto:ECunningham@CityofCapeGirardeau.org)]  
**Sent:** Thursday, August 05, 2010 9:08 AM  
**To:** Parish, Dana  
**Cc:** Meyer, Scott; Conrad, Gayle  
**Subject:** RE: **\*\*DRAFT\*\*** Video Service Survey: Feedback requested

Hi Dana---

Your report is fine, within the limitations put upon your office by the legislature. The City of Cape Girardeau and many other cities around the state receive many complaints every year about the quality of service being provided by cable TV companies. However, since cities no longer have authority to enter into franchise agreements to require higher standards of service, cities have no practical method to require such standards. It is certainly understandable that such standards and such enforcement should be uniform around the state, and that the companies would have problems dealing with different requirements in different cities. But if the cities can no longer make various service and quality requirements, the PSC, or possibly some newly created state office, should enact and enforce such regulations---similar to requirements that for many years were contained in city franchise agreements---and not leave the industry with no effective controls for those types of issues.

-----Eric

**W. Eric Cunningham**  
**City Attorney**  
**401 Independence, P.O. Box 617**  
**Cape Girardeau, MO 63702-0617**  
**573-339-6324**  
[ecunningham@cityofcapegirardeau.org](mailto:ecunningham@cityofcapegirardeau.org)

**From:** JUDGE, TIM (ATTSI) [mailto:TJ4848@att.com]  
**Sent:** Monday, August 09, 2010 3:04 PM  
**To:** Parish, Dana  
**Subject:** RE: **\*\*DRAFT\*\*** Video Service Survey: Feedback requested

Dana,

Thank you for this chance to review and provide comments to your draft report. We have a couple of suggestions we'd like to share (bold indicates added language):

1. We recommend adding language to the competition bullet on page 2:  
**“Video service competition is robust. The number of video service providers providing service under authorizations granted by the Missouri Commission has increased since last year’s report (from 27 to 30) and the number of customers served has increased by 32% since last year’s report.** Video service competition among the 799 state-issued video authorizations are nearly equally split based on competition from providers subject to the Act. For example, providers cite wireline video service competition for 452 authorizations while 347 authorizations do not currently indicate a wireline video service competitor.” [The proposed new language is drawn from page 4].
2. At the top of page 3 in the first full bullet point, we recommend the following additional language:  
“Most video service rates for providers receiving state-issued video service authorization have either remained unchanged or **only slightly** increased. One provider has decreased video service rates. **Of course, a simple rate analysis does not take into account an increase in value, as video service providers add new features, channels, etc. to their services.**” [PAGE 8 SAYS “In general, most companies’ rates have increased only a few dollars while others have not changed at all.”]
3. After the pricing bullet on the same page we recommend adding the following bullet:  
**Video-related complaints to the Missouri Commission have been very few and have decreased since last year’s report (from 7 to 4).** [As stated on page 9]

Again, we appreciate this opportunity to comment. Please let me know if you have any questions.

Thank you,

Tim Judge  
AT&T Services, Inc.  
Regulatory Relations - Missouri  
573-638-0261

**From:** Bonnie Riedel [mailto:riedel@acomunitytv.org]  
**Sent:** Tuesday, August 10, 2010 1:50 PM  
**To:** Parish, Dana  
**Subject:** Our comments for the report on SB 284

Hi Dana,

Attached please find the comments of the Missouri Municipal League and American Community Television for the report on SB 284, the Video Services Provider Act.

You will see that Public, Educational and Government access television channels in Missouri have suffered setbacks because of the legislation. Please let me know if you have any questions or need more information.

We would like these comments added to the public record, attached to the report if possible so that the legislators can see what is happening.

Thank you so much!

Bonnie Riedel

Bonnie Riedel, Executive Director  
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[Twitter](#) search for actnowforpeg



AMERICAN COMMUNITY  
TELEVISION

**Comments for the  
Report to the General Assembly of  
The State of Missouri  
(A Report on Developments Resulting From the Implementation of the  
2007 Video Services Providers Act)**



**Respectfully Submitted  
By**



**Missouri Municipal League**



**AMERICAN COMMUNITY  
TELEVISION**

**American Community Television**

**August 10, 2010**

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**Introduction**

The following are comments for the report on the developments resulting from the implementation of the 2007 Video Services Providers Act by the Missouri Municipal League and American Community Television.

The Missouri Municipal League is a statewide organization that was organized in 1934 and has as its purpose "to develop an agency for the cooperation of Missouri cities, towns and villages and to promote the interest, welfare and closer relations among them in order to improve municipal government and administration in the state." Thus, the League's basic goal is to strengthen cities through unity and cooperation.

American Community Television is a national nonprofit organization that is dedicated to the preservation of public, educational and government access television channels through the promotion and advocacy of positive federal legislation. ACT works, through communication with federal officials, for the passage and protection of federal statutes which establish and enhance the ability of local communities to use electronic media for the benefit of their citizens via public, educational and government access (PEG) television channels and to insure the accessibility for all citizens regardless of their socio-economic status.

Since the enactment of the Video Services Providers Act (SB 284) there have been unintended harms to Public, Educational and Government (PEG) access television in Missouri and generally to consumers in Missouri. It is these two areas in the report that we would like to comment on. First, the PEG access television section and secondly, the number of consumer complaints.

### **Harms to PEG Access Television Since the Passage of SB 284, the Video Services Providers Act**

Since the passage of the statewide franchising law in Missouri, 2007 Video Services Providers Act--SB 284, the treatment of Public, Educational and Government (PEG) access channels by video providers in Missouri has been contrary to the public's interest. Video service providers such as Charter and Mediacom singled out PEG channels for discriminatory treatment, frequently moving PEG channels to the highest ranges of the digital tier; providing inadequate or non-existent technical support; taking away channels without explanation; forcing customers to rent additional equipment to be able to view the PEG channels; etc.

SB 284 clearly states that all video providers must abide by state and federal laws.<sup>1</sup> The Telecommunications Act clearly defines PEG channels as being placed in the Basic Tier of service; it states that PEG channels are part of the "minimum contents" of the Basic Tier.<sup>2</sup>

*(A) MINIMUM CONTENTS.--Each cable operator of a cable system shall provide its subscribers a separately available basic service tier to which subscription is required for access to any other tier of service. Such basic service tier shall, at a minimum, consist of the following:*

*(i) All signals carried in fulfillment of the requirements of sections 614 and 615.*

*(ii) Any public, educational, and governmental access programming required by the franchise of the cable system to be provided to subscribers.*

*(iii) Any signal of any television broadcast station that is provided by the cable operator to any subscriber, except a signal which is secondarily transmitted by a satellite carrier beyond the local service area of such station.*

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<sup>1</sup> Section 67.2679 (7)(1).

<sup>2</sup> Section 623 (47 U.S.C. 543)(b)(7)(A).

Both Charter and Mediacom have moved PEG channels out of the Basic Tier of service in several municipalities. We received testimony from Springfield, St. Peters and Cape Girardeau as follows:

**Springfield (note, Springfield's PEG channels were not only moved out of the Basic Tier by Mediacom, but moved three times in eighteen months)**

*In the fall of 2008 Mediacom approached the City about moving our access channel. We met with them, expressed concerns and the outcome was they agreed to at least delay the switch. But they went ahead and moved all other access channels. At the time they said eventually ALL channels would move to the digital tier but they had no timetable for that "migration" (their word)*

*We asked then for our channel to be moved when the other local stations/affiliates were moved. They had no schedule for that and noted contractual issues etc.*

*Shortly after the digital migration our school system dropped using their channel. They commented that it was too difficult for people to find them on the new digital channel and they didn't have time to sort it all out. They now use the web only for the District things.*

*In Spring 2009. Mediacom came back with a planned migration date again. Once again we tried to stall using the facts that we were in the middle of some huge budget and pension issues with lots of public meetings on the channel and to switch in the middle of this would be bad timing. They agreed to postpone briefly once again.*

*But they wanted to make the switch in June 2009 which just so happened to be in the middle of the whole over-the-air fiasco with the FCC's digital thing so we begged again to NOT switch us in the midst of this. It would only confuse an already confused and frustrated public more.*

*After some protracted emailing back-and-forth they agreed to delay until mid-July. We did switch at that time and they simulcast us for 30 days on both the new channel and the old one.*

*But things did not go smoothly. Some subscribers needed or already had set-top boxes. For them the move was OK - except for those who needed to get boxes. Mediacom agreed to provide boxes free for one year BUT people had to pick them up within 30 days. After that, there would be a \$5 per month charge. (NOTE - the rental of a set-top box is now \$10/month.)*

*For folks with digital TVs - with QMA tuners - the saga went on for a month or so. Mediacom first put our digital channel at 80 for box users and 15.7 or something for digital TV people. But no one could get the channel. Mediacom's answer was always "tell people to auto-program their sets"*



*When our own technicians could not get the channel, Mediacom relented and moved us again to another "point - something" channel.*

*After a couple of tries and some frequency adjustments, people could finally find us at 15.1. So we were on 80 and 15.1. Try explaining that to grandma who just went to Wal Mart to buy her converter box with her coupon for \$40. How come she can't see the City Council meeting anymore?*

*Jump now to spring 2010. Mediacom again wanted to move us. They wanted to move our 15.1 channel to 80.1 to simplify things. Again we asked them to delay. Spring is a busy programming time for us. They agreed to wait until summer.*

*Mid-June I contacted Mediacom to confirm our agreed upon date of July 13 and was told they had some technical issues to work out and would not be moving our 15.1 channel after all. I left for vacation shortly after that.*

*While on vacation and checking my facebook page I noticed an update about "City's channel moving on Mediacom". Upon checking back with my office, Mediacom moved us anyway.*

*And somehow in that move they changed frequencies once again. We could not watch or receive the channels properly on any of our City Hall TVs.*

*This time the problem was splitters. Seems the new frequency was too high for some old splitters to pass. So TVs were getting a very weak (or no) signal and couldn't lock on - even those with set-top boxes. Mediacom came to us and swapped out all our old splitters and fixed the problem. When I pointed out to them about fixing everybody else's splitter problem, I got no answer. Which is typical - it often takes them weeks to respond to phone calls or emails. I typically use emails as I have to reach several Mediacom folks in different locations and email makes that easier.*

*We are still in the current mode of not knowing how many people still can't view our channel because of a "splitter problem." We are getting calls every week from citizens. In one case after I spoke with a gentlemen with a digital TV he informed me Mediacom sent him home with a \$10/month set-top box. Either Mediacom is trying to get every last dollar OR their Customer Service Representatives (CSR's) really don't have a clue.*

*We finally posted something on our website telling people to call Mediacom. I have no idea how many people just get fed up and say forget about it. We may never know about those people if they don't call us also.*

**St. Peters (note, Charter not only moved the PEG channels but also took St. Peters' Public access television channel and gave it to the county, without St. Peters' permission)**

*Under previous franchise agreement, St. Peters had Channel 10 (local government channel), Channel 18 (local public access channel) and Channel 26 (Lindenwood University Higher Education Channel).*

*November 1, 2007, Charter takes away Channel 18-the City of St. Peters' Public Access Channel and awards Channel 18 to St. Charles County for their government channel. (NOTE: This was the only public access channel in all of St. Charles County—there is currently no public access channel in St. Charles County.)*

*April 2008, Charter moves St. Peters government channel 10 to the new digital tier and Channel 992. Immediately, City of St. Peters receives dozens of calls from residents including many senior citizens and others regarding the issue. Elected officials are also questioned at City meetings and other public or neighborhood meetings about the channel move and the increased cost for people on fixed incomes. At that time, AT&T U-verse had little or no availability in St. Peters so there was no other option. There is still limited AT&T U-verse availability.<sup>3</sup>*

*St. Peters officials were told by Charter that Charter needed to take Channel 10 because they wanted to add more programming at that level and that they were moving St. Peters' government channel to 992 to a new "government neighborhood" with all other government channels in St. Charles County. We were told to direct any citizen complaints about this issue to Charter Cable, which we did.*

*Now, more than two years later, the spot for Channel 10 on the Charter line-up remains empty and we still get complaints about why there is no signal on Channel 10. Lindenwood University's old channel is also empty in the Charter line-up; the Lindenwood University channel has also been moved to the 990 "neighborhood" on the Charter digital line-up.*

**Cape Girardeau (note, Cape Girardeau's access television channel was moved from Channel 5 to 993. Our interview of Cape Girardeau provided us with information regarding the franchise agreement prior to passage of SB 284 and circumstances after the passage of the bill. Most disturbing is the loss of PEG support funds).**

*Pre-VSPA, our franchise agreement with our video service provider included:*

*A survey of cable subscribers every two years (we are unable to afford this process now)*

---

<sup>3</sup> See "Letter from Mayor of St. Peters

*Two PEG channels: a government and education channel (they are now subject to the provider's requirements, but yes they have been lenient)*

*Production of twice-monthly council meetings (\$24,000/annually)*

*Production of school board meetings (price now incurred by school district unknown)  
A grant of \$30,000 annually to support public/education/government programming and equipment for both channels (we now must pay for our own)*

*Production of "other Council meetings"*

*The provider gave free cable to +/- 20 offices within the City and schools (many of these are still free)*

*In summary, it is easy to say that Cape Girardeau lost at least \$55,000 annually.*

## **St. Louis**

In addition to this testimony, we have been tracking the situation of "channel slamming" in St. Louis and St. Louis County. Charter slammed the access channels (KDHX, HEC TV, STLTV), from the Basic Tier of service to the 900's.<sup>4</sup> What is most noteworthy in this move by Charter is that they have not done this in any other state. They attempted to channel slam channels in Wisconsin to the 900's and when Madison threatened to sue, they continued to provide access channels at their position on the Basic Tier and also provided a channel in the 900's. We have been told by St. Louis County programmers that one of the consequences of this move is that the public schools can no longer receive the channels and in order to do so will have to spend hundreds of thousands of dollars on cable boxes.

In contrast to the practices of Charter and Mediacom, Time Warner, which is the operator in Kansas City, Missouri, has placed and kept the government access television channel on Channel

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<sup>4</sup> See St. Louis Post Dispatch, Charter Moves Public Access TV into Cable Stratosphere, Paul Hampel, 2/21/2010. See St. Louis Post Dispatch, St. Louis Aldermen fired up at Charter; Want cable co. to move public channels back, David Hunn, July 1, 2010.

2 on their system. In addition, Time Warner in a letter to municipalities in Texas, informed them that they would be migrating all channels to digital, however, they will “channel map” the PEG access channels to their current positions. In other words, the consumer will still be able to find Austin’s government access channel on channel 6 and the transition to digital will be seamless for the PEG channels.<sup>5</sup>

There is no apparent justification or need for the channel slamming engaged in by Charter and Mediacom. The PEG channels are not in the Basic Tier of service required by federal law. And, we believe that when they were moved after SB 284 was enacted, they were not in compliance with Missouri law which did not allow them to be moved until at least 50% of the subscribers were purchasing that tier. On further investigation, it is highly doubtful that 50% of subscribers are now purchasing the tier that Charter has slammed the PEG channels to.

We call on the Public Service Commission to investigate these complaints and we call on the Missouri state legislature to amend SB 284 to make the PEG channels whole again through placement on the Basic Tier of service and the reinstatement of PEG access television funding to at least the levels that were provided in local franchises when SB 284 was enacted.

### **Consumer Complaints**

SB 284 removed the ability of the local municipalities to address cable related complaints or assist consumers in resolving issues. The Missouri PSC clearly states that they do not have the jurisdiction to address video service complaints and reports that only 4 complaints were received in the most recent 12 month period. Asking the cable operators to self-report does not help consumers, and it leaves open the possibility that video service providers will not report accurately the number of complaints they receive.

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<sup>5</sup> See Time Warner letter to Texas municipalities.

Missouri has approximately 1.5 million cable subscribers. In a recent query of cable administrators that receive and mitigate consumer complaints, we found an average of 1.2 complaints per thousand subscribers per month. If we apply that average to Missouri, statewide, there would be over 1,200 complaints per month.

That the PSC has no authority to address complaints and local governments' only option is to seek nonbinding mediation with the cost being born by both parties. Additionally, local government is expressly prohibited from establishing any kind of consumer standards. If repeated, willful and material violations continue, and a 60 day notice to cure has elapsed, the local government may file a complaint on behalf of the resident with the state's Administrative Hearing Commission for an order to revoke the video service provider's franchise for that political subdivision, however that decision may be appealed in court.

Before SB 284, local government had the authority to resolve complaints, fine video service providers for infractions, and guarantee that a minimum standard of consumer protection would be established. Since SB 284, consumers have been left out in the cold, they have nowhere to turn, local government is wary of entering into nonbinding mediation since the outcome is unsure and could be expensive. That almost 15,000 Missouri residents would have complaints each year, but have no place to turn, SB 284 is harming Missouri consumers.

That the PSC reports a total of 4 complaints in the most recent twelve months is telling. It's not that consumer complaints have all but disappeared, it is that consumers have no agency they can ask for assistance.

We urge the legislature to amend SB 284 and provide consumers protection in their dealings and transactions with video service providers.

**Conclusion**

SB 284 has harmed Public, Educational and Government (PEG) access television by eliminating the requirement for video service providers to provide PEG funding and by taking away local control of PEG requirements. This harm is especially evident in Charter and Mediacom systems which have shown a blatant disregard for local community desires and have slammed PEG channels out of the Basic Tier, a violation of federal law.

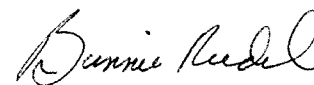
SB 284 has harmed consumers in Missouri because there is no enforcement mechanism for consumer standards and it harmed local governments' ability to ensure consumer standards and industry accountability.

We urge the state legislature to amend SB 284 to address both these areas.

August 10, 2010



Dan Ross  
Executive Director  
Missouri Municipal League  
1727 Southridge Drive  
Jefferson City, Missouri 65109



Bonnie Riedel  
Executive Director  
American Community Television  
8775 Centre Park Dr. #255  
Columbia, MD 21045

## **Attachment A**

LEN PAGANO  
MAYOR  
636/477-6600, EXT. 1200

June 11, 2010

Congressman Todd Akin  
117 Cannon House Office Building  
Washington, D.C. 63301

Dear Congressman Akin:

I'm writing to you today about a problem you probably don't hear about very often. But here in St. Peters and in the other municipalities you represent in St. Charles County including St. Charles, O'Fallon and others, we've been dealing with a tough situation and we get lots of complaints—particularly from senior citizens. The issue is cable TV and our local government channels.

During the last two years, Charter Cable in St. Charles County has moved all of our local channels to very high numbers that require digital converters for people to view the channels. The only way to see these channels is to pay \$5.00 more a month on top of the (very) basic channel line-up. I still get calls from senior citizens who are upset about this. They're on fixed incomes. They're lucky if they can afford any cable, let alone have to pay \$5.00 more for what they were getting for free. I'm sure if you called St. Charles Mayor Patti York, O'Fallon Mayor Bill Hennessey or St. Charles County Executive Steve Ehlmann they'd probably tell you they've gotten the same calls.

I think Charter calls this new higher-tier of numbers for our channels the "Community Neighborhood." It seems to me that it's more like another way to get people to pay them more money for something that they used to get for free on basic cable. And, it's not just our senior citizens who are upset about this—and I can't blame them.

AT&T U-Verse is the new game in town, but they have all of our government channels lumped into Channel 99, then you have to try to find our different channels by following confusing computer menus. We get lots of complaints about this too.

I'm very proud of our City's cable channel. We provide our citizens with information they simply can't get anywhere else. We have our city meetings, traffic cameras, St. Peters weather forecasts and we are ready to go 24/7 with emergency information. Our residents need this information—especially if there's an emergency. They can't get it from the St. Louis channels. And, we've won many national awards for our high-quality original programming on city events and programs, health issues, and much more. It's all local-local-local!



Right now you have the opportunity to make a real difference on this issue and it won't raise taxes. We need you to co-sponsor H.R. 3745, the Community Access Preservation Act (CAP). It will guarantee our government channels are treated the same as all other local commercial stations or network affiliates and guarantees our channels are available to every subscriber including those with the basic tier cable service.

CAP will also give our local governments the power to choose how money should be spent. The money I'm talking about is PEG support fees collected from cable subscribers—our residents. The current part of the Telecommunications Act says we can only spend that money on buildings and equipment—not on operating expenses. We've got all the buildings we need, and we don't need to buy lots of fancy new equipment every year. We do need money to pay for running that equipment to bring television programming that gives residents a transparent look at how their government works.

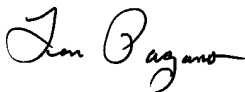
CAP provides that PEG channels will receive funding equal to the historical support we received prior to the damaging statewide/state issued franchising laws that have passed since 2005--**OR**--the amount that operators are required to pay under the new statewide/state issued franchising laws--**whichever is greater**. It returns the number of channels a community can have to the same number that was being provided as of May 31, 2005. St. Peters used to have a public access channel in addition to the government channel we now have, SPTV at Channel 992.

Many local groups used that public access channel like churches, high schools and others.

Congressman Akin, I really appreciate your consideration on this issue. By co-sponsoring H.R. 3745, you can make a positive difference in the lives of many of your constituents, especially our senior citizens on fixed incomes. It may not seem like an important issue in Washington, DC, but it will make a big difference here at home.

Please let me know if we can provide more information. I hope we can count on your help on H.R. 3745.

Sincerely,

A handwritten signature in black ink that reads "Len Pagano". The signature is written in a cursive, flowing style.

Len Pagano  
Mayor

/lb

## **Attachment B**

Charter's station shift means people with older TVs need a digital reception box — which costs \$5 a month.

## City council meetings get pushed off many screens

BY PAUL HAMPEL • [phampel@post-dispatch.com](mailto:phampel@post-dispatch.com) > 314-727-6234 | Posted: Sunday, February 21, 2010 12:00 am |

The televised city council meetings that Charter Communications once guaranteed to municipalities are no longer free for all cable subscribers.

Charter recently moved those stations into the cable stratosphere — the 900-plus channel range. The move means that those with Charter's basic or expanded basic service and with televisions more than four years old now need a digital reception box to get local access channels. The box costs \$5 a month.

Critics here and across the nation have assailed such changes to public, education and government access television (PEG TV) as violations by cable companies of long-standing promises, if not federal law.

Charter said it made the move in response to shrinking analog bandwidth.

"Analog is old technology," said Neal Gilb, Charter's government relations manager. "The move to digital is upon us. This gives us the freedom to provide more high-definition programming."

Local PEG channels involved in the change include the local government channel, regional public access, the Higher Education Channel and three channels of the Cooperating School Districts. Their channel designations had been 10 and 17 through 22. They have been moved to what Gilb calls the "public affairs neighborhood" between channels 980 and 998.

The move does not affect people with newer digital TVs. And it also does not affect those who subscribe to satellite television or AT&T's cable service, U-verse, which already require digital boxes for all televisions.

Brentwood Mayor Pat Kelly said the move took his city by surprise. Kelly said he learned of the change from viewers who called to ask why Brentwood's channel 10 had gone dark.

"I'm just guessing, but I'd say a significant amount of our residents don't have these newer TVs — I would fall into that category — and as result they no longer get their city meetings," Kelly said.

Most cable companies guaranteed the local-access broadcasting as part of getting a franchise to operate in a municipality.

Cities lost any leverage they once had in such matters when the state took over regulating cable television franchises in 2007.

"We didn't have a say in this. And since we no longer have a franchise agreement with Charter, we really don't have any club to fight with," Kelly said.

a growing trend

A national nonprofit group that advocates on behalf of PEG TV says Charter's decision is part of a national trend.

Bunnie Riedel, executive director of the Maryland-based American Community Television, says cable companies have been violating a federal law requiring that they provide PEG TV as part of their basic service tiers.

"I never cease to be amazed at how brazenly cable companies like Charter will thumb their nose at federal law," Riedel said. "And they always trot out this nonsense about having to slam PEG into digital Siberia because of analog restrictions."

Riedel asserts that the real motivation for the change is that cable companies want to move lucrative home-shopping shows into the more-desirable lower-channel range.

"Charter gets a percentage of everything sold on home shopping channels. So you won't hear them talk about booting home shopping networks into the 900-range and charging for a digital box to see them," Riedel said.

Indeed, Charter recently plugged NBC's shopping network into Channel 16 after moving CSPAN2, which covers all live sessions of the U.S. Senate, to channel 997.

Gilb denies that profit was behind the change. "We're simply moving channels around to gain more efficiency on the network," he said.

Asked why the PEG channels could not have stayed put, and shopping channels sent to the 900s, Gilb said, "I suppose that's a corporate decision." He said he did not know what Charter's plans were for the now-vacant PEG channels.

residents' complaints

Local officials said they have received numerous complaints from residents over the changes.

"People are highly upset because they remember that Charter made an agreement and now they've broken it," said Florissant Mayor Robert Lowery. "They are now charging for what they said would always be included in a basic subscription."

Gilb insists that the change conforms to Charter's basic tier subscription. "We consider this part of our basic plan. It's just that people without digital TVs who want the PEG channels will have to pay an extra \$5 a month, which is only 16 cents a day."

Lowery said the change was especially hard on older adults and others on a fixed income. "It's just not right to keep hitting people up time and again for another fee," he said.

A longtime Florissant resident, Sandy Sheffer, said she fell into that category.

Sheffer, 67, had come to depend on watching City Council meetings on Channel 10 because health problems keep her from attending the meetings.

"I try to keep up and be a good citizen," Sheffer said. "Before my husband died (in 2006) we used to go to the meetings, but it's hard for me to drive by myself, especially at night."

After Sheffer complained to Florissant officials about losing the local channel, a Charter representative called her.

"He said they'd be glad to hook me up but as soon as he got to the part about how much more it would cost me, I said, 'Forget it, I'm on Social Security and I don't need another bill,'" Sheffer said.

In 2008, the city of Dearborn, Mich., filed suit against Comcast when the cable firm tried to move PEG channels to the 900s.

The suit claimed requiring a converter box would negatively affect the poor and elderly and violated local franchises and federal law.

In December, Comcast announced it would not move the PEG channels.

Last fall, after Charter moved PEG channels in Wisconsin, a U.S. representative there introduced legislation — the Community Access Preservation Act — that would require cable companies to give PEG TV equal footing with other stations.

"This legislation is the practical remedy," said Riedel, the PEG TV advocate. "Taking big cable companies to court is an option that most communities don't have the money or willpower to do."

# St. Louis Aldermen fired up at Charter; Want cable co. to move public channels back

BY DAVID HUNN > dhunn@post-dispatch.com > 314-436-2239 | Posted: Thursday, July 1, 2010 1:05 pm |

St. Louis City aldermen held a lengthy hearing today lambasting Charter Communications for moving several public affairs television channels.

Some residents with basic cable services -- often the elderly or those on fixed-incomes -- can no longer get the stations, aldermen said.

At least six channels were affected: STL-TV (St. Louis government), SLPS-TV (St. Louis Public Schools), HEC-TV (higher education), KDHX (Double Helix), C-Span2, and EWTN-TV (Catholic).

The stations mostly moved from lower channels -- the city's STL TV was on Channel 10 -- to between 980 and 998.

Aldermen said the higher channels require \$5-per-month boxes, and that many residents have complained that they simply can't find the stations anymore.

A Charter rep said the company just needed access to the bandwidth at the lower channels, and was responding to customers' interests for more high definition tv and high-speed internet access.

Charter, the rep said, has gone from 70,000 to 40,000 subscribers, and is trying to stay competitive.

Aldermen and public TV leaders said Charter was not listening to those residents who care about public programming.

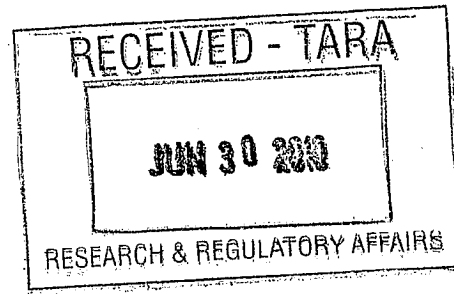
## **Attachment C**

Time Warner Cable  
Department of Government Relations  
750 Canyon Dr., Ste 500 E  
Coppell, TX 75019  
Ph: 469-464-4772 \ Fx: 469-464-4021



June 28, 2010

Ms. Rondella Hawkins  
Manager, Telecom & Regulatory Affairs  
City of Austin  
PO Box 1088  
Austin, TX 78767



Dear Ms. Hawkins:

Effective August 5, 2010, Time Warner Cable (TWC) will take another important step in adding additional programming and improving Internet speeds by reclaiming bandwidth through moving existing programming from analog to digital channels. In order to continue offering customers the advanced services they expect, we must continue our efforts to manage bandwidth utilization more efficiently. Since analog channels require up to 15 times more bandwidth than channels in the digital format, we began the process several years ago of converting analog channels to digital.

As part of this ongoing initiative, on August 5, 2010, Time Warner Cable will convert additional analog channels to digital format, including Public, Education, and Government (PEG) Access channels, which will now be carried on the digital portion of the Basic Service Tier ("BST"). At that time, the PEG channels will no longer be cablecast in analog format. We intend, however, to "channel map" the PEG channels so that they will remain visible on their pre-existing channel numbers when accessed through a TWC-supplied set top box or a CableCard equipped Unidirectional Digital Cable Product (UDCP).

Customers not subscribing to digital services will need digital equipment – for example, a digital television (or other device) equipped with a QAM tuner, a digital converter provided by TWC, or a CableCARD-equipped (UDCP) – to view the channels.

For those customers who do not already have digital equipment we will, upon request, offer one (1) standard digital box with remote control and access to the interactive program guide, Music Choice, and free On Demand programming in order that those customers may continue to have access to the PEG channels. BST- only customers will be provided such a converter, upon request, free of any monthly charge through December 31, 2015. Standard Service (BST plus the analog tier) customers who request a digital set top box in order to continue to have access to the PEG channels will not be charged a converter rental fee for the first year. Thereafter



normal rate card rates will apply to those converters. Standard Tier customers will have 60 days from the date of the offer to request a digital set top box. Finally digital customers who request additional converters in order to continue to access the PEG channels will be provided those converters under our normal rates. Perhaps most importantly, just as is the case today, no customer will be required to subscribe to a tier higher than the BST in order to continue to view the PEG channels

TWC will provide customers with at least 30 days advance notice using bill messaging, city channel messaging, and newspaper ads in order to make this change as seamless as possible. As noted above, TWC will "channel map" the PEG channels so that they will continue to be found on existing channel numbers when a TWC-supplied set box or a CableCARD-equipped (UDCP) is used. Customers using other devices to receive the digital channels, such as a cable-ready set with a QAM tuner, will find the PEG channels as follows:

<b>Ch.</b>	<b>Analog</b>	<b>Dig.</b>	<b>QAM</b>
<b>Description</b>	<b>Ch.#</b>	<b>Ch. #</b>	<b>#</b>
Gov.	6	6	10.6
Public	10	10	10.10
Public	11	11	10.11
Public	16	16	10.16
County	17	17	10.17
ACC	19	19	10.19
AISD Ed	22	22	10.22

As always, I am available to discuss this matter at any time. You can reach me by emailing [susan.patten@twcable.com](mailto:susan.patten@twcable.com) or by calling 512-906-2111.

Sincerely,



Susan Patten, Vice President of Government Relations