

Some Channel Numbers Changing for Time Warner Subscribers

Time Warner Cable is making an important transition to digital-only service starting Nov. 12, 2013. The benefit of this change is that it will free up bandwidth and channel capacity, allowing Time Warner to deliver faster Internet speeds, more high-definition channels, additional On-Demand choices and new services in the future.

No channels are being removed as part of this process.

Channel number changes

One result of this transition is that the channel numbers for some popular stations **may** change. This depends on whether the subscriber has a digital TV or special equipment that allows viewing of digital channels. This is explained in greater detail below.

These are the channels affected:

CSPAN (Ch. 10)
EWTN (Ch. 9)
WGN (Ch. 17)
WRCX (Ch. 22)
WKOI-Trinity Broadcast Network (Ch. 15)
WWRD (Ch. 997)
GOLF (Ch. 30)
LTM-Lifetime Movie Network (Ch. 61)
TWC-The Weather Channel (Ch. 56)
Government Access Channel (Ch. 5)
Government Access Channel (Ch. 6)
Educational Access (Ch. 21)

When you turn to these channels, one of three things may happen:

1. You ARE ABLE to find your station at the same channel number as always.

If this is your situation, you don't need to take further action.

2. You're NOT ABLE to find your station at the same channel number as always.

If you don't have a digital TV, or equipment that converts your signal to digital (such as a digital converter, digital adapter, or CableCARD), then you'll need to contact Time Warner to receive a digital adapter and remote control for each TV set. If you do this before Jan. 12, 2014, there is no charge for the use of the equipment until Dec. 31, 2014. After that, each adapter will cost \$1.50 per month.

You may request the digital adapter by contacting [Time Warner Cable online at twc.com/digitaladapter](http://twc.com/digitaladapter), calling 1-855-286-1736, or visiting the Time Warner office in the Village at Dayton Mall, 2834 Miamisburg Centerville Road. If you need to have a Time Warner technician install it, there will be a charge.

3. You're NOT ABLE to find your station at the same number as always, even though you DO HAVE a digital TV (known as a QAM tuner).

If you can't find your channels at the same number as before, it's because they've been realigned due to Time Warner's changes. The new channel numbers will vary by TV manufacturer. Only the public, government and educational access channel numbers will be the same on all TVs, according to the chart below.

CHANNEL NAME	DIGITAL CHANNEL NUMBER	QAM CHANNEL NUMBER
Government Access	Channel 5	Channel 99.1
Public Access	Channel 6	Channel 99.2
Educational Access	Channel 21	Channel 99.7

Also, it's likely that you'll have to perform a channel scan before you can view any channels properly. Check your TV owner's manual if you need help to get the channel scan started.

For more information...

Time Warner's Customer Care Representatives are available to answer your questions. Give them a call at 1-855-286-1736. You can also contact the Miami Valley Communications Council at 937-438-8887 for more information.

Fall 2013

Time Warner Cable

DIGITAL FORMAT CHANGEOVER

Frequently Asked Questions

1. Q. *What changes is Time Warner Cable making?*

- A. Time Warner is moving toward digital-only service for cable TV subscribers. Effective Nov. 12, 2013, certain channels that had been available in both analog and digital formats will be available in a digital format only. As a result, Public, Government and Educational Access Channels, as well as C-SPAN, WGN, Golf, Lifetime Movie Network, EWTN, WKOI (TBN), WRCX, WWRD and The Weather Channel, will be available in digital format only. The immediate impact is that **some** subscribers will see changes in the corresponding channel numbers for these stations.

2. Q. *Why is TWC doing this?*

- A. Digital delivery is much more efficient than analog. For example, a single analog channel requires the same network capacity as up to three HD channels or 14 standard-definition digital channels.

The switch to digital-only service will free up bandwidth or network capacity, which will allow Time Warner to provide faster Internet speeds, more HD channels, On Demand choices, as well as other new services in the future.

All of the company's direct video competitors – including the two Direct Broadcast Satellite providers (DIRECTV and DISH) and the phone companies – already take advantage of the efficiencies of digital delivery and deliver all of their programming solely in digital format.

3. Q. *What will these changes mean for customers?*

- A. One of three things will happen when a customer tries to tune into these channels:

1. The customer IS ABLE to find the channels at the same number as always.

If this is the customer's situation, no further action is needed.

2. The customer is NOT ABLE to find the channels at the same number as always.

If the customer cannot find the channels AND does not have a digital TV, or equipment that converts the signal to digital (such as a digital converter, digital adapter, or CableCARD), then they'll need to contact Time Warner to receive a digital adapter for each TV set.

To receive a digital adapter, the customer may contact [Time Warner Cable online at Time Warner Cable online at twc.com/digitaladapter](http://TimeWarnerCable.com/digitaladapter), call 1-855-286-1736, or visit the Time Warner office in the Village at Dayton Mall, 2834 Miamisburg Centerville Road. If the customer does this before Jan. 12, 2014, the use of that equipment is free of charge until Dec. 31, 2014. After that, each adapter will cost \$1.50 per month.

If a professional installation is needed, Time Warner will charge for the service.

3. The customer is NOT ABLE to find the channels at the same number as always, even though they DO HAVE a digital TV (QAM tuner).

If the customer cannot find the channels at the same number as before, it's because the numbers have been realigned due to Time Warner's changes. The new channel numbers will vary by TV make/model number. Only the Public, Government and Educational Access Channel numbers will be the same on all TVs, according to the chart below.

CHANNEL NAME	DIGITAL CHANNEL NUMBER	QAM CHANNEL NUMBER
Government Access	Channel 5	Channel 99.1
Public Access	Channel 6	Channel 99.2
Educational Access	Channel 21	Channel 99.7

Also, it may be necessary for the customer to perform a channel scan before the customer is able to view PEG channels. The procedure for performing a channel scan varies from device to device. If customers experience difficulties, it's recommended they consult the manual that came with the device or contact the manufacturer directly.

4. Q. *Will customers with newer digital television sets need a digital adapter or CableCARD?*

- A. Virtually all new TVs have a digital tuner (also called a QAM tuner), so they won't need additional equipment. Customers should consult their TV owner's manual to determine whether the TV set has a QAM tuner.

5. Q. *Must the customer make the request by Jan. 12, 2014?*

- A. Yes, in order to receive the digital adapter(s) and use the equipment free of charge through Dec. 31, 2014, the customer must contact Time Warner by January 12. Otherwise the company will provide the digital adapter(s), upon request, at the standard rate, which is currently \$1.50 per month.

6. Q. *What about customers who want additional digital adapters for additional television sets?*

- A. Time Warner has said they will work with customers to provide them with the number of digital adapters (including remotes) they will need.

7. Q. *Why is there a cut-off date of Jan 12, 2014?*

- A. Although Time Warner officials do not believe that any free equipment policy is legally required, they are committed to making this transition easy and transparent for customers. They believe that providing a digital adapter(s) free of charge through January 12, 2014, reinforces that commitment and will ensure that the system's elderly, fixed-income and low-income customers are not disadvantaged.

8. Q. *Will Time Warner charge for the installation of the digital adapter?*

- A. There will be no installation charge for those customers who stop by any TWC office to pick up a digital adapter or for those who request one by mail with the Time Warner self-installation kit. If a customer requests a professional installation, charges will apply.

9. Q. *Has Time Warner made these types of changes before?*

- A. Yes, Time Warner has digitized a number of cable networks in the past few years, including Shop NBC, Oxygen, TruTV and Travel. Broadcast stations were converted to digital by federal mandate and most cable operators have completed or are in the process of making the same transition.

10. Q. *How are customers being informed about this change?*

- A. Time Warner has notified customers in writing, as well as provided the information to the local access channels directly so that they are able to inform viewers via on-screen notifications. All customers have received at least 30 days' written notice.