

Town Hall
Ward 5
September 14, 2006

Ann Strine:now that we are into this renewal period, I'm in the middle of that too. So I urge you all to pick up any of the materials back there, there's a background sheet from Cox, there's a background sheet from the City and then there's a survey form and also a speaker form and here we have our Ward 5 Councilman. Steve, would you like to say a few words, we're just getting started so.

Council Member Steve Leal: Thank you. Well, this is a good turnout. I'm glad many of you could come tonight, not many of you, all of you. We don't want to leave that as a question. The City periodically does cable renewal licensing. Over the years we have had a number of different companies. Currently, we have Cox Communications. And it's really just to hear from the public about how things have been, what the service has been like, things that people might be interested in for the future in terms of changes. So it's sort of does anything need to be fixed, does something need to be added, and any other thoughts that you might have. This is just one small forum tonight. There's others around the community. I think we have other ways for people to participate and give us input, whether it's emails, phone calls, what have you. So having said that, I know Ann Strine will lay out the time table for all this and answer questions and we have the local director of Cox Communications here who can answer other questions. Having said that, turn it over to other people. Thank you.

Ann Strine: Thank you, Steve. So, I told you who I was, I'm with the Information Technology Department of the City. I want you to notice that we are being taped tonight. Cox is videotaping us and we have up here an audio tape and so that's one of the reasons I need to ask you to come to the front to speak so we can pick it up for both the microphone on the camera and the microphone on the taping and we just want to keep a record of this evening and the comments you make so that it's not left to our memory which are not always that good. Or at least mine isn't. So, I want to start out tonight with a just a little bit of background. Steve gave you a sense of why we're here and what we would like. And just to set a little context, most of this is covered in your handouts but we'll talk it through a bit and then I want to open it up to questions. There are a significant number of people here from Cox, so I would like us to prioritize those people who would like to speak and have questions to be those that are non-Cox employees and after we are sure that Ward 5 or whomever folks are here had a chance to speak then we will take the speakers from Cox. So, the license for a cable franchise is granted under the Federal cable act and it sets the rights and obligations of both the City and the cable company. It sets the maximum license fee at 5% of the gross revenues and the license fee is compensation for the City for the use of the City's rights-of-way. The City maintains the streets, paid for all that land, and any franchise/licensee/utility that uses that pays a compensation to the City for the use of that land. So that's what the federal cable company says that it's a maximum of 5% of the revenues that the cable companies pay to the City in fees. The rest of the terms and conditions are negotiated between a City and

the cable company. Our current license that we negotiated in 1997 with TCI who shortly thereafter transferred the license to Cox. A couple years after (unintelligible) 1998, 1999, somewhere in there, one year after. So the City renegotiated the license with TCI and then transferred it to Cox in 1998. In that license agreement, we have some customer service standards—how quickly they answer their calls, what are the number of complaints, those kinds of things. We agreed on a number of access channels which are the public channels, the educational access channels and the government access channels. And we also agreed on some financial support for those channels, in addition to a lot of other technical details underneath that. You may know that the Arizona Legislature passed a law in the session that just ended this spring that puts some new parameters for cable renewal and it significantly reduces the options available to the City. Now this law goes into effect next summer and it is the City's hope and we're working carefully with Cox and we're both committed to this, that we will renew our franchise agreement prior to that law going into effect which gives us a bit more room in terms to negotiate what the agreement will be. So tonight we really want to hear from the community as to what you would like to tell us as part of our community assessment as we go into these discussions with Cox. We want to come out with a win-win for the City and for Cox so it's important that we know what people want. So as Steve pointed out you can talk to us about the service that you receive, the number of channels. We've heard that a lot of people want more HDTV channels and video on demand. Also there have been comments about PEG channels, all of these things are here for you to ask questions about. I'll be able to respond to some of them, Cox will respond to some of them, and some of them if you just want to make a comment, it is not necessary that there be a response, it could be just, here's my opinion and here's what I want to say. So, again if you would like to speak, I'd like you to fill out the little forms so I can call your name and you could just slip it up here. And again, I'm going to call on the non-Cox employees, is that what I want to say, the people who are not employed by Cox, however I should put those words together, to go first and then we'll go to those folks who do work for Cox. So I have only a few..Caroline Antone?

Ann Strine: You want to see your notes?

Caroline Antone: Yeah.

Ann Strine: O.k., there are your notes, you can stand up here and shout.

Caroline Antone: Hello everybody. My name is Caroline Antone and I'm Tohono O'dom. I am a neighbor of yours on the reservation. I work on the reservation. I'm a counselor and for the first time, I have my own business counseling my tribe so that's the first time for anyone out there and my program is called Lost ????? I deal with a lot of sexual abuse issues, incest issues, domestic violence, alcohol, neglect, all those things out there and it's very severe sometimes and so a lot of times when I come and I work here in Tucson, I ran into someone who asked me to host her show but she wasn't able to do it so I then I took over the Native American talk show and so many issues that we have are were unable to hear everybody that working with Access Tucson has gotten me to be real creative my show. My show is called Native Talk and I bring a lot of those issues onto

the show and I've gotten a lot of responses on the reservation because a lot of them live out here and they subscribe to Cox cable. And so they hear the issue, they hear what's being done and it gives people hope out there that there are people that are doing things that are created different programs for our issues out there and it's the only place that a native American has a place to speak out to talk about their issues, to talk about problems, talk about certain things that all of us can join into one service. It's really given me a really bigger picture. I've talked about sexual issues for a long time, one person at a time, and Access Tucson makes it possible for me to talk to a bunch of people and I have gotten stopped at the grocery stores, I've gotten stopped at the gas station and they comment on my show and they ask me to continue. I only have a 1/2 hour show but they're asking for an hour show. So I'm hoping that the programs at Access Tucson will continue. And I also brought a DVD of one of the projects that I am working on, it's called O'odham Families and Gun Violence and there are stories on there where a family lost several of their children through gun shots. And when I did this project, I was actually believing I was going to be interviewing different families who lost one child or a partner. I ended up working with one grandmother who lost 4 children, two grandsons and two adult males through gunshot. And when I got her story, I was even surprised so I am really grateful for that and (unintelligible) I wanted to give this to someone representative here so they can see it and know what I've done as a program.

Ann Strine: Thank you. I'll take it. Thank you very much. I need your sheet back so I have your comments. Good, thank you. Abreeza Zegeer?

Abreeza Zegeer: That's right.

Ann Strine: Oh, good.

Abreeza Zegeer: O.k., I have a few comments and I'm not sure how many people here are inundated by something in the mail that I have unsolicited mailings from Cox cable in English and in Spanish at least three or four times a week on this nice glossy paper that I'm sure cost Cox cable lots of money to send out. Please stop. You already have advertisements on the newspaper, you have advertisements on the radio, you have advertisements on regular TV. that you're there, there's billboards, the mailings, the paper waste, this goes inside the recycling bin. I see it, I walk, as I'm walking inside my house it goes right inside the recycling bin. O.k. You could save money there, that's all I'm saying is I'm sure that if you polled 90% of the people in Tucson would tell you not to send them the mailing. Another thing, the non access channels, currently I'm not a Cox cable, I've never had cable so but I've watched the Access channels from neighbors houses and stuff and I like them and I think they, I think 9 is enough for now but as the City gets bigger we might need more. And I don't think there should be any rate hikes on public and educational government channels. As far as the licensing fee, I (unintelligible) a discrepancy here it's like, you're charging the customer the license fee goes directly to the customer, it's in your little flyer, 5.7%. However, the City is only charging 5% so what is the .7% for? I think \$1.35 per billing is a fine amount. I don't think it's too much, I don't think it's too little. I think it's perfect. And that licensing fee as she said basically the infrastructure that you don't pay for. The micro blast, I'm

wondering how many Cox cable trucks went up and installed the telephone poles that got knocked over? You guys use the existing lines that actually Bell put up but not Qwest, put up those are installed and maintained by the City and County. I don't think it's 5% fee as far as using these utilities is too much to ask as far as being able to drive across and how the utility access runs open to you is very much to ask considering you guys are planning another rate hike is what I heard even though I don't have you guys, so that's all I have to say. Thank you.

Ann Strine: Thank you. Al Garcia

Al Garcia: Yes. Let me see some of my notes there. I got a couple of items..

Ann Strine: O.k.

Al Garcia: You want this back?

Ann Strine: Sure

Al Garcia: O.k., I'm up here because one thing that bothers me is one hour of programming, 20 minutes of commercials. Ridiculous. The charges for the different tiers, tier one is just like your basic channel, tier two is your basic plus, a couple more that you probably never look at, tier three is your big station. I don't think we should have all of those tiers. We should have one tier and a flat rate and everybody should be able to afford it without having to pay extra. As far as these other channels that these people are talking about that other people are looking for, the HD channels, programming channels, those kind of channels should be automatic, there shouldn't be a question as to these provided to the community, and the charges for these channels the PTG charges, Cox as big as Cox is, should absorb the damn costs of that, they shouldn't be passing those fees on down to the customer. Customers are paying through the nose right now. It's ridiculous. Another thing that I can't figure out, we should be able to do our own bundling. I have 15 channels I will trade you for one Sci-fi channel. 15 channels that I don't look at and I'll trade you a Sci-fi for those. We shouldn't have to look for channels that we don't want and have to pay for them. There is something else that bothers me. The subscribers are paying for the cable itself. My fees are like \$45 a month, right. I know there's people that pay more than that. Cox is getting the money from the people that are providing the programs; they're charging them so much for every half hour of commercials. Why should we be paying those both sides. Cox is making a killing. They are making a killing off of subscribers, because we are paying, and they're making a killing off those people that provide the programs. That's ridiculous. Something's gotta give there. Another thing is that does Cox have control over the programming that these people are providing. Do they, anybody answer that. They must have, they are the distributor and they must have some kind of standard that they are setting up these programs on and if Cox can't control them, who's going to control them unless Cox really can't. Or does Cox really care. Probably not. Cox has digital telephone, there's twelve taxes on that phone bill and I can't believe that twelve taxes have to be put in on a phone bill. Our SEC charges are the highest, Phoenix is one of the lowest. Why is

Tucson being charged so high and Maricopa County no. These are the kinds of questions that the people in the community have to get up and start getting involved in this and find out why this big corporation is able to operate the way it is.

Ann Strine: Thank you Al, can I have your sheet back. Now, I want to give COX a chance to respond to choices how programming is selected and Al I do want to point out to you and everyone else that you certainly can speak to Cox about telephone issues, but they are not a part of what the City is regulating.

Al Garcia: O.k. That's fine.

Ann Stine: The City doesn't regulate anything. Not part of what is in the City agreement, it is only the video service. Telephone and internet are separate and are outside of this so if you have any concerns about that you can speak directly to Cox. And now I'd like to give one of you a chance to comment on program content if you would like to. Just come up here and shout.

Anne Doris: I'll do my best. Hi, I'm Anne Doris and I'm Vice President of Operations for Cox Communications here in southern Arizona. And I just have a few comments to make. Ann mentioned earlier and I hope that everyone can hear me in the back of the room. Ann mentioned earlier that there was a cable statute that takes effect sometime next summer and when the cable statute then goes into effect will provide significant reduction in the fees that our customers pay. It also calls for a certain amount of community channels both analog and digital. We have spent a lot of time talking to our customers and talking within the community and we have a good understanding of what the viewer ship and what the community needs are for those community channels and we believe that there's a certain requirement for those channels but we certainly feel that it should match the level of viewer ship and audience that we have been able to define and been able to monitor over the last several years. Having said that, it's been Cox's position throughout this entire process that we intend to sit down with the City of Tucson and come up with a license that meets the particular needs of the community that we live and work in and that's been our commitment and that's been our action. And we have been engaged in doing that and we'll continue to do so until we come up with a license that suits the needs of this community in which we all live, work and we all want to see grow in pride. So, thank you very much for coming out and being here. And I'm sure that we'll hear from other employees of Cox, many of whom live in this ward, who I think also are able to voice the opinions and be able to talk on behalf of the customers because they interact with thousands and thousands of customers through each day of their work and I really can't think of a better voice for these customers. Thank you very much.

Ann Strine: Do you want to make a comment?

CM Steve Leal: Yes I do. When the community thinks about the viewer ship of Access and using that as a measurement by which to justify and/or predict the future, it's important that we all understand the context of that and understand that for good or bad

reasons the prior Mayor and Council severely cut the budget of community Access, so their ability to do programming was stricter, their ability to have the quality of the programming being what they wanted it to or what it could be was stricter, so when we used the recent past as a measurement to justify what the needs of the future are, we have to understand we can't do that because the recent past is skewed and we have to figure out some way to adjust that to take those budget cuts that they were subject to into consideration because viewer ship may not be a true indicator on the community's interest in Access. It just may be what it evolved to at a certain point in time because their tendons had been cut. We just need to remember those things as we go forward.

Ann Strine: The remaining speaker cards that I have are for Cox employees. Are there any other folks who don't work for Cox that would like to speak? Any other comments? Come up and tell us your name and . . .

Tom Kyle: Well, my name is Tom Kyle and um I didn't realize there was a presumption of renewal, I thought it was a (unintelligible) thing that Access to the community. But what I wanted to say is I was in favor of the community channels and the building and the studios at Broadway and 6th street. And while I haven't taken advantage of their free training, it's not widely available in other venues in terms of film production, film editing and stuff. It's among the best in the nation. I've heard from people from New York City and Los Angeles that have seen that and they said that we don't have anything like that and they couldn't believe what a good deal that was that is was free. I stepped in some studios with people that were filming in the audience and it's truly impressive you know the amount of equipment they have and I don't know the background of who's responsible for what portion of the expense there. Since it's pre-existing, I would figure the main expense (unintelligible) but that's a real wonderful thing to the community and I'm sure it would benefit Cox in some way. It would serve as a conduit to get trained employees I would suppose. There's something they can brag about. I'd like to see that continue; I wouldn't like to see that cut and I'm not a Cox subscriber but I know that that's a real important thing and it's a real laudable thing. If anyone studied that or (unintelligible). It's quite impressive. Thank you.

Ann Stine: One point.. Yes.

Connie Harris: My husband has Cox cable and I don't watch cable or TV but I did notice that he watches a movie channel and it's the same movie every day. Why isn't there a change, why don't they have a change of movies for him? He's ill so he stays inside a bit. And there are a couple of the programs that he watches and I get the same information when I walk by.

Ann Strine: Let me repeat the question. Your name is Connie Harris? Connie Harris. She is very soft spoken not booming like I am here and she asked why a movie channel keeps repeating, seems to be doing the same movie over and over and over, That's what that channel happens to be programming and I know that they do repeat movies a lot

Connie Harris: And Cox can't (unintelligible).

Ann Strine: Well, I'm going to make a statement here and if I do it wrong, you can tell me. Cox doesn't do the programming of what's on those channels. They bring HBO in, and they bring ESPN in and they bring Disney in and whatever Disney decides Cox doesn't adjust that at all.

Connie Harris: And Cox can't ask them for better....

Ann Strine: Well, I suppose they could ask but it's that network, is that what I should call it, that decides what their programming is going to be and Cox just brings it to us. Is that o.k.?

Anne Doris: That's absolutely o.k. The only thing that I would add to that is that you know they're programming based on their knowing their audience and determining different times that they may want to replay a movie. You know once I think that they may replay a movie several times over a period of a month. I don't necessarily know whether or not they repeat one at a more frequency but there is some level of that they would show the movie at different frequencies to give people different opportunities to watch it. But it is exactly as Ann said. We pay the programmers in order to receive their services and don't exercise editorial control over a product that they put inside their programming networks.

Ann Strine: So we can't help you out of that one. I do want to point out a comment was made earlier that they have a \$1.35 charge that's on the monthly bill to, that is associated with the PEG channels was an o.k. number. I do want to point out to you and in response to your point that is the funding that goes to support Access Tucson and Channel 12, which is the government channel. And as you pointed out that Access Tucson is recognized around the country as being (unintelligible), so is Channel 12 which is the government channel. I brag a bit about them, they won the National Association Award for best government channel of the year again this year, nine out of the last eleven years they've been the number one government channel in the country. Competing against all, you know we are in the higher end of the population so we compete against New York City, Seattle, Los Angeles, San Francisco, Miami, all of those big places. So we can be really proud of the access channels that we have here. Any other folks? That would like to speak? Would you like to speak?

George Williams: My name is George Williams and I'm a subscriber of access programming and also with Cox. I pay \$98 a month and I just got a letter their going to raise me another \$5 October 1. And so if access is going to be leaving from the program I'm going to get out of there too and I'm going to tell all of my friends. And the reason I'm in it is a I don't look at any movies any more I've seen all the movies; you know, I don't look at all that, that's for younger people, you know. What I'm interested in is the access programs and since I've been with access television, I have used three programs and well, I live here in the South Park community and I did a sermon on the church and I did a sermon on the propane wood and I did one sermon on the (unintelligible) and all of them were received very well. And I have on table right now I talked to the CEO of the

Urban League and he's going to keep and he's going to get me four teenagers to go out and the thing is to talk to fourteen professors who (unintelligible) that I have listed and the purpose is to highlight the South Park community and not only that to let the people know how the professors became professors and will continue what they need to know and all that kind of stuff. And so if we don't have access television anymore, well then, you know I'm not going to be, that's \$98 that's a lot of money to me. And it's going up \$5. So what I have on the table is, I've already talked to the CEO of Urban League and he's going to get me four teenagers and we're going to go around and interview these 14 professors that I've visited and from there we're going to see what's going to happen. It's going to leave an impact on the South Park community because of the fact that what we're going to be talking about is how the community is going to be highlighted. There is talk about 750 new buildings going up in the immediate neighborhood and there's talk about the University of Arizona, they're going to build a bioscience building right across the street. We already have this library, this brand new library, with talking books. We have the new swimming pool and if you noticed it, nothing in the city matches.

Ann Strine: I know, it's a gorgeous pool.

George Williams: Yeah, and I, with the programs that I think that I can come up with will then it will just keep on highlighting the community and will make people anywhere envious that want to move in here.

Ann Strine: Good for you. Those are good shows.

Unidentified male: I just have a question. I just came in. Is Cox planning to raise their rates again? Have you heard?

Unidentified male: We sent out letters, rates are going up for internet service.

Unidentified male: My bill said my movie channels are going up a dollar starting next month. Is that right?

Abreeza Zeeger: I have a question for the gentleman over here. Do you live by yourself?

George Williams: Do I live by myself?

Abreeza Zeeger: Or do you live with your grandkids? Yeah, do you live alone in your own home? Do you use all those movie channels? Do you use all the cable services?

George Williams: Yeah, I have.

Abreeza Zeeger: I'm thinking \$98 and you maybe pay.

George Williams: I pay \$98 a month and I just found out the day before yesterday that their gonna raise me \$5 on October 1.

Abreeza Zeeger: I think anybody I think you should follow up with a lot of people

CM Steve Leal: Is the basis of her question that if channels weren't bundled, he could buy less and pay less? Is that the question?

Abreeza Zeeger: Yeah, buy what you want and then maybe services are being provided to certain individuals that they don't know that they are paying for.

Ann Strine: I think its worthwhile looking into.

Abreeza Zeeger: Just a question. I'm just asking.

Ann Strine: I don't think it's necessarily a comment on the way its bundled. O.k., you in the pink and then we'll move to some Cox comments because I do have some speaker sheets on that.

Unidentified female: I wasn't going to speak but I think I will.

Ann Stine: Can you come up here and boom at us?

Unidentified female: Can anyone not hear me?

Ann Strine: Are you picking it up? O.k.

Dorothy Vuldre: My name is Dorothy Vuldre (unintelligible) and I live in (unintelligible). I chose Cox cable recently, in December because I enjoy the access channels, CSPAN, the government channels, especially Channel 12, I like to watch the City Council and see how your councilman votes on various items I appreciate knowing about the City and the and other things that are going on downtown, Rio Nuevo. I appreciate the University channels, the arts, I don't go to the movies cause I don't like the violence but I do appreciate Cox all of the channels and all of the regular channels and access just all the channels we get and I thank you.

Ann Strine: Thank you so much Vivian Archuleta

Vivian Archuleta: Hello everybody. My name is Vivian Archuleta and I work for Cox, I'm in the sales department and I wanted to just let for you customers that it's really important to know that Cox is not just only a provider but also someone who gives back to the community. Cox Communications is a wonderful company that I've seen contribute to communities here in Tucson and also in Katrina tragedy. We donated a lot of money and this was money from our employees that gave back to the community. So I just wanted to just let you know that, that's just something that I think is just so wonderful about the company not just that we collect from employees from customers and that we don't give back to the community, we do. So I just wanted to let you all know that.

Unidentified Male: This money from Katrina, you say your employees donated that?

Vivian Archuleta: Yes we did.

Unidentified Male: What did the corporation do, Cox?

Vivian Archuleta: How much of the money that we collected?

Anne Doris: Over a \$1 million dollars.

Unidentified Male: Okay just asking.

Vivian Archuleta: And not only that but we help with a lot of other organizations here in Tucson that help other organizations like Chicanos Por la Causa, the Boys and Girls Club, all kinds of organizations that really help our community here in Tucson. Thank you.

Ann Strine: Thank you Vivian.

Monica Contreras: Thank you Ann. I am Monica Contreras and I am a resident of you ward and thank you very much for having us all here tonight. First of all I want to appreciate, say a few words of appreciation to all of you because some of you are our customers and we really appreciate your business you keep us going and you are a part of this community that we get up every day in the morning to serve and your views are very important to us and this input is very important to us as is the input of all the other customers who didn't make it out here tonight but obviously a large number of subscribers here in Tucson. I'm in my thirties and I'm a person who's busy at work and also try to get involved in a lot of different activity and watch city council meetings on Channel 12 and I also know one organization that has benefited from having sometime in, I think the name of the program is Lexion 12 which is the Spanish language program on Channel 12 so I wanted to let you know that I too have an appreciation for what community channels do because I know people who benefited that personally benefited from watching city council meetings. I do want to say though and especially to Council member Leal and all his constituents. That the way that we talk to each other and the way in which we communicate are (unintelligible) how we find out what the groups are doing (unintelligible) is changing a little bit at least for people of my generation and certainly the people that (unintelligible) I think that the source for the news in the morning for me is important and I'm also a very creative person like some of you here. I am a writer and I like to write children stories and I have a blog for that which is free provided for free, and even when I'm traveling I find that I can go to the public library to access my blog and update it and I'll give you the address when I'm done that you can participate in my blog. So that you keep in mind that the way that we communicate more and more there is definitely a need for all kinds of media for all kinds of technology to available for our community groups to communicate with one another. And also the way we work together. But the changing is including other communities (unintelligible) Keep

that in mind, were changing but were auditing things and we are incorporating not only channels but also other technologies because the way we are communicating is changing our community forward have changed as well. I read CT online, (unintelligible) not necessarily by picking up other schedules. So Thank you

Unidentified Male: We completely agree with you that we need to state differently and be creative which is one of the reasons this city looking at being a Hi-Fi city. Cause there is a lot of people who is a huge digital divide a lot of people don't have computers or cannot afford the internet and are getting information off of different places. So I think we need to sort of adjust with the community. And I think that's been real helpful I think it's been a big positive change in America and I think we need to just keep separately.

Ann Strine: Ann would you like to speak again or did you cover your points when you spoke earlier.

Anne Doris: I've covered everything that I would like to. And I feel very confident that I've done that. And if there is anything else that you want from me then I would be happy to accommodate you.

Ann Strine: It's open does anybody else have anything that they would like to say.

Unidentified Male: I have one question for the councilman. As a councilman for the city and the city's contributions are all approved they all had to get together to approve renewal of this license. Is that correct?

Council Member Leal: Your question is, is this something the council will have to come over and vote on? Yes

Unidentified Male: Okay then let me ask you this. Can the councilman through this vote, put restrictions on Cox. On certain things like what they can and what they can't do or is this just an open book.

Council Member Leal: I'm not sure on what range of limitations we have a right to and which ones we don't. You know there may be things like the person calls in with a problem you know we expect that we should be able to remedy it within 48 hours 72 hours. I mean I know there are things like that that are normal parts of a management thing. If you can be more specific about what kinds of things your thinking about it would help me to be able to respond to you.

Unidentified Male: Well one of the things that I was thinking about is of course the cost and I was thinking in terms of one of the conditions for renewal would be that before Cox can raise there rates they would have to vote through the City Council. Can they do that?

Ann Strine: No we cannot. I'll step in here Steve. Is that alright?

Council Member Leal: Yes that's fine. I don't really know the answer Ann.

Ann Strine: The Federal Cable Act says that a City can regulate rates if there is no competition. A couple of years ago Cox filed the paperwork to say there is competition in Tucson. From Satellite and other providers. So this is a City in which there is competition and the City cannot regulate rates.

Unidentified Male: Can they regulate (unintelligible)?

Ann Strine: I don't think regulate is really the right word here. We have some...well we put to the agreements in customer service standards you know we want them to answer their phone and things like that. We'll put into the agreement the Access channels you we'll come to an agreement as to what that is. We'll probably add some things to that some technology, you know behind the scenes of what we want to see happen. So those kinds of things will go into the agreement.

Unidentified Female: Would you put into the agreement such as saving the cost of paper. I'm sure everybody here gets mail that they don't want. And I usually get mail that I don't want and it goes into the recycle as a paper waste this big everyday in my mail box and if we could eliminate one to three pieces of those papers. I mean just three times a week I get one first in Spanish and then in English then a bi-fold. Then maybe it's not Cox cable but maybe Cox cinemas or Cox phone and then it's constant. It's really excessive and it's a waste of resources.

Unidentified Male: You know one of the things we heard from people from internet is there is a number of different rates you can pay depending on how fast you want it but people have said it says up to this speed. It's just the same as saying this is what your gonna get. It may only be that speed at three in the morning when you don't normally use it. So we need some way to figure out what the average is on a good day. And say it won't be below that. So people are paying for something and say well you know I bought the more expensive one and it really wasn't any different and we found out that it was not a guarantee but it was up to. So we need to figure out some kind of average and put that in the agreement if we can.

Unidentified Female: That's not part of the agreement is it?

Unidentified Male: No

Unidentified Female: I mean this agreement is about cable not the internet.

Ann Strine: Yes it doesn't include the internet just cable.

Unidentified Male: Oh my wishful thinking ran out in front of me. Oh well

Ann Strine: But I'm sure they heard your message. Any other comments that people would like to make?

Unidentified Male: Why am I getting a \$5 raise in rates

Ann Strine: I'm gonna talk to you in just a few minutes. When we finish up here. I want to thank you all for coming.