

**EXHIBIT A**

**NP**

## VIDEO SERVICE PROVIDER SURVEY (2010)

**Purpose:** Section 67.2693 RSMo requires the Missouri Public Service Commission to compile a Video Service Report for the General Assembly. Your responses will be used to provide information for this report and will be kept confidential by combining the responses of all video service providers with state-issued video service authorization.

Last year's report can be accessed at <http://psc.mo.gov/video-service-franchise> by clicking on the link "Video Report – August 27, 2009".

**Deadline for responses:** Friday, June 18, 2010.

**Submit your responses to:** Dana Parish at [dana.parish@psc.mo.gov](mailto:dana.parish@psc.mo.gov) . If you have any questions, please call (573) 526-4777.

**Please answer the following survey questions for your video service provided within Missouri by inserting information in the appropriate box.**

### Survey Questions:

<b>1. Please provide your company's name and contact information for the person responding to this survey:</b>	
Company	Time Warner Entertainment-Advance/Newhouse Partnership
Name of person providing responses	Monique Crawford
E-mail address	Monique.Crawford@twcable.com
Telephone number	(703) 345-3175

<b>2. Quantify the number of political subdivisions where your company is authorized to provide video service based on the area's video service authorization history:</b>	
<b>Authorization History</b>	<b># of Political Subdivisions</b>
Converted from local to state-issued authorization	
Authorization solely issued by Missouri PSC	
Total with state-issued authorization	
Authorization solely issued by local authority	

<b>3. Identify the total number of customers subscribing to your video service:</b>	
<b>Area based on type of video authorization</b>	<b>Number of Video Service Subscribers</b>
Areas with state-issued authorization	
Areas with locally-issued authorization	
Total	

4. Identify the time period when video service was or will be offered within any political subdivision with state-issued video authorization:	
Video Service Implementation Date	Number of Political Subdivisions
Before August 27, 2007	
August 28, 2007 to August 27, 2008	
August 28, 2008 to August 27, 2009	
August 28, 2009 to August 27, 2010	
Specific implementation date after Aug. 28, 2010	
No implementation date set at this time	
Total	

5. Have you ceased providing video service in any political subdivision with state-issued video service authorization? If yes, identify the specific political subdivisions, explain why service ceased, identify number of affected subscribers and explain whether service was transferred to a successor.

Response: [REDACTED]

6. Does your company partner with another company in providing video service to any political subdivision with state-issued video service authorization? If yes, please identify the name of the partner and the specific political subdivisions impacted by the partnership arrangement. In addition, provide a brief explanation of the responsibilities for each company involved in the partnership.

Response: [REDACTED]

7. Quantify the number of political subdivisions which have adopted customer service requirements as contemplated by Section 67.2692.2 RSMo:	
Status	Number of Political Subdivisions (areas only with state-issued video authorization)
Adopted	[REDACTED]
Not Adopted	
Total	

8. Based on responses from last year's video survey why do relatively few political subdivisions adopt customer service requirements?

Response: [REDACTED]



<b>9. Quantify the number of political subdivisions according to the number of video service competitors (excluding satellite-based competitors) within a political subdivision's area:</b>	
<b>Number of Video Competitors</b>	<b>Number of Political Subdivisions (areas only with state-issued video authorization)</b>
0	
1	
2	
3 +	
Total	

<b>10. Quantify the number of political subdivisions according to the percentage of households that can access your company's video service within a political subdivision:</b>	
<b>Percentage</b>	<b>Number of Political Subdivisions (areas only with state-issued video authorization)</b>
0%	
1% to 25%	
26% to 50%	
51% to 75%	
76% to 100%	
Total	

<b>11. What do you estimate is the total dollar amount in franchise fees paid by your company to Missouri political subdivisions for the last twelve months?</b>	
State-issued authorized political subdivisions	
Locally-issued authorized political subdivisions	
Total	

<b>12. What is the total dollar value of new investment incurred by your company within the past twelve months to provide video service within Missouri?</b>	
State-issued authorized political subdivisions	
Locally-issued authorized political subdivisions	
Total	
Time period of the twelve month time period	
In general, is total video investment higher, lower or the same in comparison to prior years?	

<b>13. Please provide the <u>current</u> monthly rate for your least expensive basic video service tier (if this rate varies between political subdivisions provide your lowest and highest applicable rate):</b>	
Lowest monthly rate for basic video service	
Highest monthly rate for basic video service	

<b>14. Please describe any changes to the rates for your least expensive basic video service tier over the past twelve months.</b>	
Response:	

<b>15. What percent of your video customers subscribe to...:</b>	
<b>Services</b>	<b>Percentage</b>
Solely video service	
Video and Internet services	
Video and Voice services	
Video, Internet and Voice services	

<b>16. What is the typical total monthly bill for your average video customer?</b>	
Response:	

<b>17. What is the average monthly rate to subscribe to your company's service package that includes video, Internet and voice services?</b>	
Response:	

<b>18. Quantify the number of political subdivisions according to the number of public, educational or governmental (PEG) channels within a political subdivision:</b>	
<b>Number of PEG Channels</b>	<b>Number of Political Subdivisions (areas with only state-issued video authorization)</b>
0 PEG channels	
1 PEG channel	
2 PEG channels	
3 or more PEG channels	
Total	

<b>19. Quantify the number of political subdivisions according to the number of PEG</b>
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channel adjustments made within a political subdivision for the past twelve months:	
Type of PEG Channel Adjustment	Number of Political Subdivisions (areas with only state-issued video authorization)
Number of PEG channels increased.	
Number of PEG channels decreased.	
Number of PEG channels remained the same.	

**20. Please provide the following information regarding consumer video service complaints in political subdivisions with state-issued video service authorization:**

Average number per month	
Has this number been increasing, decreasing or remained steady?	

**21. What is your most common type of video service complaint?**

Response:

**22. Has any political subdivision with state-issued video service authorization requested nonbinding mediation or filed a complaint against your company with the administrative hearing commission? If yes, identify the political subdivision and describe the issue.**

Response: