

CITY OF MIAMI BEACH
Office of the City Manager
Letter to Commission No. 186-2004



To: Mayor David Dermer and
Members of the City Commission

Date: July 20, 2004

From: Jorge M. Gonzalez
City Manager

A handwritten signature in black ink, appearing to read "Jorge", written over the printed name.

Subject: **Atlantic Broadband – City of Miami Beach Cable Provider**

Attached for your perusal is a letter from Mr. Kevin Maguire, Vice President and General Manager, Atlantic Broadband, announcing their new expanded services.

Handwritten initials "JMG/REP" in black ink, positioned above the typed name.
JMG/REP

c: Robert Parcher

RECEIVED
04 JUL 21 AM 9:15
CITY CLERK'S OFFICE

RECEIVED
04 JUL 19 AM 10:09
CITY CLERK'S OFFICE

Kevin Maguire
Vice President and General
Manager
Atlantic Broadband
1681 Kennedy Causeway
North Bay Village, FL 33141
(305) 861-8069, Extension 3100

July 14, 2004

Via Certified Mail

Mr. Robert Parcher
City of Miami Beach
1700 Convention Center Drive
Miami Beach, FL 33139

Dear Mr. Parcher:

Your Atlantic Broadband team is committed to keeping you informed of all product and service changes that affect customers in your community. To that end, I am writing to inform you that, effective August 15, Atlantic Broadband will:

- Add an entire suite of premium services to our digital programming tiers at no additional charge.
- Adjust the prices of the Charter Communications digital service packages that we continue to offer, as a convenience to existing customers, with a discount off the full retail rates.
- Maintain the monthly rates of those subscribers to the Value and Limited (Basic and Expanded Basic) packages. This represents the vast majority (75%) of our customers.
- Make additional minor changes to our channel line-up and packages.
- Offer discounts to all levels of video customers who purchase Atlantic Broadband High Speed Internet Service.
- Eliminate the requirement to purchase a digital package in order to receive Internet Service. t

Please see the enclosed for details on the new programming, packaging and pricing changes.

We are pleased to announce that we are adding the popular Starz/Encore programming suite — 10 channels offering movies and entertainment in a wide variety of genres — to all of our digital programming packages at no additional charge. Digital customers who previously subscribed to Starz/Encore as an a la carte premium now will receive it at no charge, a significant savings on their monthly bill. In addition your residents can now enjoy Turner Classic Movies, offering 24 hours of commercial-free film favorites; and CCTV, an English-language Chinese news and information channel.

Also effective August 15, Atlantic Broadband Digital Service, featuring nearly 200 crystal-clear channels and commercial-free, CD-quality music, will become the company's digital video offering for all new customers. Existing customers may switch to Atlantic Broadband Digital if they wish. However, to ensure continuity and avoid any disruption, they may continue to receive the Charter digital service to which they currently subscribe. We are adjusting the prices of these packages by reducing the amount of the discounts to more accurately reflect the true cost of service today, as prices in some cases have not been adjusted for 16 to 18 months.

The planned price adjustments will affect fewer than one-quarter of our customers. The new prices for Charter digital service will continue to reflect monthly package discounts averaging nearly \$9 monthly, and ranging up to \$23, off the a-la-carte retail prices for these services.

As we are particularly mindful of our most price-conscious customers, there will be no increase for subscribers to Limited and Value service, commonly known as basic and expanded basic. We also have eliminated the

requirement that subscribers must purchase a digital tier to receive a discount on High Speed Internet Services. All subscribers have access to Atlantic Broadband High Speed Internet Service, and all will receive discounts when they purchase any level of our video and Internet product. Customers with bundled, entry-level Charter video/Internet service actually could see a monthly savings by switching over to a comparable Atlantic Broadband entry-level video/Internet package

Prices for Atlantic Broadband Digital Service and all a la carte services will remain unchanged.

In other changes to take effect August 15, the Sundance Channel now will be offered on an a la carte basis for \$2.99 per month. Customers currently receiving Sundance as part of their digital service will continue to receive it as part of their package. The Independent Film Channel will no longer be offered

The changes that take effect August 15 are our next important step in bringing order and simplification to our broadband system and our customers. As we move forward, our programming and Internet packaging, rate structure and price changes will be far more consistent, straightforward and understandable than what our customers have experienced in the past.

We look forward to working closely with all our subscribers to help them choose the best service package to meet their television-viewing, Web-surfing and pricing needs.

Should you have any questions or concerns about our planned changes or any issue related to our service in the community, please do not hesitate to call.

Sincerely,



Kevin Maguire
Vice President & General Manager

Enclosure

System	Program	Current Channel Location	New Channel Location	
Miami Beach:	Starz!	700	700	Now in Digital
	Black Starz!	701	701	Now in Digital
	Starz! Family	702	702	Now in Digital
	Starz! Cinema	703	703	Now in Digital
	Encore	750	750	Now in Digital
	Encore Westerns	751	751	Now in Digital
	Encore Mystery	752	752	Now in Digital
	Encore Love Stories	753	753	Now in Digital
	Encore True Stories	754	754	Now in Digital
	Encore Action	755	755	Now in Digital
	CCTV		397	Now in Digital
	ifc			No longer available
	Turner Classic Movies		206	Now in Digital

Limited	Limited Service	\$12.48	N/A	\$12.48	N/A
Value	Value Service	\$44.15	N/A	\$44.15	N/A
Bulk Select HBO/MAX	Digital Select	\$29.95	\$32.95	\$38.90	\$5.95
Bulk MVP	Digital MVP	\$39.95	\$43.95	\$46.90	\$2.95
Bulk Leadership (Gold)	Digital MVP+	\$44.95	\$46.90	\$46.90	N/A
Bulk MVP	Digital MVP	\$42.65	\$45.95	\$49.85	\$3.90
Bulk Leadership (Gold)	Digital MVP+	\$64.95	\$69.95	\$83.85	\$13.90
Access w/ HBO & Pipeline (Bronze) w/Modem	Digital Bronze	\$74.95	\$79.95	\$90.00	\$10.05
Premiere	Premiere	\$13.95	\$18.95	\$29.90	\$10.95
Preferred	Preferred	\$22.95	\$29.95	\$38.90	\$8.95
Premiere Silver	Premiere Silver	\$47.95	\$52.95	\$62.85	\$9.90
Premiere Gold	Premiere Gold	\$55.95	\$60.95	\$62.85	\$1.90
Preferred Silver	Preferred Silver	\$55.95	\$60.95	\$71.85	\$10.90
Preferred Gold	Preferred Gold	\$63.95	\$68.95	\$71.85	\$2.90
Access	Promo Access	\$44.95	\$49.95	\$51.10	\$1.15
HBO Access	Promo Access w/HBO	\$49.95	\$54.95	\$64.05	\$9.10
Complete Basic w/Bronze & Modem	Digital Complete Basic w/Bronze Pipeline	\$79.95	\$84.95	\$87.05	\$2.10
Complete Basic	Digital Complete Basic	\$57.95	\$61.10	\$61.10	N/A
Select HBO/MAX	Digital Select	\$69.95	\$74.95	\$83.05	\$8.10
MVP	Digital MVP	\$79.95	\$84.95	\$91.05	\$6.10
MVP (Old Leader Gold incl Modem)	Digital MVP w/Gold Leadership & Modem	\$99.95	\$104.95	\$128.00	\$23.05
Leadership	Leadership MVP	\$84.95	\$89.95	\$91.05	\$1.10
Leadership w/Gold and Modem	Leadership MVP w/Gold Leadership & Modem	\$104.95	\$109.95	\$128.00	\$18.05
MVP PREMIUM ONLY	MVP	\$26.95	\$29.95	\$29.95	N/A
Limited w/ Silver no modem	Basic w/Silver Pipeline	\$39.95	\$42.43	\$52.43	\$10.00
Bulk MVP	Digital MVP	\$29.95	\$33.95	\$46.90	\$12.95
Bulk MVP	Digital MVP	\$34.90	\$38.90	\$46.90	\$8.00
Bulk Leadership (Gold)	Digital MVP+	\$64.95	\$69.95	\$79.85	\$9.90
Access w/HBO	Digital Access	\$49.95	\$54.95	\$64.05	\$9.10
Access w/ HBO & Pipeline (Bronze) no Modem	Digital Bronze	\$69.90	\$74.90	\$86.00	\$11.10
Complete Basic	Digital Complete Basic	\$52.95	\$57.95	\$61.10	\$3.15
Complete Basic	Digital Complete Basic	\$47.95	\$61.10	\$61.10	N/A
Complete Basic	Digital Complete Basic	\$15.00	\$61.10	\$61.10	N/A
Select HBO/MAX	Digital Select	\$64.95	\$69.95	\$83.05	\$13.10
MVP	Digital MVP	\$74.95	\$79.95	\$91.05	\$11.10
MVP (Old Leader Gold incl Modem)	Digital MVP w/Gold Leadership & Modem	\$104.95	\$109.95	\$128.00	\$18.05
Leadership	Leadership MVP	\$79.95	\$84.95	\$91.05	\$6.10
Leadership w/Gold and Modem	Leadership MVP w/Gold Leadership & Modem	\$109.95	\$114.95	\$128.00	\$13.05
Leadership w/Gold and Modem	Leadership MVP w/Gold Leadership & Modem	\$104.95	\$109.95	\$128.00	\$18.05
Bulk Select Sho/TMC	Digital Select	\$29.95	\$29.90	\$29.90	N/A
Expanded Pipeline (Bronze) with modem	Standard Service	\$38.00	\$44.15	\$44.15	N/A
Expanded Pipeline (Bronze) with modem	Standard Service	\$69.95	\$70.10	\$70.10	N/A
Expanded Pipeline (Bronze)	Standard Service	\$59.95	\$66.10	\$66.10	N/A
BULK Digital Complete w/Bronze & Modem	Digital Complete w/Bronze Pipeline	\$43.70	\$42.90	\$42.90	N/A
BULK Digital Complete w/Bronze & Modem	Digital Complete w/Bronze Pipeline	\$39.95	\$42.90	\$42.90	N/A
Select Sho/TMC	Digital Select	\$69.95	\$74.05	\$74.05	N/A