

# 2008 ANNUAL REPORT TO THE COMMUNITY



Connecting people with technology and their communities for 30 years



*"I love my Time Warner Cable services. Every time I've called the company has been a pleasant experience."*

*– Smithville Customer*

Avila University football players and dance team members help present "Digital Phone smart fortwo Sweepstakes" prize

## Time Warner Cable nearly tripled the number of FREE HD channels in 2008!



On behalf of our 1,000 local employees, thanks for choosing Time Warner Cable. Because we **Think Customers 1st**, we're committed to continue enhancing our advanced fiber network and expanding the quality services we deliver to valued customers like you.

  
– Dan Wright, Group Vice President

### Expanding Your Programming Choices

- ▶ 2008 HD additions like USA, FX, Fox News, CNN, HGTV and Food Network.
- ▶ New Digital Cable choices, including Hallmark Movie Channel and Lifetime Movie Network.
- ▶ More FREE On Demand like Jayhawks On Demand and Primetime On Demand.

## committed to **HELPING** our communities

- ▶ Pledged \$185,000 to help United Way of Greater Kansas City.
- ▶ Volunteered thousands of hours for community projects and activities.
- ▶ Donated more than 5,800 pounds of food to Harvesters – enough for 4,600 meals.
- ▶ Contributed nearly \$9 million in cash and services to local charities and organizations in 2008.
- ▶ Helped thousands of area residents prepare for the Digital TV Transition through community events, inquiries and news coverage.

*“Support from generous partners like you helps us achieve milestones.”*

– Harvesters

Partnering with KCPT on DTV program/phone bank



*“As our city continues to grow, it is good to know that we can count on you as a committed community partner and friend.”*

– Olathe Mayor

## committed to **SHARING** with our communities

- ▶ FREE Cable and/or Road Runner to more than 500 area schools.
- ▶ Metro Sports Youth sporting events and broadcasting camps.

*“We appreciate the services you provide to our schools at no cost and consider you a valued partner.”*

– Lee’s Summit Educator



Entertaining Jiggle Jam crowds at Crown Center



Hanging March of Dimes March for Babies banner in Downtown Kansas City

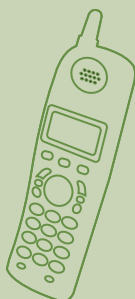


Sponsoring Road Runner Turbo Indy 300 at Kansas Speedway

## committed to **ENHANCING** our network

### A Better Choice in Home Phone Service

Unlimited local and long-distance calling plus popular calling features at no extra charge. Works with your existing phones and jacks.



### FREE Start Over – only from Time Warner Cable

Start Over™ lets you start over your favorite TV show up to the last minute of the program. On Disney, CMT, Turner Classic Movies and Fuel in 2008; more to come in 2009.



### Now Blazing Fast Internet Is Even Faster

Road Runner Turbo lets you surf the Web **up to 19 times faster** than basic DSL, **up to 350 times faster** than dial-up. New in 2008: FREE PowerBoost™ delivers a burst of download speed up to 22 Mbps.



# committed to ORIGINAL PROGRAMMING

- ▶ Covering area college and high school sports on Metro Sports (Channel 30), the only local all-sports channel. Metro Sports won a record seven Emmy Awards in 2008!
- ▶ Promoting area arts, education, government and news on KC OnDemand (Channel 113) and [www.kcondemand.com](http://www.kcondemand.com).

## Mentoring students through Time To Read



*"We are truly appreciative of the coverage you have given us. Metro Sports continues to provide a first-class product."*

*– Kansas City Coach*

## A Local Perspective

KU and MU fans and friends bought more than 1,000 copies of "Border War: Kansas vs. Missouri," and thousands more have watched the riveting Metro Sports documentary.



*"Congratulations on a truly awesome program... Thanks again for your hard work and wonderful tribute."*

*– Overland Park Customer*

In its highly acclaimed "CityBall" documentary, Metro Sports offers an emotional view of the sad state of Kansas City's Interscholastic League.



*"CityBall is a humbling look at life only about 20 minutes away...one that every high school athlete, parent and fan should watch."*

*– Shawnee Dispatch*



Sprucing up a Midtown safe house with United Way Day of Caring



Helping at Kids Day America in Shawnee



Winning a record seven Emmy Awards for Metro Sports

*"I had believed customer service was not what it used to be, but your Call Center rep gave me confidence that great customer service has returned."*

*– Leavenworth Customer*



Road Runner Turbo Indy 300

*"People seldom take the time to communicate when service is excellent, so I want to be sure you are aware of this tech's wonderful focus on customer service."*

*– Prairie Village Customer*

## committed to DELIVERING MORE

Expect more enhancements in 2009 and beyond.

- ▶ Even more FREE HD and other channels.
- ▶ FREE Start Over™ on more channels.
- ▶ Check voice mail via the Web.
- ▶ Even faster Internet speeds.
- ▶ Business Class to add PRI for enhanced voice communications.

## committed to the ENVIRONMENT

As part of the Climate Protection Partnership, Time Warner Cable and 130 other area businesses are working to reduce greenhouse gas emissions.



## committed to BUSINESS CUSTOMERS

Honored in 2008 as Ethernet Service Provider of the Year. Time Warner Cable Business Class delivers customized phone, video, security and data solutions to a growing number of area businesses.



*"I'd like to thank the folks at Time Warner Cable for a seamless transition from another service provider. Not only is our new service less expensive, but your customer service has been top-notch."*

*—Overland Park Customer*



Supporting KC Chalk & Walk Festival in the Crossroads District



Joining Relay for Life in Kearney and Kansas City



Hanging holiday decorations in Edwardsville



Feeding the hungry through Harvesters



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[www.timewarcable.com/kansascity](http://www.timewarcable.com/kansascity) • [www.kcondemand.com](http://www.kcondemand.com)

*Disclaimer: To receive all services, Digital Cable, remote and lease of an HD or HD DVR set-top box required. Some services are not available to CableCARD customers. Not all equipment supports all services. HD DVR, HD Movies On Demand and HD Premium Tier are optional services available for an incremental charge. HDTV set required for HD service. All services may not be available in all areas. Subject to change without notice. Some restrictions apply.*

## committed to PARTNERING with our communities

A special thank you to these communities that partnered with Time Warner Cable in 2008:

AVONDALE BELTON BONNER SPRINGS CLAYCOMO DE SOTO EDWARDSVILLE FAIRWAY FERRELVIEW FORT LEAVENWORTH GARDNER GLADSTONE GLENAIRE GRANDVIEW HOUSTON LAKE INDEPENDENCE KANSAS CITY KEARNEY LAKE LOTAWANA LAKE QUIVIRA LAKE WAUKOMIS LANSING LEAVENWORTH LEAWOOD LEE'S SUMMIT LENEXA LIBERTY LOCH LLOYD LONE JACK MERRIAM MISSION MISSION HILLS MISSION WOODS NORTH KANSAS CITY NORTHMOOR VILLAGE OF OAKS VILLAGE OF OAKVIEW VILLAGE OF OAKWOOD OAKWOOD PARK OLATHE OVERLAND PARK PARKVILLE PLATTE CITY PLATTE WOODS PLEASANT VALLEY PRAIRIE VILLAGE RICHARDS-GEBAUR RIVERSIDE ROELAND PARK SHAWNEE SMITHVILLE TRACY WEATHERBY LAKE WESTON WESTWOOD WESTWOOD HILLS CASS COUNTY CLAY COUNTY JACKSON COUNTY JOHNSON COUNTY LEAVENWORTH COUNTY PLATTE COUNTY WYANDOTTE COUNTY