



9 Apple Road • Belmont, NH 03220 • (800) 952-1001 • www.MetroCast.com

July 20, 2010

Town of Center Harbor
Richard Drenkhan, Chairman of the Board
P.O. Box 140
Center Harbor, NH 03226

Dear Board of Selectmen;

Enclosed for your review is a full summary report (Cable Annual Report) detailing the current status of the cable television system in the Town of Center Harbor. This report is provided on an annual basis to all franchised systems.

Please feel free to contact me with any questions or comments. I can be reached at your convenience at (603) 527-3636, or via e-mail at jdrapeau@metrocast.com.

Sincerely;

Jeff Drapeau
General Manager
9 Apple Road
Belmont, NH 03220



Town Of Center Harbor
Services & Rates
As of January 2010

Basic Tier	\$21.95/Month
Expanded Basic Tier (<i>Includes Basic Tier</i>)	\$58.95/Month
<i>Please see attached Channel Card</i>	

Digital Service:
(*Converter Required*)

Basic Digital Cable	\$8.95/ Month
<i>(Includes One Digital Home Terminal, Interactive Program Guide, Access to Video on Demand Channel 99, Access to Pay Per View, Access38 Digital Networks, 45 Digital Music Channels, 4 in 1 Remote</i>	

Digital Plus (<i>Includes Digital Basic</i>)	\$16.90/ Month
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Digital Equipment	
1 st Digital Converter	\$6.95 / Month
Additional Digital Converter	\$6.95 / Month
4 In 1 Remote Control-Purchase	\$10.95
Cable Card	\$2.95/ Month

High Definition	
HD Converter	\$11.95/Month
HD Ultra Tier	\$9.95/Month
DVR/HD Converter	\$16.95/ Month

Digital Premium Service	
<i>(Digital Basic package required)</i>	
Showtime	\$12.95/Month
HBO	\$14.95/ Month
Cinemax	\$9.95/ Month
Starz	\$12.95/ Month



Town Of Center Harbor
Services & Rates
As of January 2010

A la Carte Pricing

(Digital Converter Required)

Showtime	\$16.50
HBO	\$19.00
Cinemax	\$12.95
Starz/Encore	\$16.50

Pay-Per View

Pay-Per View Movies	\$3.99
Adult Pay-Per View Movies	\$10.95
MetroCast Events	Price varies by event

Video On Demand – VOD

Tune to Channel 99 to launch VOD application and user's interface.

HD	\$4.99
New Releases	\$3.99
Library	\$2.99
Adult	\$12.95

(Prices for some early releases or HD releases may vary)

High Speed Internet *DOCSIS cable modem required*

Residential:

MC Gamer Internet	\$69.95/ Month
Metrocast High Speed	\$43.95/ Month
MetroCast High Speed Basic	\$32.95/ Month
MetroCast Access Internet	\$21.95/Month
Modem Rental	\$2.95/Month
DOCSIS cable modem purchase	\$99.00

Business rate and speeds are available. Please call the Customer Service Department for details.



Town Of Center Harbor
Services & Rates
As of January 2010

Digital Phone

MetroCast Digital Phone**	\$44.95/Month
eMTA / Phone Modem	\$3.95/ Month
Additional Phone Line	\$12.95/ Month
Voicemail (2-5 accounts)	\$4.95/Month
Operator Assistance	\$1.00 per use
Directory Assistance	\$1.50 per use
Directory Listing	Free
Non Publishing Listing Rate	\$2.50/Month
Non Listed Rate	\$2.50/ Month
Primary Line activation (one time fee)	\$15.00
Additional Line activation (one time fee)	\$15.00
Moving, adding, changing service or phone number (one time fee)	\$15.00

VIP- Video Internet Phone package**

(Equipment not included/ converter & emta required)

VIP Starter	\$109.95/Month
VIP Basic	\$127.00/Month
VIP	\$134.95/Month
VIP Plus <i>(Includes Digital Plus)</i>	\$142.90/Month

****Phone prices vary based on the subscriber's MetroCast service package. Call Customer Service for details.**

Installation and Other Services:

Installation – for up to 4 outlets	\$40.00
Additional Outlet (over 4) same trip:	\$20.00
Additional Outlet after primary trip:	\$30.00
High Definition Installation:	\$49.95
Digital Video Recorder Installation:	\$49.95
High Speed Internet Installation:	\$99.95
Digital Phone Installation:	\$99.00
Service Call – 1 Hour Charge:	\$40.00
Returned Check Fee:	\$25.00
Collection at Door Fee:	\$25.00
Non Returned or Damaged Digital Terminal:	\$250.00
Non Returned or Damaged Cable Modem:	\$99.00
Non Returned or Damaged HD DCT:	\$350.00
Non Returned or Damaged DVR DCT:	\$575.00
Non Returned eMTA	\$130.00
Email Only	\$ 10.00
Voice Park	\$ 12.95
Seasonal Park	\$18.95



Town Of Center Harbor
Office Location & Hours
As of January 2010

Office Location: MetroCast
9 Apple Road
Belmont, NH 03220

Mailing Address: 9 Apple Road, Belmont, NH 03220

Office Hours: Monday – Friday Saturday
8:00am –6:30pm 8:00am-4:30pm

Technical Support Office Hours: Monday-Saturday 8:00am-5:00pm
Sunday - Closed
Technician on-call after Normal Business Hours

Customer Service Phone Numbers: 24/7 Customer Service Sales & Support
603-524-4425
800-952-1001

Internet Technical Support Phone Numbers:
Residential 800-608-6480
Business 800-608-6490



**Town Of Center Harbor
System Plant Information
As of December 31, 2009**

Headend Location: 9 Apple Road, Belmont, NH

Miles of New Cable Plant Constructed in 2009: .38

Total Miles of Cable Plant Constructed: 123.08

Dwelling Units Passed: 721

Number of Center Harbor Subscribers:

Economy Basic:	332
Expanded Basic:	295
Digital Basic:	162
Digital Plus:	45
HSD:	127