3 Pages Today

CableFAX Daily

Wednesday — July 23, 2008

What the Industry Reads First

Volume 19 / No. 141

Sneak Peek: CTAM Looks at Consumer Usage of All Things Cable

It's July. It's hot. It must be time for CTAM Summit. But wait! The marketing association took mercy on us and moved its big conference to Nov 9-11 in Boston. Still, some may feel like something's missing. July with no Summit? So, CTAM held a free Webcast Tues to tease us with new research. On the HD front, it was good to see that 45% of those surveyed in CTAM's Co-Op study said they make it a point to watch HD programs most of the time. The bad news? Of the 35% of respondents with HDTVs, only 41% subscribed to HD programming. CTAM also looked at how VOD usage has increased, with viewing of paid content climbing to 55% last year from 46% in '05. Viewing of free content jumped to 71% from 49% during that period. During the Webcast, CTAM chief Char Beales asked the panel of marketers/Summit speakers present if the VOD numbers were high enough. Consultant Lee Hunt said the much needed answer is improved search navigation, while Discovery vp, digital media distribution Rebecca Glashow talked up the importance of combining VOD with linear and doing it consistently so viewers will return to both platforms. One especially startling finding from the study: 68% of adults say they'd rather have a TV than the Internet, but only 34% of kids made the same choice. That stat led Hunt to muse that he worries about the day when kids want to get all their programming from video game consoles. "How does a Cablevision box or a Time Warner box compete with the coolness of an Xbox or Playstation?" he asked. But Glashow said the fragmented environment of the Internet would make it hard for someone using a game console to figure out what they want to watch. The CTAM study found that DVR ownership was up 11% to 33% in '07 from '05, leading to yet another discussion on how advertisers cope with the device. Hunt pointed to research suggesting that people who fast-forward through commercial breaks can actually recall a lot of the commercials. "It sort of makes sense. When you're fast-forwarding through a break, you're leaning in and paying a lot of attention," he said. Another DVR solution is to make your spots creative and entertaining, said Jonathan Hargis, Cablevision svp, marketing & advertising, pointing to a CVC triple-play commercial that's netted thousands of views on YouTube. -- Meanwhile, CTAM on Tues announced that Cammie Dunaway, evp, sales & marketing at **Nintendo**, will be a keynote at the Summit.

<u>Lobbying Shuffle:</u> NCTA was mum on reports that svp, govt relations *Steve Vest* will leave the trade group to fill a senior lobbying job at **Time Warner Inc**, as reported by our pal *Teddy Ballgame* late Tues. Official word is expected Wed.

On the Hill: US Telecom Assn svp Jonathan Banks was in the hot seat Tues as House telecom subcommittee chmn Ed Markey (D-MA) pondered why it supposedly takes telcos up to 4 days to port telephone numbers when voice customers switch to competitors like cable. He noted that the wireless divisions of the same telcos can port numbers within 2 hours. "It's all the same people," he said. "Why can't they figure out how to cut it down?" Banks said it usually doesn't take 4 days but added that wireless units' more modern systems are the "envy" of their wireline compatriots; Markey joked that slow porting was perhaps "revenge" directed at the wireless side for stealing wireline customers. Meanwhile, Comcast Cable



CABLEFAX DAILY (ISSN 1069-6644) is published daily by Access Intelligence, LLC ● www.cablefax.com ● fax:301/738-8453 ● Editor-in-Chief: Amy Maclean, 301/354-1760, amaclean@accessintel.com● Exec Editor, Michael Grebb, 301/354-1790, mgrebb@accessintel.com ● Assoc Editor, Chad Heiges, 301/354-1828,cheiges@accessintel.com ● Asst VP, Ed Director,Seth Arenstein, 301/354-1782, sarenstein@accessintel.com ● Publisher: Debbie Vodenos, 240/753-5696, dvodenos@accessintel.com ● Advertising Mgr: Erica Gottlieb, 212/621-4612 ● Marketer: Doreen Price,301/354-1793,dprice@accessintel.com ● Marketing Director: Carol Bray, 301/354-1763, cbray@accessintel.com ● Prod: Joann Fato, 301/354-1681, cdaily@accessintel.com ● Diane Schwartz/VP and Group Publisher ● Paul Maxwell/Columnist.Subs/Client Services: 301/354-2101, fax 301/309-3847 ● Group Subs: Angela Gardner, 757/531-1369, cfaxgroupsub@accessintel.com

svp/gm, voice services *Cathy Avgiris* said slow number porting is one of many telco tactics, arguing that "as more consumers choose Comcast, the incumbents become more creative in developing roadblocks to competition." Also at the hearing was plenty of wonky talk about streamlining the **FCC** forebearance rules, a primary goal of Markey's bill.

<u>Advertising:</u> Impulse buyers beware! **TiVo** teamed up with **Amazon** to allow customers to purchase products from Amazon.com using their TiVo remotes. Advertisers will be able to market products sold through Amazon on any broadcast/cable network, a show or via any of TiVo's interactive ad features. For example, if a guest on **Comedy Central**'s "Daily Show" has a book, a customer could purchase it on Amazon using their remote, whether the show was live or recorded.

<u>Network Management</u>: Comcast in an FCC filing accused Free Press of making inaccurate allegations about the MSO's network management. Comcast said current practices manage less than 10% of P2P uploads, with only 6-7% of customers use P2P applications in an average week. "Comcast's network management practices are not discriminatory and are entirely agnostic as to the content being transmitted, where it is being sent from or to, or the identity of the sender or receiver," the MSO told the FCC, saying its service agreements have always disclosed that it managed the network.

<u>Carriage</u>: Time Warner Cable Brooklyn, Queens and Staten Island will get 4 new HD channels on Wed: **Biography HD**, Starz Edge HD, Starz Kids & Family HD and Starz Comedy HD. DTV en Espanol customers will now get Ecuavisa, Telemicro and WAPA America. Soccer net GOL TV will be available to customers Aug 6. Later this month, the MSO will add a free "News & World" channel featuring CNN programming.

<u>In the States</u>: Comcast's the Platform will provide its online video management service to Time Warner Cable, aggregating and publishing video content and advertising for TW's Road Runner portal. -- WWE subsidiary WWE Films is changing its name to WWE Studios to better reflect projects under it (films, series and reality programming, etc).

<u>Ratings:</u> USA's Season 7 Fri premiere of "Monk" notched a 4.2 HH rating/5.6mln total viewers. "Psych" also returned for a new season Fri, scoring a 3.6 HH rating. USA had 5 original series on the air last week, including "In Plain Sight," which beat out ABC and CBS in its timeslot for 25-54s. The week's highest-rated cable telecast went to ESPN's Home Run Derby coverage Mon (6.4 HH rating), with TNT's "The Closer" once again drawing big numbers (6.2 HH rating). USA won the week (2.3 HH rating/2.25mln HHs), followed by Disney (1.9/1.8mln), TNT (1.8/1.77mln), ESPN (1.6/1.5mln), Nick at Nite (1.4/1.37mln) and Fox News (1.4/1.26mln). <u>Brag Book:</u> YES said its Yankees telecast ratings for the 1st half of the season are the highest ever for a NY-based RSN, averaging a 4.52 TV HH rating (435K total viewers) in the NY DMA.

<u>Marketing</u>: **IFC** launched a competition asking for original short films to interpret songs on McCoury Music's new album "Moneyland." Fans can submit films at www.LivinginMoneyLand.com. The winner gets exposure on IFC and IFC.com.

<u>DTV Doings:</u> CEA will give more than 100 digital converters to residents in long-term care facilities in Wilmington, NC, which transitions to all-digital broadcasting 5 months ahead of the Feb 17 nationwide conversion. The boxes, which will be for residents who don't subscribe to pay TV, are provided by CEA members **Best Buy**, **EchoStar** and **LG Electronics**.

<u>Internet Safety:</u> Cox held its 3rd annual summit on Internet safety in DC Tues, with 16 teens from Cox communities nationwide participating. This year's event focused on the behavior of tweens. A Cox survey of the age group found that 90% of tweens have used the Net by the time they are 9 years old. Most spend 1-2 hours/day online, but 1 out of 10 spend

You're selling a bundle. They're spending one.

Reach the fastest growing market for bundled services.

For more information contact Betsy Brightman 443 430 8944 or BBrightman@RL.TV



* Source: Simmons National Consumer Study Fall 2005 vs. Fall 2007. Read: "The number of Adults 55+ who have a cable modem at home has grown +45% in the last 2 years, while Adults 18-54 show only 24% growth in this area."

1.Nav

BUSINESS & FINANCE

more than 3 hours/day. Of the 28% of tweens who have been contacted online by a stranger, 18% didn't tell anyone about it and 11% have chatted with the unknown person. The tweens head to Capitol Hill Wed to meet with members of Congress.

Honors: Former NBC News DC bureau chief and MSNBC/CNBC contributor Tim Russert will receive a Lifetime Achievement award at the News & Documentary Emmy Awards, Sept 22. CBS' Bob Schieffer and PBS documentarian Ken Burns will also receive the honor.

On the Circuit: ESPN Radio's "Don't Give Up ESPYs V Foundation Auction" raised a record \$1.13mln for cancer research—up 323% from the 1st auction 4 years ago. -- Comcast and the Rock the Vote campaign have teamed up to encourage young people and minorities to vote in the upcoming presidential election. The partnership will involve the use of PSAs on Comcast's networks, as well as online material.

People: Cable in the Classroom's Frank Gallagher was recently appointed to the National PTA's board.

Business/Finance: S&P is maintaining a "buy" on Verizon shares. Ahead of the telco's full 2Q report next week, its majority owned Verizon Wireless announced that it added 1.5mln net subs in 2Q. That number likely keeps VZ as the industry leader in customer growth, S&P said.

Cal	bleFAX	Daily	y Stockwatch
Company	07/22		Company 07/2
· · · · · · · · · · · · · · · · · · ·	Close	Ch	Clos
BROADCASTERS/DBS/MMDS			ADC:
BRITISH SKY:	36.07	(0.57)	ADDVANTAGE:
DIRECTV:			ALCATEL LUCENT:
DISNEY:		` '	AMDOCS:
ECHOSTAR:			AMPHENOL:
GE:			APPLE:
HEARST-ARGYLE:			ARRIS GROUP:
ION MEDIA:			
NEWS CORP:			AVID TECH: BIGBAND:
NEWS CORF	14.41	0.06	BLNDER TONGUE:
MSOS			
CABLEVISION:	01.65	0.10	BROADCOM:
			C-COR:
CHARTER:			CISCO:
COMCAST:			COMMSCOPE:
COMCAST SPCL:			CONCURRENT:
GCI:			CONVERGYS:
KNOLOGY:			CSG SYSTEMS:
LIBERTY CAPITAL:			ECHOSTAR HOLDING:
LIBERTY ENTERTAINM	ENT: 23.96	(0.62)	GOOGLE:
LIBERTY GLOBAL:	29.52	(0.33)	HARMONIC:
LIBERTY INTERACTIVE	E: 13.88	0.39	JDSU:
MEDIACOM:	5.77	0.30	LEVEL 3:
ROGERS COMM:	42.97	0.00	MICROSOFT:
SHAW COMM:	22.42	(0.1)	MOTOROLA:
TELEWEST:	24.20	ò.oó	NDS:
TIME WARNER CABLE			NORTEL:
VIRGIN MEDIA:			OPENTV:
WASH POST:			PHILIPS:
W/(0111 0011		1.01	RENTRAK:
PROGRAMMING			SEACHANGE:
CBS:	17 30	0.53	SONY:
CROWN:			SPRINT NEXTEL:
DISCOVERY:			THOMAS & BETTS:
EW SCRIPPS:			TIVO:
GRUPO TELEVISA: INTERACTIVE CORP:	23.67	(0.23)	TOLLGRADE:
			UNIVERSAL ELEC:
LIBERTY:			VONAGE:
LODGENET:			WEBB SYS:
NEW FRONTIER:			WORLDGATE:
OUTDOOR:			YAHOO:
PLAYBOY:			
RHI:			TELCOS
SCRIPPS INTERACTIV	E:39.09	0.78	AT&T:
TIME WARNER:	14.51	0.15	QWEST:
UNIVISION:	36.23	0.00	VERIZON:
VALUEVISION:	3.15	0.06	
VIACOM:	29.88	0.16	MARKET INDICES
WWE:	16.62	0.43	DOW:11
			NASDAQ:2
TECHNOLOGY			
3COM:	1.97	0.00 l	

Company	07/22	1-Day
	Close	Ch
ADC:	13 37	0.24
ADDVANTAGE:		
ALCATEL LUCENT:		
AMDOCS:		
AMPHENOL:	49.35	(1.43)
APPLE:		
ARRIS GROUP:	9.01	(Ŧ. <i>Ľ1)</i>
AVID TECH:		
BIGBAND:		
BLNDER TONGUE:		
BROADCOM:		
C-COR:		
CISCO:		
COMMSCOPE:		
CONCURRENT:		
CONVERGYS:		
CSG SYSTEMS:		
ECHOSTAR HOLDING:	32.15	(0.06)
GOOGLE:		
HARMONIC:		(/
JDSU:		
LEVEL 3:		
MICROSOFT:		
MOTOROLA:		
NDS:		
NORTEL:		
OPENTV:		
PHILIPS:		
RENTRAK:	14.05	(0.03)
SEACHANGE:	6.99	0.08
SONY:	41.50	0.08
SPRINT NEXTEL:		
THOMAS & BETTS:	38.78	1.63
TIVO:	7.63	0.09
TOLLGRADE:	4.30	(0.2)
UNIVERSAL ELEC:	23.01	1.26
VONAGE:	1.59	0.02
WEBB SYS:	0.03	0.00
WORLDGATE:	0.30	0.00
YAHOO:	21.40	(0.27)
		(- /
TELCOS		
AT&T:	31.82	(0.01)
QWEST:		
VERIZON:		
		(5.77)
MARKET INDICES		
DOW:	11602 50	135 16
NASDAQ:		
I		

CableFAX Webinar

Wednesday, July 23, 2008 1:30-3:00 pm (ET)

High-Return Tactics for Building Customer Care, Loyalty & Brand Supremacy



Is customer care/customer service as we know it dead? We'll show you how to implement a customer experience management program and build brand loyalty (and revenue) that continues throughout a consumer's lifetime.

Register Now at Cable360.net/cfax/webinars

Charles Patti, Ph. D.

Senior Fellow, The Cable Center, University of Denver

Joanne Wolf

Director, Customer Care, Time Warner Cable

Pamela Clifton

President, RPM Frontline Solutions