

Cablefax Daily™

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What the Industry Reads First

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Forward Focus: Cable Center Looks to Make Impact on Industry's Future

The Cable Center is a rich, depository of cable history, to be sure. But the Center has also quietly led an industrywide charge to improve the customer experience for more than a decade through the James M. Cox Endowed Professorship in customer experience, the work of the Center's Senior Fellows and the work of Cable Center Customer Centric Consortium (C5). That Consortium, which includes execs from **Comcast, Cox, Mediacom, GCI, Cable ONE, Charter, Rogers, Liberty** and other ops, will gather at the Center's HQ next month for a fall meeting that has traditionally flown somewhat under the radar. "But it's growing," said Center pres/CEO *Jana Henthorn*. "We now have a pretty big international component, including companies from Argentina, Mexico and Brazil." In addition to learning from fellow members' successes and challenges at the gathering, the group will take a deeper look at companies outside the industry with subscription based services that rely heavily on call centers—**Charles Schwab** and cloud-based payroll and benefits firm **Gusto**. The longtime head of C5 is *Dr. Charles Patti*, the James M. Cox Professor of Customer Experience Management and Senior Fellow at The Cable Center and a Professor Emeritus at the University of Denver and Queensland University of Technology, Brisbane, Australia. "He is a magnificent facilitator... bringing the academic focus on customer experience and the outside the industry focus as well as the inside industry focus," Henthorn said. The Cable Center came to oversee C5 when it took over **CTAM's** Customer Care committee after Cox made its endowment to the Center in 2006. *Diane Christman*, the Center's svp, programs & development, said she thinks the Center's affiliation with the University of Denver was a key factor, noting that "one of the things we were able to bring to the table was the academic perspective." In fact, the Center underwrote and established an MBA concentration in customer experience management at the college in 2006. "At the time, it was the only place in the world you could get an MBA with a concentration in customer experience management," said Henthorn. In addition to C5, the Center is upping its year-old Intrapreneurship Academy to three sessions from two next year. Companies in the industry, such as Charter, **AMC Networks, Cisco** and **605**, recommend employees for the professional development program, which touches on all facets of the business. "It's resonating. This last session was oversubscribed, so we bumped up the numbers just a bit," said Henthorn. She wants to make sure the industry knows, however, that even as the Center steps up in new areas, it's still supporting its legacy

CONGRATULATIONS
TO ALL THE 2018
HONOREES!

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programs. "We are firmly behind the Cable Hall of Fame. We're so thrilled it now has a home in NYC," Henthorn said. "We are still doing our oral histories, and we still have our Barco library. All those things aren't going away. But when I came on as CEO in 2016, I knew we wanted to have some portion of our programs that were forward looking."

Go Your Own Way: Following in California's footsteps, Vermont is the latest state to come under fire for its attempts to restore rules rolled back by the **FCC's** Restoring Internet Freedom Order. **ACA**, **CTIA**, **USTelecom** and **NCTA** filed a joint lawsuit to challenge the state's Internet Bill and Executive Order No 2-18, both of which moved to restore net neutrality rules. "As the FCC has repeatedly recognized, Internet traffic flows freely between states, making it difficult or impossible for a provider to distinguish traffic moving within Vermont from traffic that crosses state borders," the ISPs said in the suit. Said ACA, CTIA, USTelecom and NCTA in a joint statement: "We oppose the actions in Vermont because states cannot use their spending and procurement authority to bypass federal laws they do not like. A 50-state patchwork approach threatens service for customers, hampers innovation and dampens investment in local communities, which is why Congress should adopt a permanent, enforceable, national framework to safeguard an open Internet for all Americans."

The Last Word: **AT&T's** last brief before its dispute with the **DOJ** heads to oral arguments made the case that the DOJ manipulated numbers to prove that the **AT&T-Time Warner** merger would lead to a large drop in competition. "In the crucible of litigation, DOJ's claims were exposed as both narrow and fragile," the brief read. "Relying primarily on a theoretical model that purports to simulate the bargaining dynamics between programmers and pay-TV distributors, DOJ sought to prove that the merger would likely cause two things to happen: (1) AT&T would charge its rival pay-TV distributors higher wholesale prices for certain Time Warner networks, and (2) rival distributors would in turn increase their retail prices by a collective amount greater than the price savings that millions of AT&T customers would enjoy as a result of the merger." After failing to prove its case in the initial trial, AT&T said the DOJ cannot prove that Judge Richard Leon made the wrong decision, pointing to factual findings made by the district court that rejected the assumptions that the DOJ made in its theory of net consumer harm on many levels. Oral arguments are scheduled to begin on Dec 6.

Saudi Showdown: **Fox Business Network** is the latest to pull out of next week's **Future Investment Initiative** in Saudi Arabia, withdrawing its sponsorship as many speculate the country's involvement in the death of the *Washington Post's* **Jamaj Khashoggi**. The network said in a statement it continued to seek an interview with *Crown Prince Mohammad bin Salman*. One player who hasn't taken back its investment in the country thus far is **WWE**, whose Nov 2 "Crown Jewel" event in Riyadh is still on. "We are currently monitoring the situation," WWE told **CFX**. *Sen Rich-*



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ard Blumenthal (D-CT) expressed in a radio interview with WCBS 880 that the Connecticut-based wrestling giant should rethink the event. "I would hope that WWE will recognize on its own a conscience and conviction if there is proof that Saudi officials approved and ordered this kind of killing," Blumenthal said.

Roku Slings: Roku users are getting an upgrade from **Sling TV**. Current customers will now see shows from services and Extras they don't subscribe to, allowing for easy upgrades directly from shows and sports.

Free Speech: Free Speech Week kicks off Monday and will run through Oct 28. Media orgs, schools, universities and community groups around the country will promote free speech throughout the week, with the goal of celebrating First Amendment rights. The week was created by **The Media Institute** 14 years ago, and the group emphasized that the week is non-partisan and non-political.

Ratings: The second ep of **BBC America's** "Doctor Who" saw a L+3 10% growth in A18-49 (780K), clocking 1.65mln total viewers. This is the first time the franchise grew from a season premiere since debuting on the net in 2010.

People: **CBS** named *Christina Spade* evp and CFO of CBS Corporation, effective immediately. She served as evp and CFO and strategy for **Showtime Networks** since Feb 2013.

Cablefax Dashboard

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Rob Stoddard
@CableGuy85

Following

Industry icon @IamDebraLee accepts #MickeyLeland Humanitarian Award from @NAMICNational. Congrats to a dear friend, visionary, trailblazer & fiercely effective #diversity advocate. "Continue fighting for change. We still have a long way to go." Amen. #CableDiversity #NAMICNow2018



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Following

If you're hiring the best person for the job and everyone in the room looks the same...you need to change your definition of the best. #RamonEscobar_ #NAMICNow18 #DiversityWeek #DoingDiversityRight

Up Ahead

October 22-25: Cable-Tec Expo 2018; Atlanta, GA

November 2: One Day Immersion in Media, Entertainment and Technology; NYC

November 8: Cablefax Program & Trailer Awards Gala; LA

November 13: 2018 Interactive Case Competition; NYC

November 15: Cablefax Most Powerful Women Luncheon

Research

> Most young men are frustrated that traditional sports are overloaded with marketing messages, choosing to watch highlights (55%) over full games (45%) for this reason.

> Ads in sports outside of football, basketball, baseball, hockey and soccer have not reached a tipping point. 69% of young men still say brands are welcome in non-traditional sports.

> 56% of Gen Z males feel that non-traditional sports are more relevant to their generation than traditional sports.

(Source: *Whistle Sports*)

Quotable

"You learn a lot along the way, but I think you need mentors, and in finding mentors you have to understand that there are actually two kinds of mentors and you need both. You have the supportive ones who pat you on the back and help you get through the day to day. And my dad was one of those. Then you have the challenging mentors, which are the ones that really help you navigate through business and life."

-- **Bonnie Hammer, NBCU Cable Entertainment chmn**, at the 2018 WICT Leadership Conference



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Awards Gala

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Sarah Barnett
President & GM
BBC America



Brad Schwartz
President
Pop

And the Trailer Category Winners!

2018 Upfront 'Feel It Still' - INSP
• **Top Network Sizzle Reel**

Lucha Underground - El Rey Network
• **Top Trailer**

Lodge 49 - AMC
• **Best Directing**

Bravo Brand Campaign - Couch, Robbery, Treadmill, Store - Bravo
• **Branded Network**

30 for 30 Podcasts: Bikram - ESPN Films
• **Documentary**

County Line - INSP Films
• **Drama**

Top Chef/Downsizing Integration - Bravo
• **Integrated / Cross-Platform Show/Series**

Mary Poppins - The Walt Disney Company
• **Most Creative / Surprising**

Suspiria - Amazon Studios
• **Most Intriguing / Mysterious**

Million Dollar Listing New York - Kid Edition - Bravo
• **Most Viral / Shareable**

Genius: Picasso - "Muses" and "Mark of Genius" - National Geographic
• **Movie / Mini-Series**

Castle Rock - Hulu
• **New Show / Series**

Below Deck Mediterranean 3: Launch - Captain Sandy - Bravo
• **Reality / Docu-Series**

Sharkfest - "Lochte" - Nat Geo WILD
• **Returning Show / Series**

Lucha Underground - El Rey Network
• **Sports**

Why BEAM? - CTV Beam
• **Technology**

ANNOUNCING THE CABLEFAX PROGRAM FINALISTS

PLATINUM CATEGORIES:

Best Program

- Better Call Saul - AMC
- Dear White People - Netflix
- Get Shorty - Epix
- Outlander - Starz
- Ozark - Netflix
- The Handmaid's Tale - Hulu

Best New Program

- Counterpart - Starz
- Killing Eve - BBC America
- One Strange Rock - National Geographic
- The Marvelous Mrs. Maisel - Amazon
- Vida - Starz

Best Mini-Series

- Manhunt: UNABOMBER - Discovery Channel
- The Girlfriend Experience - Starz

- The Long Road Home - National Geographic
- Will & Grace: Inside Stage 22 with Max & David - Squadron

Best Actor

- Antonio Banderas - Genius: Picasso - National Geographic
- Jason Bateman - Ozark - Netflix
- Benedict Cumberbatch - Patrick Melrose - Showtime
- Neil Patrick Harris - A Series of Unfortunate Events - Netflix
- Bob Odenkirk - Better Call Saul - AMC
- J.K. Simmons - Counterpart - Starz

Best Actress

- Shiri Appleby - Unreal - Lifetime/Hulu
- Rachel Brosnahan - The Marvelous Mrs. Maisel - Amazon

- Elisabeth Moss - The Handmaid's Tale - Hulu
- Thandi Newton - Westworld - HBO
- Sandra Oh - Killing Eve - BBC America

Best Showrunner

- Mikko Alanne - The Long Road Home - National Geographic
- Ken Biller - Genius: Picasso - National Geographic
- Rachel Bloom & Aline Brosh McKenna - Crazy Ex Girlfriend - The CW
- Stephen Hillenburg, Vincent Waller, Marc Ceccarelli, Jennie Monica - SpongeBob SquarePants - Nickelodeon
- Amy Sherman-Palladino - The Marvelous Mrs. Maisel - Amazon
- Phoebe Waller-Bridge - Killing Eve - BBC America

Register Today at www.CableFaxProgramAwards.com

Sponsorship & Advertising: Olivia Murray at omurray@accessintel.com | Questions: Mary-Lou French at mfrench@accessintel.com

BEST SHOW OR SERIES BY GENRE:

Best Actor – Animated

- H. John Benjamin - Archer - FX
- Judy Greer - Archer - FX
- Tom Kenny - SpongeBob SquarePants - Nickelodeon
- Scott Menville - Teen Titans Go - Cartoon Network

Best Actor – Comedy

- Kristin Bell - The Good Place - NBC
- Rachel Bloom - Crazy Ex-Girlfriend - The CW
- Alison Brie - GLOW - Netflix
- Bill Hader - Barry - HBO
- Rob McElhenney - It's Always Sunny in Philadelphia - FXX
- Catherine O'Hara - Schitt's Creek - Pop TV

Best Actor – Drama

- Caitiriona Balfe - Outlander - Starz
- Jodie Comer - Killing Eve - BBC America
- Michael McKean - Better Call Saul - AMC
- Brendan Gleeson - Mr. Mercedes - Audience Network
- Jeffrey Wright - Westworld - HBO

Best Actor/Performer – Music

- Sara Barielles - Jesus Christ Superstar Live in Concert - NBCUniversal
- Chris Diamantopoulos - A Christmas Story Live - Fox
- Brandon Victor Dixon - Jesus Christ Superstar Live in Concert - NBCUniversal
- John Legend - Jesus Christ Superstar Live in Concert - NBCUniversal
- Bruno Mars: 24K Magic Live at Apollo - CBS

Best Host - Animals/Nature

- Sir David Attenborough - Blue Planet II - BBC America
- Will Smith - One Strange Rock - National Geographic
- Jeremy Wade - River Monsters - Animal Planet

Best Host - Children's

- Liza Koshy - Double Dare - Nickelodeon
- Mo Rocca - The Henry Ford's Innovation Nation - Litton Entertainment

Best Host – Documentary

- Katie Couric - America Inside Out with Katie Couric - National Geographic
- Victoria Cruz - The Death and Life of Marsha P. Johnson - Netflix
- Nick Denton - Nobody Speak: Trials of the Free Press - Netflix
- Dr. Derek Muller - Vitamania - Curiosity Stream

Best Host - Family Friendly

- Guy Fieri - Diners, Drive-Ins and Dives - Food Network
- Chip & Joanna Gaines - Fixer Upper - HGTV
- Dr. Susan Kelleher - Dr. K's Exotic Animal ER - Nat Geo WILD
- Dr. Jan Pol - The Incredible Dr. Pol - Nat Geo WILD

Best Host – Reality

- Marcus Lemonis The Profit - CNBC
- Jay Leno - Jay Leno's Garage - CNBC
- Martha Stewart and Snoop Dog - Martha & Snoop's Potluck Dinner Party - MTV, VH1, LOGO

Best Host - Reality Competition / Game Show

- Alec Baldwin - The Match Game - ABC
- Anne Burrell - Worst Cooks in America - Food Network
- Cat Deeley - So You Think You Can Dance? - Fox
- RuPaul Charles - RuPaul's Drag Race - MTV, VH1, LOGO
- Ted Allen - Chopped - Food Network

Best Host – Sports

- Lee Corso, Rece Davis, Kirk Herbstreit, Desmond Howard, David Pollack and Maria Taylor - College Game Day - ESPN
- Mark DeRosa - MLB Network
- Mike Greenberg and Mike Golic - Mike & Mike - ESPN
- Ernie Johnson, Charles Barkley, Shaquille O'Neal and Kenny Smith - Inside the NBA - TNT

Best Host - Talk Shows

- Samantha Bee - Full Frontal with Samantha Bee - TBS
- Stephen Colbert - The Late Show with Stephen Colbert - CBS
- Jimmy Kimmel - Watch Jimmy Kimmel Live! - ABC
- John Oliver - Last Week Tonight with John Oliver - HBO
- Neil deGrasse Tyson - StarTalk with Neil deGrasse Tyson - National Geographic

BEST SHOW OR SERIES BY GENRE:

Best Show or Series - Animals/Nature

- 72 Dangerous Animals - Latin America - Netflix
- Mosquito - Discovery Channel
- One Strange Rock - National Geographic
- Savage Kingdom - Nat Geo WILD
- The Zoo - Animal Planet

Best Show or Series – Animated

- DuckTales - Disney Channel
- Teen Titans Go! - Cartoon Network
- The Wild Adventures of Blinky Bill - Kids Central
- Vic the Viking - Kids Central
- We Bare Bears - Cartoon Network

Best Show or Series - Children's (Over 12)

- Double Dare - Nickelodeon
- MasterChef Junior - Fox
- Play Ball - MLB Network
- Rock the Park - Litton Entertainment

Best Show or Series - Children's (Under 12)

- Nature Cat - PBS Kids
- SpongeBob SquarePants "The Legend of Boo-kini Bottom" - Nickelodeon
- The Wild Adventures of Blinky Bill - Kids Central

- Vampirina - Disney Junior
- YoYo - Kids Central

Best Show or Series – Comedy

- American Vandal - Netflix
- Schitt's Creek - Pop TV
- Search Party - TBS
- Thrillist's "Please Understand Me" on Facebook Watch - Group Nine Media

Best Show or Series - Comedy (Premium)

- Barry - HBO
- Get Shorty - EPIX
- Shameless - Showtime
- Smilf - Showtime
- Survivor's Remorse - Starz
- Vida - Starz

Best Show or Series – Documentary

- America Inside Out with Katie Couric - National Geographic
- Jane - National Geographic
- Rancher, Farmer, Fisherman - Discovery Channel
- Spielberg - HBO

Best Show or Series - Documentary (Sports)

- 30 for 30 Podcasts: Bikram - ESPN Films
- MLB Network Presents: Billy - MLB Network

- Mr Basketball 2017: Mark Smith - Comcast - CN100

Best Show or Series - Drama

- Animal Kingdom - TNT
- Better Call Saul - AMC
- Chicago Med - Wolf Entertainment & Universal Television
- Claws - TNT
- Killing Eve - BBC America

Best Show or Series - Drama (Premium)

- Billions - Showtime
- Counterpart - Starz
- Outlander - Starz
- Westworld - HBO

Best Show or Series - Education / Instructional

- MythBusters - Science Channel
- The Henry Ford's Innovation Nation - Litton Entertainment
- Under the Sea with Key on Kids Central - Kids Central

Best Show or Series - Faith Based / Religious

- The Encounter - Pureflix
- Thou Shall Not - TV One
- When Calls the Heart - Crown Media Family Networks

Best Show or Series - Family Friendly

- A Series of Unfortunate Events - Netflix
- Finding Fido - Z Living
- Street Science - Science Channel
- The Cowboy Way - INSP
- The Incredible Dr. Pol - Nat Geo WILD
- Under the Sea with Key on Kids Central - Kids Central

Best Show or Series – Food

- Beat Bobby Flay - Food Network
- Diners, Drive-Ins and Dives - Food Network
- Martha & Snoop's Potluck Dinner Party - MTV, VH1, LOGO
- Ugly Delicious - Netflix
- Untapped VA - Cox Communications

Best Show or Series – Music

- A Christmas Story Live - Fox
- Jesus Christ Superstar Live in Concert - NBCUniversal
- Lip Sync Battle - Paramount Network
- Nashville - CMT
- Symphony for Our World - Nat Geo WILD

Best Show or Series - Public Affairs

- In Focus with Cheryl Wills - Spectrum News NY1
- Landmark Cases: Season 2 - C-SPAN
- PA Books - Pennsylvania Cable Network

Best Show or Series – Reality

- Born This Way - A&E
- Gold Rush - Discovery Channel
- Jeremy Wade's Mighty Rivers - Animal Planet
- Life Below Zero - National Geographic
- Martha & Snoop's Potluck Dinner Party - MTV, VH1, LOGO
- UP TV Expecting - UP Tv & Aspire

Best Show or Series - Reality Competition / Game Show

- American Ninja Warrior - NBC
- Chopped - Food Network
- Face Off - SyFy
- Nailed It! - Netflix
- RuPaul's Drag Race - MTV, VH1, LOGO
- The Challenge: Vendettas - MTV, VH1, LOGO

Best Show or Series - Regional Program

- Backstage Chicago: Blue Man Group - Comcast - CN100
- Backstage Chicago: Spamilton - Comcast - CN100
- Destination Virginia - Cox Communications
- Untapped VA - Cox Communications

Best Show or Series – Sports

- Breaking2 - National Geographic
- Inside Game of the Week - 4A Super-Sectionals - Comcast - CN100
- Lucha Underground - El Rey Network
- MLB Central - MLB Network

Best Show or Series - Talk Shows

- Couch Surfing - PeopleTV
- Full Frontal with Samantha Bee - TBS
- Home & Family - Crown Media Family Networks
- StarTalk with Neil deGrasse Tyson - National Geographic

Best Show or Series – Other

- Destination Virginia - Cox Communications
- Dian Fossey: Secrets in the Mist - National Geographic
- Diana: In Her Own Words - National Geographic
- First In Human - Discovery Channel

Best Branded Content

- Breaking2 - National Geographic
- Nerdist's The Impact of Black Panther - Beck Media
- Nerdist's Because Science: Could You Swing A Real Monster Hunter Sword? - Beck Media
- Spellslingers: Day[9] vs. Ari Stidham - Beck Media

Best Opening Sequence

- Copa Combate - Combate Americas
- Genius: Picasso - National Geographic
- Welcome to the Wayne - Opening Sequence - Nickelodeon

Mobile/Online & Short Form

WINNER Mobile/Online & Short Form – Comedy

- Odd Mom Out - Happy F'ing Mother's Day - Bravo

WINNER Mobile/Online & Short Form - News / Information

- The Rundown - E! Entertainment

WINNER Mobile/Online & Short Form - Podcast / Videocast

- 30 for 30 Podcasts: Bikram - ESPN Films

WINNER Best Video on Demand Program or Special

- Spotlight on the Finals - 3A & 4A Championships - Comcast - CN100

Best Online-Only/Mobile-Only Show

- Goo Ru Style - WE tv
- The Knit Show series - The Knit Show
- Thrillist's United States of Awesome, Season 1 - Thrillist

Mobile/Online & Short Form - Branded/Marketing Campaign/Advertising

- #SmartGirlsAsk With The Cast of Disney's A Wrinkle In Time - Smart Girls
- Bravo Upfront Fandom Reel 2018 - Bravo
- Comic-Con 2017: An FX Networks Experience - FX Networks
- What Makes YOU Like Moana? And #SmartGirlsAsk With Auli'i Cravalho - Smart Girls
- Xfinity Chicago Cubs Announcement - Comcast - CN100

Mobile/Online & Short Form - Children's / Family Friendly

- Disney Channel - Tsum Tsum
- Do You Even Food? - Food Network
- Naturally, Danny Seo - Litton Entertainment

Mobile/Online & Short Form - Educational / Instructional

- Face Forward - E! Entertainment
- Tastemade Recipes - Tastemade
- You're Doing It Wrong - Thrillist

Mobile/Online & Short Form - Online / Mobile Extras for a Linear Show

- Snowfall: How Crack Began - FX
- The Assassination of Gianni Versace: American Crime Story: America's Obsessions - FX
- The Cowboy Way Season 3: Fireside Chats - INSP

Mobile/Online & Short Form - Preview / Sneak Peek

- Bravo Spring Break Preview - RHNYC - Bravo
- FX Networks Presents - FX Networks

Mobile/Online & Short Form - Social / Viral

- Below Deck 5: Launch - U Can't Touch This - Bravo
- Million Dollar Listing New York - Kid Edition - Bravo
- One Strange Rock - Will Smith / ISS
- Instagram Chat - National Geographic
- The Cowboy Way Season 2: Booger & Jaclyn's Wedding - INSP

Mobile/Online & Short Form - VR / AR

- One Strange Rock ISS - National Geographic
- The Long Road Home VR: Memories of War - National Geographic