



Community Telecast, Inc.
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We Broadcast the Community!™

Community Telecast, Inc. (CTI22), [IRS 501 (c)(3)] has been the only broadcast cable television company in the metro Omaha area and within 18 states to focus on the community. For our general operations we receive NO tax support from the federal government, State of Nebraska, or local government. We are supported only through membership fees and donations.

July 22, 2011

Mayor Jim Suttle and Council Members

City of Omaha
1819 Farnam St., Ste LC-1
Omaha, NE 68183

Copy To: Council Members

Pete Festersen - District 1
Ben Gray - District 2
Chris Jerram - District 3

Garry Gerandt - District 4
Jean Stothert - District 5
Franklin Thompson - District 6
Thomas Mulligan - District 7

RE: COMPLAINT

Hello, Mayor Jim Suttle and Omaha City Council Members:

Yesterday, Thursday, July 21, 2011 CTI22 was off-the-air for approximately eleven-(11) hours, from 10:50 AM until 9:35 PM due to Cox's fiber optic failure.

You should know that CTI22 immediately contacted (by phone) Cox's business support and tech support but we were erroneously re-directed to secure assistance from Channel 109 (Public Access) or from other divisions within Cox. CTI22 called Cox and waited and called Cox and waited. For over two-(2) hours the only thing being broadcast on CTI22 was a black screen and extremely loud static. Eventually, at approximately 1:30 p.m., I notified John Barrett, Cox's Government Affairs Manager, of the problem, and within fifteen-(15) minutes I received a call from a network support tech who asked me about CTI22's "power outage," to which I responded, "CTI22 did not have a power outage. All of our equipment is operating correctly, and our signal is being transmitted to Cox. However, Cox is not broadcasting our transmission. Why?"

Approximately three hours after Cox stopped broadcasting CTI22's transmission the black screen was replaced with, "Please Stand by . . . Fiber Maintenance" is being performed. Then, eight-(8) hours later Cox was able to re-establish CTI22 fiber optic connection and our broadcast was resumed.

Question 1: Doesn't Cox monitor its own systems to determine if and where there's a break in its fiber optic network? If not, why not?

Question 2: Given the financial and political ramifications, do you think, do you really think that Cox would have allowed any of the local commercial stations (ABC, NBC, CBS, and FOX) to be off-the-air for approximately eleven-(11) hours?

Question 3: Shouldn't you expect Cox to give the same consideration to content that is being broadcast from and solely for the immediate benefit of the citizens of Omaha?

This complaint is being directed to you because, as you know, Cox seeks to abandon any association with the "legacy operation" of PEG channels, and as CTI22 documented in our 12-page report on May 10, 2011, the quality of service provided by Cox to CTI22 has not been consistent.

Have a great day!

Trip Reynolds
President/CEO

CTI22 is public-accessible to all of Omaha!

DID YOU KNOW? As reported in April 2010 to the Omaha City Council [<http://www.cti22.org/franchise.htm>], at any given time CTI22's broadcast audience ranges from 13% to 20% of Cox subscribers! CTI22 broadcasts more of the following content than all other metro area TV stations combined: public service announcements promoting metro Omaha community-based organizations, events, and businesses; more original programming involving elected officials; more original, Omaha-based programming for African-American, Latino, Native American, Asian, and other ethnic groups; and more original, Omaha-based religious programming.

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