



**OPEN MEETING**

**REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
MEDIA AND COMMUNICATIONS COMMITTEE\***

**Monday, October 17, 2022 - 1:30 p.m.  
Board Room / Virtual Meeting**

Laguna Woods Village owners/residents are welcome to participate in all open committee meetings and submit comments or questions regarding virtual meetings using one of two options:

1. Join the committee meeting via a Zoom link at <https://us06web.zoom.us/j/82817619487> or by calling 669-900-6833 Access Code: 828-1761-9487.
2. Submit comments or questions via email to [meeting@vmsinc.org](mailto:meeting@vmsinc.org) any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.

**NOTICE AND AGENDA**

THIS MEETING MAY BE RECORDED

1. Call to Order
2. Acknowledgment of Media
3. Approval of the Agenda
4. Approval of Meeting Report for September 19, 2022
5. Chair's Remarks
6. Member Comments

The comments of directors, staff, consultants or other guests during committee meetings are not comments of Golden Rain Foundation (GRF) and are only the speaker's opinions. The position of GRF is only that expressed in motions or resolutions which are adopted by the board of directors. Members may speak on subjects not on the agenda, but under this committee's jurisdiction. Member comments are limited to three minutes.

**Items for Discussion:**

7. Media and Communications Report – Eileen Paulin
8. Broadband Ad Hoc Committee Report – Eileen Paulin
9. Website Ad Hoc Committee Report – Eileen Paulin
10. Broadband Services Report – Eileen Paulin

**Items for Future Agendas:**

- TBD

**Concluding Business:**

- Committee Member Comments
- Date of Next Meeting: Monday, November 21, 2022, 1:30 p.m.
- Adjournment

\*A quorum of the GRF board or more may also be present at the meeting.

Joan Milliman, Chair  
Eileen Paulin, Staff Officer  
Telephone: 949-268-2020

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**OPEN MEETING**

**REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
MEDIA AND COMMUNICATIONS COMMITTEE**

**Monday, September 19, 2022 – 1:30 p.m.  
Board Room / Virtual Hybrid Meeting**

**REPORT**

**Members Present:** Chair Joan Milliman; Directors Neda Ardani, Maggie Blackwell, James Cook, Annie McCary, Juanita Skillman; Advisors Theresa Frost, Lynn Jarrett, Tom Nash, Lucy Parker; Alternates Debbie Dotson, Cris Prince

**Members Absent:** Director Ryna Rothberg

**Others Present:** Jim Hopkins, Richard Rader

**Staff Present:** Eileen Paulin, Ellyce Rothrock, Paul Ortiz, Susan Logan-McCracken

- 1. Call to Order**  
The meeting was called to order at 1:30 p.m. and a quorum was established by Chair Milliman.
- 2. Acknowledgement of Media**  
None present.
- 3. Approval of Agenda**  
Approved by unanimous consent.
- 4. Approval of Report for July 18, 2022**  
Approved by unanimous consent.
- 5. Chair's Remarks**  
Chair Milliman welcomed everyone in attendance.
- 6. Member Comments**  
Ms. Bonnie Tauber asked via email about the availability of the CW, MTV and VH1 channels.

Mr. Ortiz answered that the programming committee several years ago chose

not to finance VH1 and MTV channels in its contract with Viacom. The CW channel is part of KTLA and, due to fee increases, the committee decided not to continue its contract. KTLA is available for free via internet at KTLA.com and as an over-the-air channel that can be accessed with a digital antenna. Because KTLA is not a member of NCTC, the committee would need to negotiate with the network directly if the committee chooses to finance the channel. A discussion ensued.

Ms. Mary Wall suggested selling the Village television station to avoid paying franchise tax fees and so members could choose their own programming.

Director Cook answered that everyone can get their own programming, but it probably wouldn't be as cost-effective.

### **Items for Discussion**

#### **7. Media and Communications Report – Eileen Paulin**

Ms. Paulin highlighted from the Media and Communications Activities Report:

- Docent tours are going great.
- Flyers and email blasts went out for various departments
- Website traffic remains strong.
- The meetings at the Village gates are vital.

Director Skillman asked about Saturday docent tours. Ms. Rothrock stated new docents need to get up to speed before leading Saturday tours, which have a different dynamic.

#### **8. Broadband Ad Hoc Committee Report – Eileen Paulin**

Ms. Paulin discussed the upcoming meeting on Thursday, September 22, which will include a tour of the headend facility, followed by an industry orientation in the Sycamore Room.

#### **9. VMS Communications Focus Groups – Eileen Paulin**

Ms. Paulin reported on four focus groups that took place Thursday, Sept. 15 and Friday, Sept. 16 with Village residents on how they get their information and what platforms they use. Two more focus groups are scheduled for Monday, Oct. 3. She recommended that the focus group facilitator present the report at the all-boards training Nov. 18.

#### **10. Website Ad Hoc Committee Report – Ellyce Rothrock**

Ms. Rothrock discussed nine vendor candidates and next step of sending RFP to the top choice and two runners up. The committee is reviewing the wireframing before the next meeting on Oct. 17 in the Sycamore Room.

Director Skillman asked if the current website would go down before the new website goes live. Ms. Paulin stated the new website would live on a development site before it is ready to go live. The current website will not go

down until the new one is ready.

**11. Broadband Services Report – Paul Ortiz**

Mr. Ortiz presented:

- 2022 Cable TV Network Operation second quarter report
- 2022 Broadband Services Operation second quarter report
- Expiring programming contracts report
- Programming contracts forecast report
- Broadband subscriber count report
- Village Television subscribers for July and August
- Internet subscriber second quarter report

He announced the recent rebranding of NCTC from the National Cable TV Cooperative to the National Content and Technology Cooperative.

He shared information about the NextGen TV service that is available to viewers in most markets for free with an HD antenna and NextGen television.

**Items for Future Agendas**

Status of expanding docent tours to Saturdays

**Concluding Business**

**Committee Member Comments**

Advisor Parker suggested a “What’s Up in the Village” TV6 program based on the weekly Friday e-newsletter. A discussion ensued.

Director Skillman suggested having committee meeting reports featured on Village Television.

Advisor Jarrett stated today's meeting was excellent.

Director Blackwell discussed the search for United Mutual investor advisors.

Director Dotson stated she and Mr. Ortiz will talk about the rapid changes in technology on an upcoming “Let’s Talk Tech” Village Television show.

Director Ardani stated the meeting was great as usual.

Advisor Nash suggested a calendar feature in addition to committee meetings and more news for Village Television.

Chair Milliman discussed the upcoming Village board elections. Joan: candidates for election are not in the Globe, Eileen: editor of the Globe is responsible; Juanita: Catherine said we offered, but Globe said they didn’t want it.

Ms. Paulin discussed the upcoming Broadband Ad Hoc Committee meetings.

Mr. Ortiz discussed “Meet the Candidates” on TV6 and presented a new handout of

Golden Rain Foundation of Laguna Woods  
Media and Communications Committee  
October 17, 2022

residents' frequently asked questions regarding their cable television programming.

**Date of Next Meeting – Monday, October 17, 2022, at 1:30 p.m.**  
**Adjournment**

Chair Milliman adjourned the meeting at 2:50 p.m.



Joan Milliman, Chair  
Media and Communications Committee



## STAFF REPORT

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**DATE:** October 17, 2022  
**FOR:** GRF Media and Communications Committee  
**SUBJECT:** Media and Communications Activities Report – September 2022

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### **RECOMMENDATION**

Review Media and Communications Report.

### **BACKGROUND**

Media and Communications staff prepares a monthly report for MACC. This report includes, but is not limited to, Media and Communications activities, communications projects, website management, analytics, docent tours, new resident orientations and more.

### **DISCUSSION**

The website is an ever-evolving information hub updated daily via input from all departments, residents and clubs. Media and Communications maintains webmaster duties by writing, editing and posting content, which includes, but is not limited to, governance, news, club news, club updates, training, activities and calendars.

Media and Communications staff also continues to proactively engage, inform and share vital information with residents. The attached report presents engagement efforts through the iContact direct email service, through which flyers, newsletters and other tools are used to disseminate news and information. The average open and click rates illustrate interest and engagement in the content disseminated.

Workflow continues to be managed through the online project management system, Trello, which tracks work performed by staff and a freelance graphic artist, including deadlines, content, artwork, editing, fact checking, graphic design and distribution.

**Trello tracked 68 projects in September. Media and Communications subscribed 536 email addresses into iContact and posted 78 items to the website in September.**

The Office of the CEO and the Department of Media and Communications work together to handle **an average of 24 phone calls and 20 emails each day, totaling more than 500 calls and 400 emails per month.**

Regular publications completed by the Media and Communications team in September include:

- What's Up in the Village (Friday email blast): Five editions
- Weekly press releases for the Globe: Five weeks
- Third Mutual email blasts: Three editions
- Garden Center email blast: One edition
- Swimming pool update email blasts: Three editions

Media and Communications staff also maintains specific email lists for select recipients to allow for more targeted communication while reducing communication fatigue. Current specialized lists include pool users, golf cart owners, Garden Center plot holders and real estate professionals. When the financial packet was distributed, residents were encouraged to sign up for the email distribution list. Residents can choose specific communications and opt out of others they prefer not to receive. Media and Communications also sends email communications to VMS employees and directors on each of the boards.

Key messages that Media and Communications delivered in September include:

- Health and Wellness Expo Tomorrow
- Halloween Hoedown 2022
- More Time to Work Out
- Meet the Candidates (GRF board election)
- Choose a Different (Golf Cart) Path
- New Water Restrictions in Third Mutual
- Third Appoints Two New Representatives
- Buy NYE Tickets Now
- Oct. 17 Paint and Pour
- AARP Smart Driver Course
- Save the Date for Contractor Open House
- Calling All Third Mutual Board Candidates
- United 2022 Election Results
- Interim Recreation & Special Events Director Named
- Working to Boost Your Well-Being
- Tap Dance to Empowerment
- Cognitive Behavioral Therapy
- Seeking Investment Advisors
- Connect With Neighbors Over Ice Cream
- Manga, Manga!
- VMS Board Seeks Third Mutual Representative
- Call for GRF Board Candidates
- Linda Ronstadt Cover Tomorrow
- Recreation Continues to Offer Expanded Hours
- AARP Offers Smart Driver Refresher Course
- Village Bazaar Registration Starts Soon
- Grandparents Fun Day Is Tomorrow
- Recreation Announces More Expanded Hours



- Tonight's Aquadettes Aqua Follies Rescheduled
- Tree Trimming at Gate 1 on Monday
- Broadband Services FAQ
- AQMD Helps You Monitor Air Quality
- Heat Wave Through Monday Evening
- California Flexes to Conserve
- Space Oddity Now at PAC
- Labor Day Facility Hours, Bus Service
- Enjoy More of Clubhouse 7
- United's Supplemental Property Tax
- United Mutual to Hold a Second Town Hall
- Grandparents Fun Day Coming Sept. 10
- TV6 Weekly Featured Movies
- Village Meeting Calendar

Additionally, Media and Communications assisted other departments, staff, directors and outside agencies with the following projects in September:

- Organized, coordinated and hosted four resident focus groups in September and two resident focus groups in October
- Organized and held Laguna Woods Art Association art exhibit development meetings
- Scheduled 2023 new resident orientations and docent tours
- Produced GRF end-of-year PowerPoint presentation
- Produced Third end-of-year PowerPoint presentation
- Created Zumba Gold marketing materials for Recreation
- Created Kickboxing Self-Defense marketing materials for Recreation
- Created Paint and Pour flyers for Recreation
- Created full-page Health and Wellness Expo ad for the Globe for Recreation
- Produced ESL flyers for Recreation
- Created New Year's Eve flyers for Recreation
- Created Old Pros flyers for Recreation
- Produced Halloween Hoedown marketing materials for Recreation
- Produced Tap Fun With Laura Fremont marketing materials for Recreation
- Created Village Bazaar flyers for Recreation
- Produced VMS PowerPoint deck
- Created "This Day" PowerPoint deck for CEO
- Created PowerPoint deck for General Services director
- Worked on October/November Village Breeze
- Took photos for Employee Service Awards
- Edited, formatted and proofed various letters, notices and such for all departments
- Posted 12 resale documents for Third Mutual and United Mutual
- Posted various club events for Village clubs
- Posted weekly projected schedules for Landscaping Services
- Edited and posted Village Television programming and movie guides
- Created regular Facebook posts

- Created agenda, packet materials and report, and organized Media and Communications Committee meeting
- Created agenda and report, and organized Website Ad Hoc Committee meeting
- Planned, organized and created a binder of resources for six Broadband Ad Hoc Committee meetings
- Created numerous tennis court, fitness center and other signs for Recreation

Tasking completed by Village Television (TV6) in September:

- “This Day” live six days a week focused on Village updates with two rebroadcasts each day at 12:30 p.m. and 5 p.m.
- CEO/GM Siobhan Foster appeared on Village Television weekly
- The popular “Trading Post” aired Monday and Wednesday at 10 a.m. and 5:30 p.m.
- The message board was updated daily with important community information
- Movies for residents’ enjoyment were broadcast each Monday, Friday and Saturday with closed captioning
- The Village Television guide was posted online and program descriptions were included on the digital guides
- Special exercise classes for residents were broadcast daily
- Produced Equestrian Center and Garden Center features with Lisa Hart and VMS Staff
- Produced a number of City Council meetings for the City of Laguna Woods
- Produced a new “Did you Know?” show with Rebeca Gilad
- Produced a new dance show with Laura Fremont
- Produced three commercials for the cable network advertisers
- Produced 10 segments for the cable network advertisers
- Produced “Let’s Talk Tech” with Debbie Dotson, “Tales from the Woods, and “Writers & Readers”
- Produced over 25 hours of governance meetings
- Village Television broadcasts over 2,000 minutes of original content each month

**New Resident Orientations**

New resident orientations occur once a month for each mutual. These charts show the number of new residents in attendance year to date.

**United Mutual**

Date	Attendance	Director
Wednesday, January 12, 2022	CANCELED	
Friday, February 04, 2022	14	Pacella
Wednesday, March 9, 2022	21	Pacella
Friday, April 1, 2022	13	Pacella
Wednesday, May 11, 2022	20	Pacella
Friday, June 3, 2022	CANCELED	
Wednesday, July 13, 2022	28	Pacella
Friday, August 5, 2022	19	Pacella
Wednesday, September 7, 2022	17	Pacella
Friday, October 7, 2022		
Wednesday, November 9, 2022		
Friday, December 2, 2022		
	<b>132</b>	

**Third Mutual**

Date	Attendance	Director
Friday, January 21, 2022	12	Jarrett
Wednesday, February 16, 2022	10	Rane-Szostak
Friday, March 18, 2022	17	Mutchnick
Wednesday, April 20, 2022	15	McCary
Friday, May 20, 2022	9	Rane-Szostak
Wednesday, June 15, 2022	8	Laws
Friday, July 15, 2022	CANCELED	
Wednesday, August 17, 2022	29	McCary
Friday, September 16, 2022	18	Rane-Szostak
Wednesday, October 19, 2022		
Friday, November 18, 2022		
Wednesday, December 21, 2022		
	<b>118</b>	

**Docent Tours**

The Village docent tour program is offered as marketing outreach to prospective residents looking to learn more about the community. Tours are available to new residents who wish to become familiar with the community, amenities and history. The chart below shows the number of prospective residents who attended the docent tours in September.

Date	Attended
Thursday, September 1	18
Thursday, September 8	12
Thursday, September 22	17
Thursday, September 29 morning	14
Thursday, September 29 afternoon	11
<b>Total</b>	<b>72</b>

**FINANCIAL ANALYSIS**

**None**

**Prepared By:** Susan McCracken, Media and Communications Associate

**Reviewed By:** Eileen Paulin, Director of Media and Communications  
Ellyce Rothrock, Supervisor of Media and Communications  
Paul Ortiz, General Manager of Broadband Services

### Workflow Report, September 2022

Village Television	Media and Communications
Equestrian Center, Garden Center features w. Lisa Hart	Organized, planned and hosted six focus groups
"This Day" live six days a week with two rebroadcasts	Worked on October/November Village Breeze
CEO/GM Siobhan Foster on air weekly	9/1 docent tour
Trading Post on air Monday, Wednesday	9/8 docent tour
Message boards updated daily	9/22 docent tour
Movies Mondays, Fridays, Saturdays	9/29 morning docent tour
Produced new dance show with Laura Fremont	9/29 afternoon docent tour
TV6 guide, movies/meetings schedule	9/1 Globe press releases
Special daily exercise classes for residents	9/18 Globe press releases
Produced City Council meetings for the City	9/15 Globe press releases
Produced new Rebeca Gilad "Did You Know?" show	9/22 Globe press releases
Produced three commercials for cable advertisers	9/29 Globe press releases
Produced 10 segments for cable advertisers	9/2 Friday email blast
Produced "Let's Talk Tech" with Debbie Dotson	9/9 Friday email blast
Produced "Tales From the Woods" show	9/16 Friday email blast
Produced "Writers and Readers" show	9/23 Friday email blast
Produced over 25 hours of governance meetings	9/30 Friday email blast
Broadcasted over 2,000 minutes of original content	Email subscriber list maintenance
<b>Recreation</b>	Mail Village Breeze to residents nondelivered
Paint and Pour flyer	MACC activities report, agenda, minutes
Zumba Gold flyer	Website Ad Hoc Committee meeting
Kickboxing Self-Defense flyer	Broadband Ad Hoc Committee meeting, resources
Health & Wellness Expo ad and flyers	Proofing weekly board/committee meeting schedule
ESL flyers	Regular Facebook posting
New Year's Eve flyers	<b>Board Relations</b>
Old Pros flyers	GRF end-of-year PowerPoint presentation
Laguna Woods Art Association meetings	Third end-of-year PowerPoint presentation
Halloween Hoedown flyer	Three Third Mutual email blasts
Tap Fun With Laura Fremont	Worked on board director/advisor handbooks
Village bazaar flyers	9/7 United new resident orientation
Fitness Center signage	9/16 Third new resident orientation
Tennis courts signage	Scheduled 2023 new resident orientations/docent tours
Recreation webpage updates	VMS PowerPoint presentation for United Board
<b>Landscaping Services</b>	VMS PowerPoint presentation for Third Board
Weekly Landscape Maintenance Schedules	VMS PowerPoint presentation for GRF Board
<b>Maintenance &amp; Construction</b>	CEO Updates: GRF, Third, United
Manor Alterations Mutual Consent Application log	CEO correspondence
<b>General Services</b>	CEO TV6 PowerPoint decks
TV6 PowerPoint deck for director	<b>Webmaster</b>
<b>Human Resources</b>	Posted club events
Photographed Employee Service Awards	Updated club website information
<b>Information Services</b>	Met with and trained club webmasters
Posted monthly real estate sales reports	Posted 78 items to the website

### iContact Report, September 2022

Date	Title	Contact	Open	Clicks	No Info	Bounce	Smartphone	Tablet	Computer	Unsubscribe	Complain	
09/30/22	What's Up in the Village	17,055	46.96%	45.20%	52.64%	0.40%	34%	8%	58%	8	3	
09/30/22	Carport Cleaning Notice	1,582	70.48%	53.45%	26.11%	3.41%	35%	9%	57%	0	0	
09/30/22	Carport Cleaning Notice	905	75.14%	52.79%	22.65%	2.21%	47%	3%	50%	1	1	
09/28/22	From the President of Third: What Goes on During Executive Session Meetings	17,148	54.41%	40.69%	45.38%	0.20%	32%	8%	60%	7	2	
09/27/22	Water Supply at Garden Center 2 Restored	510	64.71%	0.00%	35.29%	0.00%	49%	13%	38%	0	0	
09/26/22	Water Supply at Garden Center 2 Temporarily Interrupted to Repair a Water Line	510	74.12%	0.00%	25.69%	0.20%	37%	12%	51%	0	0	
09/23/22	What's Up in the Village	17,070	50.26%	26.21%	49.33%	0.41%	29%	11%	60%	9	1	
09/16/22	What's Up in the Village	17,091	52.98%	30.48%	46.76%	0.26%	30%	8%	62%	9	2	
09/14/22	From the President of Third: Any Comments Regarding Resolutions Being Considered?	4,221	64.80%	3.51%	35.06%	0.14%	25%	7%	68%	1	1	
09/09/22	What's Up in the Village	17,103	54.11%	35.10%	45.69%	0.20%	31%	9%	60%	6	0	
09/07/22	From the President of Third: Several Open Board Director Positions	4,220	64.88%	1.21%	35.05%	0.07%	30%	11%	59%	4	1	
09/06/22	Pool 5 Reopens Tomorrow at 2 p.m.	216	61.57%	0.00%	38.43%	0.00%	61%	4%	36%	0	0	
09/04/22	Good News! Pool 5 Is Open	258	63.57%	0.00%	36.43%	0.00%	21%	23%	55%	0	0	
09/04/22	Pool 5 Closed Until Further Notice	258	70.16%	0.00%	29.84%	0.00%	41%	4%	55%	0	0	
09/02/22	What's Up in the Village	17,120	49.57%	42.62%	50.27%	0.15%	32%	10%	57%	11	5	
		<b>Total</b>		<b>Averages</b>							<b>Totals</b>	
		115,267	61.18%	22.08%	38.31%	0.51%	36%	9%	55%	56	16	

**STAFF REPORT**

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**DATE:** October 17, 2022  
**FOR:** Media and Communications Committee  
**SUBJECT:** Subscriber Counts

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**RECOMMENDATION**

Receive and file the report.

**BACKGROUND**

The Broadband Services Division oversees the operations of the community's fiber optic cable network, Village Television, Media Services 55, cable advertising and high-speed internet services.

**DISCUSSION**

*See attached.*

**Prepared By:** Paul Ortiz, Broadband Services General Manager  
**Reviewed By:** Eileen Paulin, Media and Communications Director  
Susan Logan-McCracken, Media and Communications Associate  
**Committee Routing:** Media and Communications Committee

**ATTACHMENT**

**Subscriber Counts, September 2022**

<b>Subscriber Counts</b>	<b>Sep-21</b>	<b>Oct-21</b>	<b>Nov-21</b>	<b>Dec-21</b>	<b>Jan-22</b>	<b>Feb-22</b>	<b>Mar-22</b>	<b>Apr-22</b>	<b>May-22</b>	<b>Jun-22</b>	<b>Jul-22</b>	<b>Aug-22</b>	<b>Sep-22</b>	<b>YOY</b>
Village TV YouTube	2,082	2,141	2,170	2,219	2,278	2,310	2,337	3,180	3,183	3,191	3,515	3,734	3,743	<b>44.38%</b>
<b>Broadband Services</b>														
DIGITAL Households	6,907	6,903	6,902	6,890	6,897	6,877	6,852	6,824	6,800	6,786	6,749	6,726	6,726	<b>-2.69%</b>
SERVICE CALLS	319	292	266	262	295	273	284	267	238	259	244	254	245	<b>-30.20%</b>
<b>Set-Top Boxes</b>														
HD Standard 062	1,428	1,411	1,401	1,402	1,407	1,413	1,419	1,424	1,427	1,423	1,424	1,424	1,421	<b>-0.49%</b>
DVR's 063	3,751	3,723	3,711	3,695	3,692	3,688	3,661	3,640	3,619	3,605	3,573	3,566	3,557	<b>-5.45%</b>
HD DTA's 064	1,474	1,491	1,493	1,481	1,462	1,444	1,426	1,410	1,396	1,379	1,362	1,338	1,327	<b>-11.08%</b>
TiVo MG2 065	606	619	632	644	666	666	674	675	689	704	714	716	725	<b>16.41%</b>
TiVo Qi3 067	433	442	451	460	474	474	478	480	486	497	501	504	509	<b>14.93%</b>
Cable Card 111	181	180	180	180	180	179	180	179	179	178	178	179	174	<b>-4.02%</b>
DTA-Digital to Analog 112	73	73	72	72	71	71	72	71	71	69	67	67	67	<b>-8.96%</b>
<b>Premium Movie Channels</b>														
Cinemax	107	107	106	104	102	98	94	93	93	92	91	89	86	<b>-24.42%</b>
HBO	727	724	706	698	688	684	675	670	662	654	647	648	639	<b>-13.77%</b>
Showtime	358	353	352	351	345	338	330	335	330	328	325	320	320	<b>-11.88%</b>
Starz/Encore	239	239	240	238	233	231	239	237	230	227	218	211	209	<b>-14.35%</b>
Playboy	16	17	17	16	16	15	15	15	15	15	15	14	15	<b>-6.67%</b>
<b>International Pay TV</b>														
TV Asia	<b>2</b>	2												<b>-100.00%</b>
CTI-Zhong Tian	12	12	12	12	12	12	12	12	12	13	13	13	13	<b>7.69%</b>
Fillipino Channel	26	25	25	25	24	23	23	24	25	25	26	27	27	<b>3.70%</b>
TV5 Monde	21	21	19	19	19	19	19	19	20	19	19	17	17	<b>-23.53%</b>
CCTV4	<b>8</b>	8												<b>-14.29%</b>
TVKorea	9	11	10	10	<b>9</b>	9								<b>-12.50%</b>
RAI Italia	12	12	11	12	13	14	12	12	12	12	11	11	11	<b>-9.09%</b>
TV Japan	60	60	60	61	60	60	60	60	59	59	59	60	59	<b>-1.69%</b>
<b>High Speed Internet</b>														
15Mbps/3Mbps	4320	4284	4265	4259	4247	4221	4191	4158	4129	4102	4069	4013	4024	<b>-7.36%</b>
30Mbps/3Mbps	2709	2735	2731	2751	2775	2784	2801	2815	2808	2804	2824	2828	2846	<b>4.81%</b>
50Mbps/5Mbps	1883	1886	1900	1929	1960	1990	1994	2008	2013	2013	2029	2046	2043	<b>7.83%</b>
100Mbps/10Mbps	1687	1716	1748	1789	1825	1851	1865	1880	1897	1920	1946	1967	1983	<b>14.93%</b>
<b>Internet Total</b>	<b>10,599</b>	<b>10,621</b>	<b>10,644</b>	<b>10,728</b>	<b>10,807</b>	<b>10,846</b>	<b>10,851</b>	<b>10,861</b>	<b>10,847</b>	<b>10,839</b>	<b>10,868</b>	<b>10,854</b>	<b>10,896</b>	<b>2.73%</b>