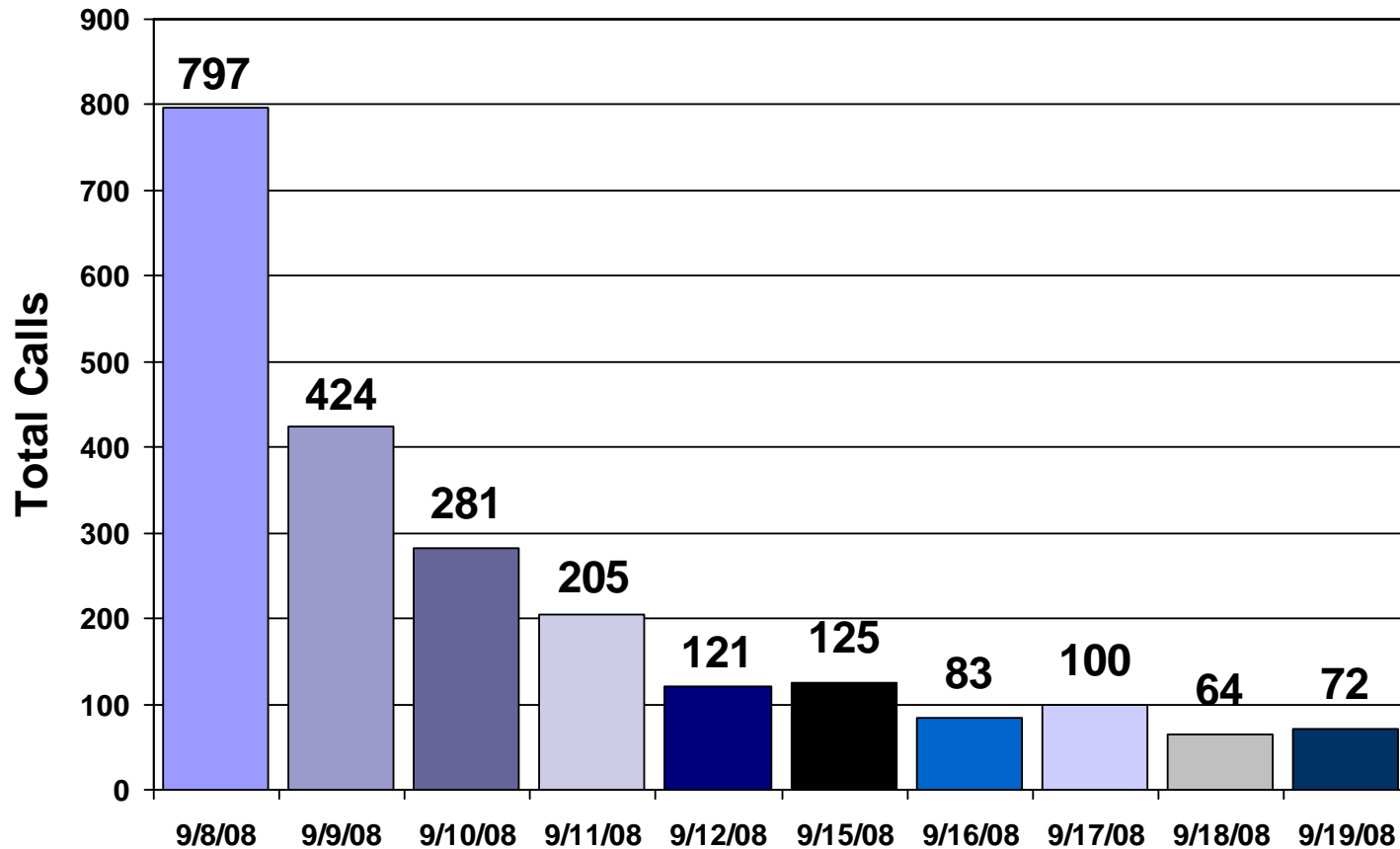
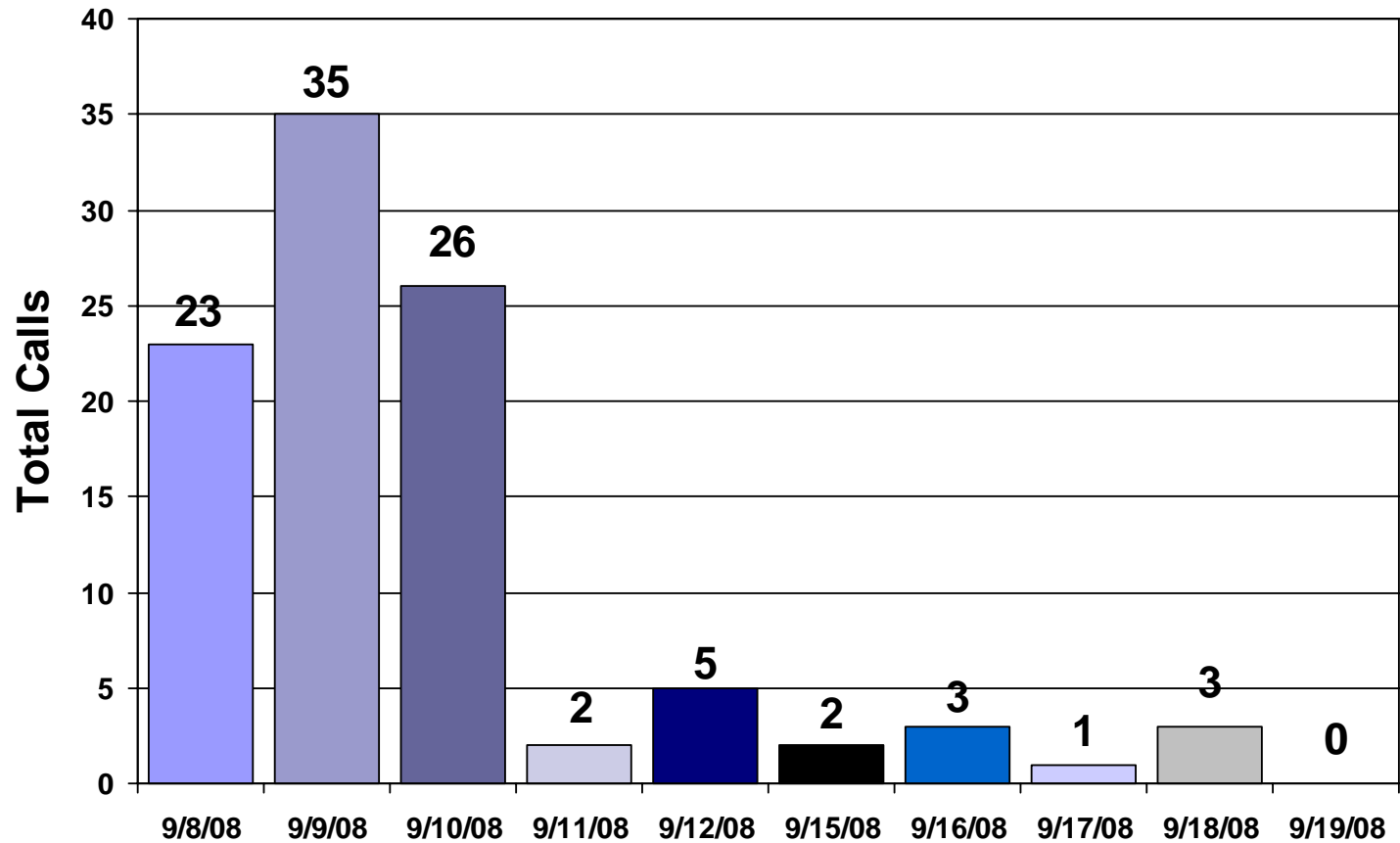


# Total Call Volume - Wilmington



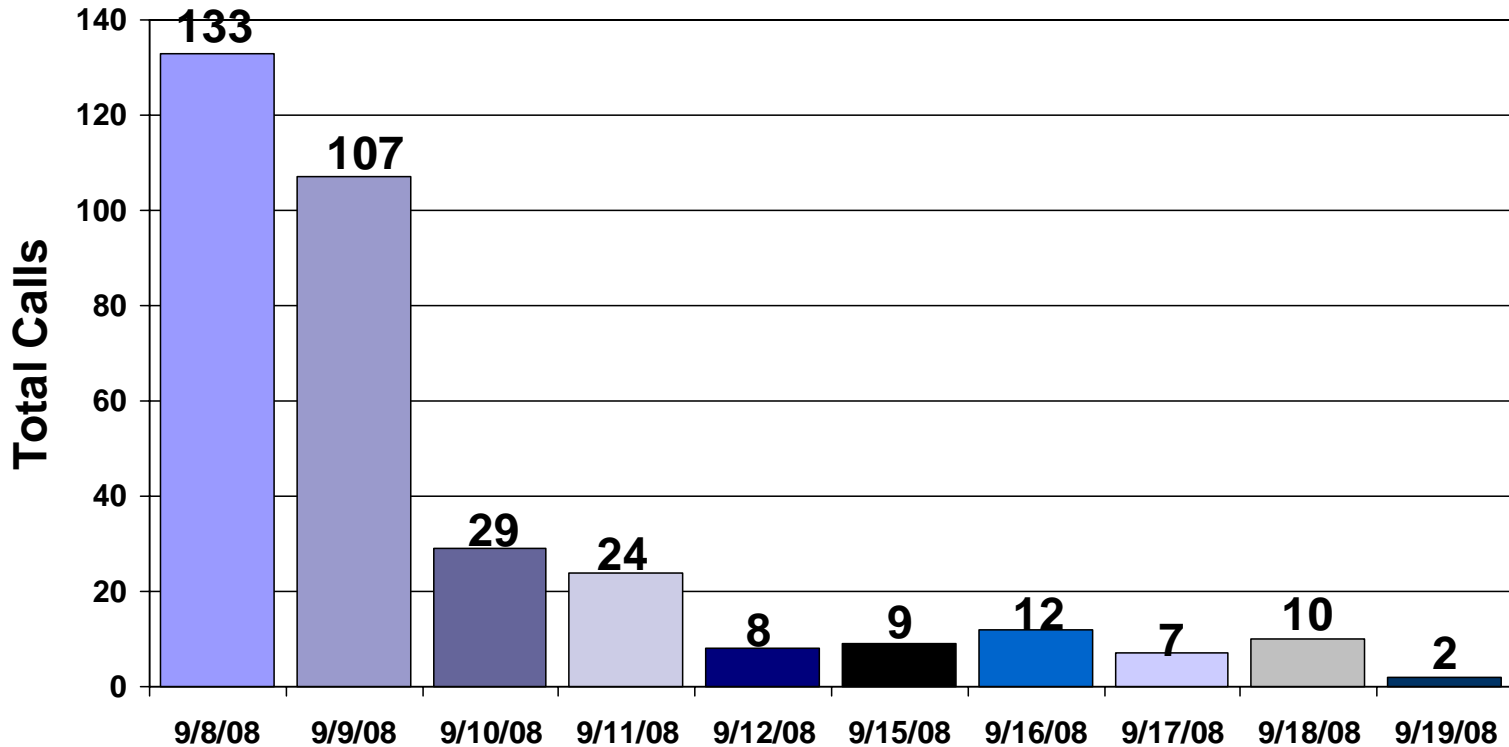
Total Calls – 2,272

# Consumers Who Were Not Aware of the Transition



Total Calls – 100

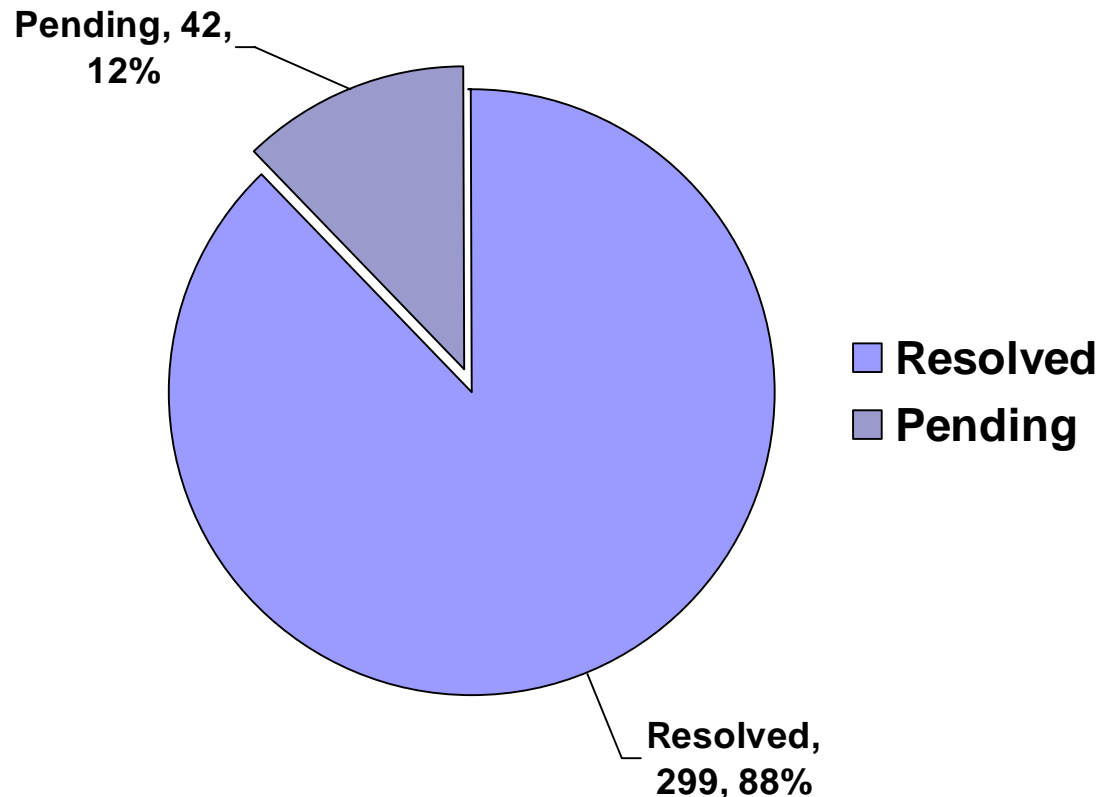
# Total Converter Box Issues



Total Calls = 341\*

\*The previously reported 9/8/08 figures were reduced by 28 cases when, upon further discussions with the affected consumers, the cases turned out to be channel 6/44 reception issues and not converter box problems.

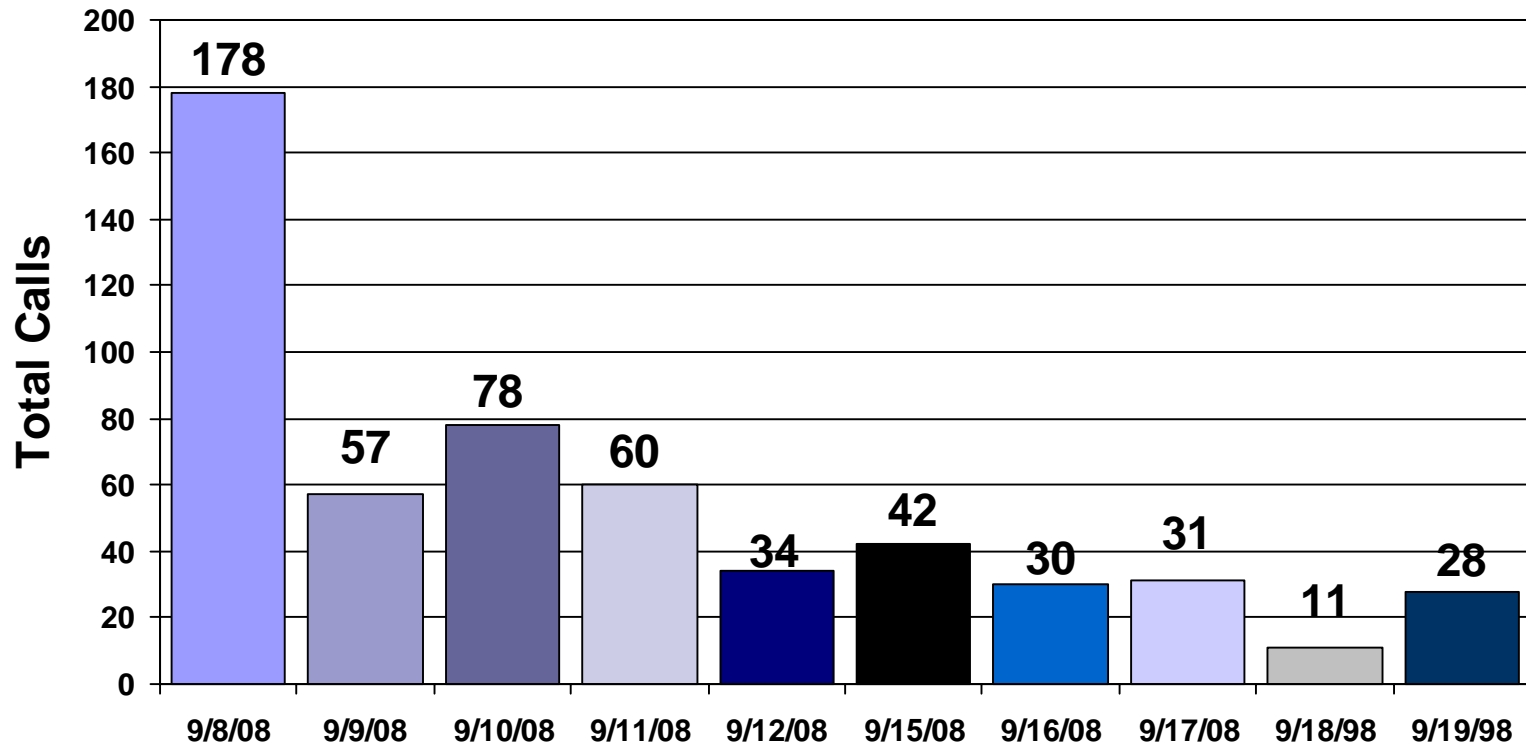
# Total Converter Box Issues



Total Calls =341\*

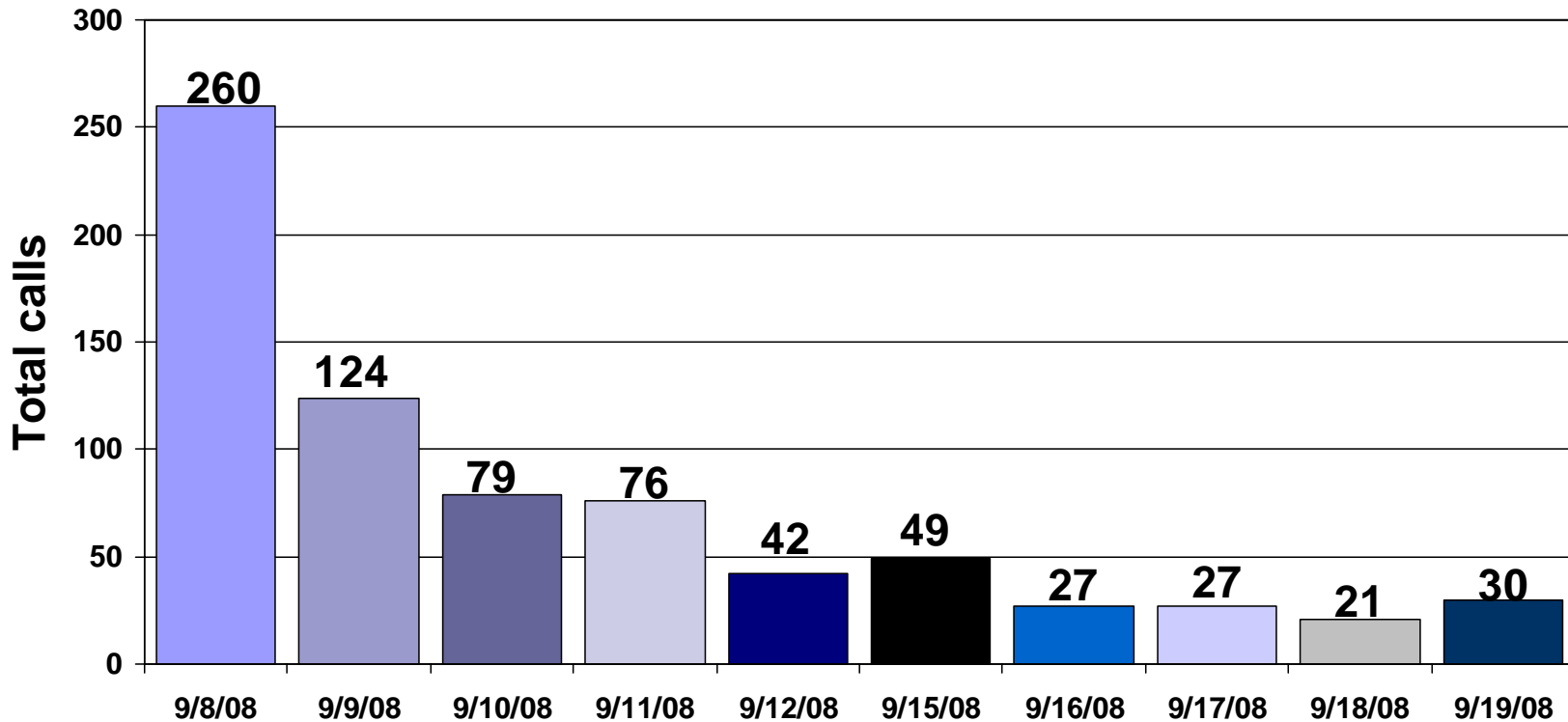
\*The previously reported pending cases were reduced by 28 when, upon further discussions with the affected consumers, the cases turned out to be channel 6/44 reception issues and not converter box problems.

# Total Antenna and Reception Issues



Total Calls = 549

# Channel 6/44 Reception Issues



Total Calls = 735\*

\*The previously reported 9/8/08 calls were increased by 28 when, upon further discussions with the affected consumers, the cases turned out to be channel 6/44 reception issues and not converter box problems.

**Wilmington, NC DTV Transition  
Overview of DTV Calls  
Wilmington, NC Transition Calls by Week  
Overview/Analysis of Wilmington Transition Test DTV Calls (adjusted)**

Category	Week 1	Week 2	Total
<b>CONSUMERS WHO WERE NOT AWARE OF THE TRANSITION</b>			
They were not aware of the switch to DTV	23	4	27
They were unaware of the correct transition date	26	1	27
They did not think the stations they watch would switch to digital	42	4	46
<b>Subtotal:</b>	<b>91</b>	<b>9</b>	<b>100</b>
<b>CONSUMERS WHO WERE AWARE BUT DID NOT ACT</b>			
They forgot to upgrade	56	5	61
They were unable to attain assistance to upgrade	11	0	11
They relied on another member of their household to upgrade	7	4	11
They waited too long to buy or set up a digital set or a converter box	70	9	79
They were out of town or too busy or knew they could do it later	19	5	24
<b>Subtotal:</b>	<b>163</b>	<b>23</b>	<b>186</b>
<b>CONSUMERS WHO HAD PROBLEMS WITH THE CONVERTER BOX COUPON PROGRAM</b>			
A coupon did not arrive in time	64	10	74
Wanted coupon or had not received coupon from NTIA	119	44	163
The retail store was out of boxes	2	0	2
<b>Subtotal:</b>	<b>185</b>	<b>54</b>	<b>239</b>
<b>CONSUMERS WHO HAD INITIAL DIFFICULTY WITH THEIR CONVERTER BOXES</b>			
Setting up converter boxes was too hard	57	14	71
They didn't understand the instructions for the digital set or the converter box	66	5	71
Their converter box "didn't work"	178	21	199
<b>Subtotal:</b>	<b>301*</b>	<b>40</b>	<b>341</b>
<b>CONSUMERS WHO HAD RECEPTION AND TECHNICAL PROBLEMS</b>			
Their antenna didn't work or they have no antenna or their antenna wasn't connected	114	39	153
Problem with channel or call sign	157	62	219
Weak or spotty signal	136	41	177
<b>Subtotal:</b>	<b>407</b>	<b>142</b>	<b>549</b>
<b>CONSUMERS COMPLAINING ABOUT NOT RECEIVING WILMINGTON SIGNALS</b>			
Problem with channel 6/44	581	154	735
<b>Subtotal:</b>	<b>581**</b>	<b>154</b>	<b>735</b>
<b>OTHER PROBLEMS</b>			
Satellite subscribers to Dish Network or Direct TV – did not subscribe to local package	53	18	71
They thought all their sets were hooked up to cable or satellite	22	3	25
They were waiting for cable or satellite installation	13	0	13
Wanted DTV consumer information sent to them	12	1	13
<b>Subtotal:</b>	<b>100</b>	<b>22</b>	<b>122</b>
<b>Total</b>	<b>1828</b>	<b>444</b>	<b>2272</b>

\*This number reflects the reduction of 28 calls previously reported as converter box problems that were subsequently determined to be channel 6/44 reception issues.

\*\*This number reflects an increase of 28 calls previously reported as converter box problems that were subsequently determined to be channel 6/44 reception issues.