



January 25, 2013

Dear Municipal Official,

We are writing to let you know about price changes going into effect on March 1, 2013 for our customers within your community. Our new pricing reflects dramatically higher programming costs, especially for local broadcast channels and sports programming, additional programming and features as well as investments in our network and customer service. In recent years, the cost of cable programming has grown at double the pace of the price of our TV services. If a customer is currently receiving a discounted promotional price for their services, that price will remain in effect for the duration of the promotional period. For customers whose bills will change, the average total bill increase is 2.6 percent. Below is a summary of the price changes:

Service	From	To
Broadcast Cable.....	\$ 15.95.....	\$ 17.99
Cable Programming Tier	\$ 56.00.....	\$ 57.00
Standard Cable	\$ 71.95.....	\$ 74.99
Get It All - Digital TV w/4 premium channels.....	\$ 193.45.....	\$ 196.45
Premium On Demand, Standard Internet & Home Phone Unlimited Nationwide		
Digital TV, Standard Internet and Home Phone Unlimited Nationwide	\$ 160.49.....	\$ 163.49
Digital TV, Lite Internet, Home Phone Unlimited Nationwide	\$ 138.18.....	\$ 141.18
Digital TV and Home Phone Unlimited Nationwide	\$ 119.49.....	\$ 122.49
Digital TV and Standard Internet	\$ 125.49.....	\$ 128.49
Digital TV	\$ 77.45.....	\$ 82.45
Digital box	\$ 6.46.....	\$ 5.84
Digital remote.....	\$ 0.36.....	\$ 0.36
Digital Tier.....	\$ 8.95.....	\$ 8.99
Cable Card.....	\$ 2.00.....	\$ 2.50

* All services not available in all areas.

For new video customers, we will be rolling out a Primary Equipment Package (PEP) which will cost \$8.99/month. This includes Converter, Remote and Interactive Guide.

New installation prices include:

- Triple Play from \$29.99 to \$34.99
- Double Play Increase from \$39.99 to \$44.99
- Professional Home Visits from \$29.99 to \$39.99
- Online installation fee: without recurring payment: \$29.99 and with recurring payment rate: \$19.99
- EZ Connect Rescue one time charge from \$29.99 to \$39.99
- EZ Connect kit ordered online used to be free, will be \$9.99

Please let me know if you have any questions.

Sincerely,

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Sincerely,

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