



It's that kind of experience.

July 29, 2011

Scott Newman
ICCA Cable Comm Coordinator
City of Royal Oak
211 S. Williams
Royal Oak MI 48067

Dear Mr. Newman:

I write this letter to inform you of a couple of changes in our WOW! channel line-up.

With our Digital Transition completed, we have enhanced our channel lineup to include more HD channels for WOW! customers to enjoy. In September 2011, we will also be launching more HD channels which will bring us well over 100 HD channels to offer WOW! customers.

Effective September 2nd, 2011, WOW! will discontinue carriage of the Tennis Channel, which is currently located in the Digital Variety Pak on channel 346. On September 2nd, 2011, WOW! will launch Horse Racing TV, HRTV, on channel 346. WOW! customer's will be notified of this change via bill message and Weather Channel crawl.

Also on August 1st, 2011, Retro – TV, channel 101, will change to Live Well, a home and health life style network. This change is the decision of WXYZ and affects all providers in the Detroit market. WOW! customer's will be notified via Weather Channel crawl and also a message on channel 101 will inform customers of the change.

Feel free to contact me if you have any questions.

Regards,

A handwritten signature in cursive script that reads "Kathy Armstead".

Kathy Armstead
Government and Customer Relations Manager