



November 30, 2009

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

Dear Mr. Newman,

WOW! continually reviews our programming lineup to ensure we meet the needs of our customers and business objectives. In order to deliver the additional HD programming requested by our customers, we must migrate a limited number of analog channels to digital. We are moving C-SPAN 2 to Digital Value and The Game Show Network to Digital Basic on December 29, 2009. This will free up much needed space to add HD programming in first quarter 2010.

As a result, customers that currently subscribe to Digital Value or Digital Basic will continue to receive the C-SPAN 2 and the Game Show Network through their digital service. Analog only customers will be required to upgrade to view these channels.

Customers will be notified via bill message in December 2009. If you have any questions, feel free to contact me at 248.677.9069.

Regards,

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

Kathy Kiste  
WOW! Internet Cable Phone  
Government and Customer Relations Manager