



June 11, 2010

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

Dear Mr. Newman,

When it comes to WOW! Internet Cable Phone, we want our customers to be worry free. Effective July 1, 2010, we are pleased to introduce our WOW! Service Protection Plan for just \$2.99 a month. The WOW! Service Protection Plan covers:

- Replacement and repair of inside wiring or replacement or repair of phone jacks
- Maintenance and replacement of WOW! equipment due to customer malfunction.
- Truck roll for a remote replacement
- Upgrade installation
- Pre-existing service or wiring problems.

Beginning August 3, 2010, a \$39.99 service charge may be assessed to a customer if WOW! determines the cause of the trouble is the customer responsibility. This may include, but is not limited to, problems due to inside wiring the customer may have installed or tampered with, customer owned equipment such as computers and televisions, and customer education.

WOW! values our customers and the Service Protection Plan is a great benefit. A WOW! customer would save \$4.11 by subscribing to the Service Protection Plan and paying \$35.88 over 12 months vs. paying for just one service call at \$39.99 during the year. The savings will increase if more than one service call is made during the year.

WOW! customers will be notified starting July 1, 2010 via bill message and The Weather Channel crawl.

Effective July 31st, the NFL Network will no longer be available on WOW! Digital Basic Cable. We were unable to reach terms with the NFL Network that we believed to be in the best interest of our customers. Consequently, there is no way for WOW! to reasonably continue carriage of the NFL network without hampering our ability to deliver services at a fair, competitive price and value.

WOW! customer's will be notified of this change beginning June 15th via Weather Channel crawl and bill message.

If you have any questions or concerns, feel free to contact me at 248.677.9069.

Regards,

A handwritten signature in black ink that reads "Kathy Kiste". The signature is fluid and cursive.

Kathy Kiste
Government and Customer Relations Manager