



November 10, 2009

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

Dear Mr. Newman,

As of January 1, 2010, a rate adjustment for WOW! Customers will go into effect. The cost of programming and operating costs continue to rise. I have listed below a few of the adjustments that will be taking place.

Service	Current Rate	Rate 01/01/10	Adjustment
Basic Cable	\$51.75	\$54.75	\$3.00
Senior Basic	\$46.58	\$49.28	\$2.70
Limited Basic	\$16.99	\$17.99	\$1.00
Digital Value	\$56.99	\$59.99	\$3.00
Digital Basic	\$69.99	\$72.99	\$3.00

Any customer that has a current bundle rate that is guaranteed until 2011 will not be affected.

I have enclosed a few of the customer notifications WOW! customers will receive. The notifications are customized to fit the services that they currently have. Customer notifications will begin to arrive in customer's home the week of November 24th.

WOW! Internet Cable Phone is pleased to announce we have been awarded the J.D. Power Award in the North Central Region for all three categories this year. WOW! is the only Cable, Internet, Phone provider to receive first place in all categories in 2009 for customer satisfaction.

If you have any questions, feel free to contact me.

Kathy Kiste
Government and Customer Relations Manager
WOW! Internet Cable Phone
248.677.9069



November 24, 2009

Dear WOW! Customer,

We manage our company operations as cost-efficiently as possible, while delivering the quality experience and customer service that you have come to depend on from WOW!. We know you expect to receive the highest value for every dollar spent with us, and we will continue to work smartly to deserve your business. Nonetheless, the cost of doing business – including the escalating fees we pay to programming networks – is continuing to rise. As a result, the monthly price for WOW! Basic Cable will change to \$54.75 beginning with your January 2010 billing statement.

How You Can Save:

Customers who save the most on their monthly household budget are those who bundle two or more WOW! services. WOW! Internet provides a high speed connection, five email addresses with protection from spam and known viruses, as well as your own WOW! Homepage. WOW! Essential Phone provides unlimited local calling and twelve calling features such as Caller ID, Call Waiting and 3-Way Calling. Enjoy the convenience of paying just one bill to a service provider you trust, while saving money with a price that's guaranteed until 2012. Switching your cable or phone service is easy. Please call us toll-free at 1-800-491-1419 for assistance in finding the most affordable option.

WOW! Money Saving Bundles	
Add WOW! Internet or Phone for Less Than \$6	
<i>Includes WOW! Basic Cable and Xcite 2Mbps Internet</i>	<i>Includes WOW! Basic Cable and Essential Phone</i>
\$59.99	\$59.99
Price Guaranteed until 2012	

At WOW!, we do our best to offset as much of the cost increases as we can in order to keep our prices fair and competitive. Each and every WOW! employee is dedicated to serving you and your family well, while managing costs responsibly.

If you have any questions or would like to learn more about our bundles, please call us toll-free at 1-800-491-1419. We recognize that you have a choice of providers and, on behalf of the entire WOW! family, I thank you for the opportunity to serve you.

Sincerely,

Colleen Abdoulah
Chief Executive Officer
WOW! Internet, Cable and Phone

Offer expires December 31, 2009 and is available to current customers who add a new product line. \$59.99 bundle includes any two of: Xcite 2Mbps Internet, Basic Cable or Essential Phone service. Bundle prices guaranteed until January 1, 2012. Price excludes taxes, fees, additional equipment and installation charges. You must lease a WOW! modem to receive certain services. Current modem lease rate is \$4.99 per month. Essential Phone is sold with a per minute long distance plan for all domestic long distance calls including calls to Canada. Bundle prices exclude additional charges incurred from domestic long distance and other rated calls. Phone service is not available if you lose your broadband connection and, in the event of a power outage, is available only for the duration of backup power sources. Actual Internet speeds may vary. Offers not valid with any other discount. Offers and services subject to change without notice. Please see WOW!'s complete terms and conditions or call WOW! for further information regarding services (including available 911 services) and offers. © 2009 WideOpenWest Finance, LLC. V3 FB ILM1



It's that kind of experience.

November 24, 2009

Dear WOW! Customer,

We manage our company operations as cost-efficiently as possible, while delivering the quality experience and customer service that you have come to depend on from WOW!. We know you expect to receive the highest value for every dollar spent with us, and we will continue to work smartly to deserve your business. Nonetheless, the cost of doing business – including the escalating fees we pay to programming networks – is continuing to rise. As a result, the monthly price for WOW! Limited Basic Cable will change to \$17.99 beginning with your January 2010 billing statement.

At WOW!, we do our best to offset as much of the cost increases as we can in order to keep our prices fair and competitive. Each and every WOW! employee is dedicated to serving you and your family well, while managing costs responsibly.

If you have any questions or would like to learn more about our bundles, please call us toll-free at 1-800-491-1419. We recognize that you have a choice of providers and, on behalf of the entire WOW! family, I thank you for the opportunity to serve you.

Sincerely,

A handwritten signature in black ink, appearing to read "Colleen Abdoulah".

Colleen Abdoulah
Chief Executive Officer
WOW! Internet, Cable and Phone



It's that kind of experience.

November 24, 2009

Dear WOW! Customer,

We manage our company operations as cost-efficiently as possible, while delivering the quality experience and customer service that you have come to depend on from WOW!. We know you expect to receive the highest value for every dollar spent with us, and we will continue to work smartly to deserve your business.

This is to inform you that the monthly price you pay to lease a cable modem will change to \$4.99 beginning with your January 2010 billing statement.

At WOW!, we do our best to manage costs in order to keep our prices fair and competitive. Each and every WOW! employee is dedicated to serving you and your family well, while managing costs responsibly.

If you have any questions or would like to learn more about our bundles, please call us toll-free at 1-800-491-1419. We recognize that you have a choice of providers and, on behalf of the entire WOW! family, I thank you for the opportunity to serve you.

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Colleen Abdoulah
Chief Executive Officer
WOW! Internet, Cable and Phone



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We manage our company operations as cost-efficiently as possible, while delivering the quality experience and customer service that you have come to depend on from WOW!. We know you expect to receive the highest value for every dollar spent with us, and we will continue to work smartly to deserve your business. Nonetheless, the cost of doing business – including the escalating fees we pay to programming networks – is continuing to rise. As a result, the monthly price for your WOW! Standard Bundle with Digital Basic Cable and High-Speed Internet will change beginning with your January 2010 billing statement. In addition, the price to lease a modem will be \$4.99 per month. Please refer to the chart below to identify your specific bundle and corresponding price.

WOW! Standard Bundle			
WOW! Digital Basic Cable with one standard digital receiver and Advanced 8Mbps High-Speed Internet	WOW! Digital Basic Cable with one standard digital receiver plus one Premium channel and Advanced 8Mbps High-Speed Internet	WOW! Digital Basic Cable with one standard digital receiver plus two Premium channels and Advanced 8Mbps High-Speed Internet	WOW! Digital Basic Cable with one standard digital receiver plus all Premium channels and Advanced 8Mbps High-Speed Internet
\$95.99	\$110.99	\$125.99	\$140.99

Premium channels include HBO, Cinemax and Showtime/The Movie Channel.

How You Can Save:

Customers who save the most on their monthly household budget are those who bundle cable television, Internet and home telephone services with WOW!. Call now and you can add WOW! Advanced Phone and receive all your bundled services for as little as \$114.99 a month. WOW! Advanced Phone provides unlimited local and nationwide calling and twelve calling features such as Caller ID, Call Waiting and 3-Way Calling. Enjoy the convenience of paying just one bill to a service provider you trust, while saving money with a price that's guaranteed until 2012. Switching your phone service is easy. Please call us toll-free at 1-800-491-1419 for assistance finding the most affordable option.

WOW! Money Saving Bundles	
WOW! Digital Basic Cable with one standard digital receiver, Xpress 8Mbps Internet and Advanced Phone with unlimited local and nationwide calling and popular features like Caller ID \$114.99 Price Guaranteed until 2012	WOW! Digital Basic Cable with one standard digital receiver, Xtreme 15Mbps Internet and Advanced Phone with unlimited local and nationwide calling and popular features like Caller ID \$124.99 Price Guaranteed until 2012

At WOW!, we do our best to offset as much of the cost increases as we can in order to keep our prices fair and competitive. Each and every WOW! employee is dedicated to serving you and your family well, while managing costs responsibly.

If you have any questions or would like to learn more about our bundles, please call us toll-free at 1-800-491-1419. We recognize that you have a choice of providers and, on behalf of the entire WOW! family, I thank you for the opportunity to serve you.

Sincerely,

Colleen Abdoulah
Chief Executive Officer
WOW! Internet, Cable and Phone

Advanced 8Mbps Internet no longer available for purchase. Offer expires December 31, 2009 and is available to current customers who add a new product line to their bundle. \$114.99 bundle includes Xpress 8Mbps Internet, Digital Basic Cable and Advanced Phone service. \$124.99 bundle includes Xtreme 15Mbps Internet, Digital Basic Cable and Advanced Phone service. Bundle prices guaranteed until January 1, 2012. Price excludes taxes, fees, additional equipment and installation charges. You must lease a WOW! standard digital receiver and modem to receive certain services. Current standard digital receiver lease rate is \$6.99 per month. Current modem lease rate is \$4.99 per month. Phone service is not available if you lose your broadband connection and, in the event of a power outage, is available only for the duration of backup power sources. Actual Internet speeds may vary. Offers not valid with any other discount. Offers and services subject to change without notice. Please see WOW!'s complete terms and conditions or call WOW! for further information regarding services (including available 911 services) and offers. © 2009 WideOpenWest Finance, LLC. V18 DB GT6.8A PREM



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November 24, 2009

Dear WOW! Customer,

We manage our company operations as cost-efficiently as possible, while delivering the quality experience and customer service that you have come to depend on from WOW!. We know you expect to receive the highest value for every dollar spent with us, and we will continue to work smartly to deserve your business. Nonetheless, the cost of doing business – including the escalating fees we pay to programming networks – is continuing to rise. As a result, the monthly price for WOW! Basic Cable at the senior rate will change to \$49.28 beginning with your January 2010 billing statement.

How You Can Save:

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WOW! Money Saving Bundles		
WOW! Flex Bundle	WOW! Choice Bundle	WOW! Complete Bundle
<i>Includes WOW! Basic Cable and choice of either Xcite 2Mbps Internet or Essential Phone with unlimited local calling and popular features</i> \$59.99	<i>Includes WOW! Basic Cable and choice of either Xpress 8Mbps Internet or Advanced Phone with unlimited nationwide calling and popular features</i> \$69.99	<i>Includes WOW! Basic Cable, Xcite 2Mbps Internet and Essential Phone with unlimited local calling and popular features</i> \$79.99
Price Guaranteed until 2012	Price Guaranteed until 2012	Price Guaranteed until 2012

At WOW!, we do our best to offset as much of the cost increases as we can in order to keep our prices fair and competitive. Each and every WOW! employee is dedicated to serving you and your family well, while managing costs responsibly.

If you have any questions or would like to learn more about our bundles, please call us toll-free at 1-800-491-1419. We recognize that you have a choice of providers and, on behalf of the entire WOW! family, I thank you for the opportunity to serve you.

Sincerely,

Colleen Abdoulah
Chief Executive Officer
WOW! Internet, Cable and Phone

Offer expires December 31, 2009 and is available to current customers who add a new product line. \$59.99 bundle includes any two of: Xcite 2Mbps Internet, Basic Cable or Essential Phone service. \$69.99 bundle includes any two of: Xpress 8Mbps Internet, Basic Cable or Advanced Phone service. \$79.99 bundle includes Xcite 2Mbps Internet, Basic Cable and Essential Phone service. Bundle prices guaranteed until January 1, 2012. Price excludes taxes, fees, additional equipment and installation charges. You must lease a WOW! modem to receive certain services. Current modem lease rate is \$4.99 per month. Essential Phone is sold with a per minute long distance plan for all domestic long distance calls including calls to Canada. Bundle prices exclude additional charges incurred from domestic long distance and other rated calls. Phone service is not available if you lose your broadband connection and, in the event of a power outage, is available only for the duration of backup power sources. Actual Internet speeds may vary. Offers not valid with any other discount. Offers and services subject to change without notice. Please see WOW!'s complete terms and conditions or call WOW! for further information regarding services (including available 911 services) and offers. © 2009 WideOpenWest Finance, LLC. V6 SRILM1