

May 19, 2008

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

Dear Mr. Newman:

In today's market, consumers continue to demand more and more digital cable and high definition programming (HDTV). As you know, during the past couple of years we have added a number of new digital and HDTV services. This was accomplished with "unused" bandwidth on the system. We have reached a point where it is necessary to evaluate our analog product services.

To meet the customer needs for additional digital and HDTV programming we must eliminate our remaining analog pay TV services. We will remove HBO, Showtime, Cinemax, TMC and Starz from the analog offering effective July 25, 2008. After this date, all premium channels will be available to customers only on our digital platform. The total number of Digital pay TV channels and the channel locations will remain the same.

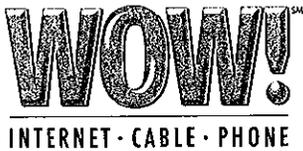
Any customer with an analog premium service will be contacted directly by WOW. Customers can elect to purchase Digital Pay TV or they will be automatically downgraded to a new bundle without these services. Any customer that doesn't take action will see a reduction of services and a corresponding reduction in cost.

If you have any question concerning this matter, please feel free to contact me at 248.677.9069.

Sincerely,

A handwritten signature in black ink that reads "Kathy Kiste". The signature is written in a cursive, flowing style.

Kathy Kiste
Government and Customer Relations Manager



May 28, 2008

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

Dear Mr. Newman,

Although our telephone service is not regulated by our cable franchise agreement, I want to inform you of changes that will impact WOW! Phone customers.

First, effective this month we include unlimited calls to Canada in our Advanced Phone package. This change was automatic and did not require any action by our customers and the change did not result in an increase in monthly rates.

Second, the State of Michigan recently amended the Emergency 9-1-1 Service Enabling Act. The revised act requires all telephone providers to collect a monthly statewide 9-1-1 fee along with a revised county 9-1-1 surcharge. Effective July 1, 2008, the following charges will itemized on customer bills:

- **State 9-1-1 Charge.** The statewide 9-1-1 surcharge is \$0.19 per month for each phone line provided to the customer. This fee will be remitted to the Michigan Department of Treasury.
- **County 9-1-1 Charge.** The county 9-1-1 surcharge has been assessed to all customers since we began providing services. The rates will change on July 1st and were determined by each individual County Board of Commissioners and approved by the state. This fee will be remitted to the local County.
- **9-1-1 Technical Charge.** The 9-1-1 Technical charge is \$0.06 per month and represents the actual cost WOW! incurs to provide 9-1-1 services to customers.

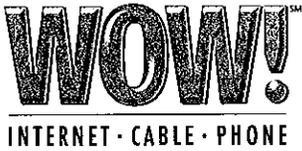
9-1-1 Fee Summary

County	Current 911 charges	Local 911 as of 07/01/08	State 911 as of 07/01/08	Technical recurring charge as of 07/01/08	Total 911 as of 07/01/08
Oakland	\$0.28	\$0.18	\$0.19	\$0.06	\$0.43
Wayne	\$0.80	\$0.34	\$0.19	\$0.06	\$0.59
Macomb	\$0.00	\$0.00	\$0.19	\$0.06	\$0.25

Customers will be notified of these charges in their June 2008 bill prior to the July 1, 2008 implementation. As always, if you have any questions or concerns, feel free to contact me at 248.677.9069

Sincerely,

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



June 23, 2008

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

Dear Mr. Newman,

Customer demand for digital programming and HDTV services continues to increase each and every year. In the past we have been able to meet these needs with unused bandwidth on our system.

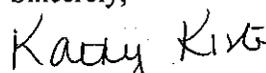
We have an extensive digital offering, even though the majority of our bandwidth remains dedicated to analog services. WOW will continue to offer an attractive analog cable service, however, in order to meet digital and HD demands we must free up additional analog bandwidth. Therefore, the following changes will take place on July 25, 2008.

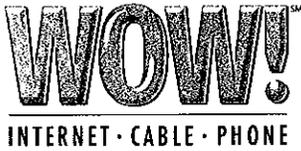
- TBN channel 95, GEMS TV channel 107, and Jewelry TV, channel 90, will no longer be offered in our analog basic tier. They will be available on Digital Value tier on the following channels:
 - TBN Channel 193
 - GEMS TV Channel 194
 - Jewelry TV Channel 190
- The TV Guide channel will be removed from our video service.
- Planet Green will be added to our digital line-up on channel 307.

In addition to the changes listed above, the Adult Video On Demand services will be priced at \$12.99.

WOW! customers will be notified of these changes via Weather Channel crawl, bill messages and on our portal and in new installation kits. In addition, new channel lineup cards will be included in the July statements.

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

Sincerely,

Kathy Kiste
Government and Customer Relations Manager



August 5, 2008

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

Dear Mr. Newman,

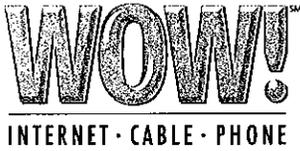
On September 2, 2008, we are moving Home Shopping Network from its current location on Channel 39 to Channel 16. Customers will be notified on the Weather Channel crawl from August 2nd to September 2nd. In addition, we will simulcast HSN on both locations for a period of not less than a week.

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

Sincerely,

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

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



October 23, 2008

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

Dear Mr. Newman:

I am excited to announce the completion of our new Regional Office/Customer Service Center in Madison Heights. Our new center offers customers a more accessible location with more convenient parking. It will open on Monday, October 27, 2008.

All future franchise correspondence should be directed to our new address.

WOW! Internet Cable Phone
32650 N. Avis Drive
Madison Heights, Michigan 48071

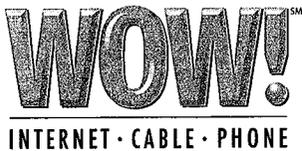
Our phone numbers will remain the same and I will continue to serve you at 248.677.9069. The Payment Center hours will remain the same, Monday through Friday 8:30am-5:30pm.

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

Sincerely,

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

Kathy Kiste
Government and Customer Relations Manager



CITY MANAGER

November 20, 2008

NOV 21 2008

J.R.H.

RECEIVED

Jim Ellison
Mayor
City of Royal Oak
211 S. Williams
Royal Oak MI 48067

Dear Mayor Ellison,

As part of our ongoing effort to keep you informed, I want to share with you a few changes in our rates and channel line-up.

In the past year, the cost of doing business has increased, especially related to basic programming fees and operational expenses. These cost adjustments make it necessary to adjust our monthly rates beginning January 1, 2009 billing cycle.

WOW! notifications will be customized for the customer based on their current level of service. The rate adjustment will be effective on the first day of their billing cycle. Current customers that have a price guarantee until 2010 and 2011 will not be affected by the rate increase. Enclosed are a few samples of the customer notifications.

I have listed below channel additions and moves that will be taking place in December. WOW! customers will be notified in billing messages on announcements on the cable system.

Channel	Change	Tier	Channel Location	Effective Date
NFL Network HD	Move Tier	HD Pak to HD Service	215	18-Dec-08
ESPN 2 HD	Move Tier	HD Pak to HD Service	222	18-Dec-08
Disney Channel HD	Add	HD Service	255	18-Dec-08
ABC Family HD	Add	HD Service	254	18-Dec-08
ESPN U	Add	Digital Basic	348	18-Dec-08
Fox Soccer	Drop	Digital Basic	343	31-Dec-08
FSN Plus	Add	Digital Basic	195	18-Dec-08
More Music	Add	Digital Value	551	18-Dec-08

I would also like to take this opportunity to announce WOW! Internet Cable Phone has been ranked "Highest in Residential Telephone and Residential Internet Customer Satisfaction in the North Central Region" in the J. D. Power & Associates 2007-2008 Residential Regional Telephone and Internet Customer Satisfaction Studies. This marks the second year in a row we have received this award.

If you have a questions feel free to contact me at 248.677.9069.

Sincerely,

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

Cc: Mary Ellen Graver-City Clerk



It's that kind of experience.

November 24, 2008

Dear WOW! Customer,

We believe it is our responsibility to provide you with the highest value for every dollar that you spend with us. As a result, we operate our company as cost-efficiently as possible without sacrificing the quality of your experience or our customer service. At the same time we are not immune to increased operating costs. Beginning with your January 2009 billing statement, your monthly bundled price will change. In addition, the price for each additional standard digital receiver will be \$6.99 per month and the first standard DVR per household will be \$9.99 per month. Please refer to the chart below to identify your specific bundle and corresponding price.

WOW! Signature Bundles			
Signature Bundle	Signature Bundle +1	Signature Bundle +2	Total Signature Bundle
<i>Includes Basic Phone, Value 2Mbps Internet and Digital Value Cable</i>	<i>Includes Basic Phone, Value 2Mbps Internet, Digital Value Cable and one Premium channel</i>	<i>Includes Basic Phone, Value 2Mbps Internet, Digital Value Cable and two Premium channels</i>	<i>Includes Basic Phone, Value 2Mbps Internet, Digital Value Cable and all Premium channels</i>
\$107.99	\$122.99	\$137.99	\$152.99

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

At WOW! we offer a number of options so you can find the services that best fit your needs. We have a choice of four Internet speeds, two feature rich phone packages, and multiple television entertainment options including digital cable, HD programming and DVRs. For assistance in finding the right bundle option, please call us toll-free at 1-800-491-1419.

We believe our prices are fair and offer competitive value. While the cost of doing business continues to rise, each and every WOW! employee is focused on 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. On behalf of the entire WOW! family, I thank you for the opportunity to be your provider of choice.

Sincerely,

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



It's that kind of experience.

November 24, 2008

Dear WOW! Customer,

We believe it is our responsibility to provide you with the highest value for every dollar that you spend with us. As a result, we operate our company as cost-efficiently as possible without sacrificing the quality of your experience or our customer service. At the same time we are not immune to increased operating costs. Beginning with your January 2009 billing statement, the monthly price for WOW! Value 2Mbps High-Speed Internet will change to \$38.99.

How to Save:

Customers who save the most on their monthly household budget are those who bundle two or more services with WOW!. Not only will you save money with a guaranteed rate until 2011, you will also enjoy the convenience of one bill from a service provider you trust. For assistance switching your cable or phone service and finding the most affordable option, please call us toll-free at 1-800-491-1419.

Sample Money Saving WOW! Bundles		
WOW! Flex Bundle	WOW! Choice Bundle	WOW! Complete Bundle
<i>Includes 2Mbps Internet and choice of either Basic Cable or Essential Phone with unlimited local calling and popular features</i>	<i>Includes 8Mbps Internet and choice of either Basic Cable or Advanced Phone with unlimited nationwide calling and popular features</i>	<i>Includes 2Mbps Internet, Basic Cable and Essential Phone with unlimited local calling and popular features</i>
\$59.99 Price Guaranteed until 2011	\$69.99 Price Guaranteed until 2011	\$79.99 Price Guaranteed until 2011

As you can see, our prices are fair and offer competitive value. While the cost of doing business continues to rise, each and every WOW! employee is focused on 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. On behalf of the entire WOW! family, I thank you for the opportunity to be your provider of choice.

Sincerely,

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

Offer expires December 31, 2008 and is available to current customers who add a new product line to their bundle. \$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, 2011. Price excludes taxes, fees, additional equipment and installation charges. You must lease a WOW! modem to receive certain services. Current modem lease rate is \$2.50 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. © 2008 WideOpenWest Finance, LLC. V12 HSD VAL



It's that kind of experience.

November 24, 2008

Dear WOW! Customer,

We believe it is our responsibility to provide you with the highest value for every dollar that you spend with us. As a result, we operate our company as cost-efficiently as possible without sacrificing the quality of your experience or our customer service. At the same time we are not immune to increased operating costs. Beginning with your January 2009 billing statement, the monthly price for your WOW! Standard Bundle with Basic Cable and Value 2Mbps High-Speed Internet will change to \$72.99. For customers leasing digital cable equipment, the price for each additional standard digital receiver will be \$6.99 per month and the first standard DVR per household will be \$9.99 per month.

How to Save:

Customers who save the most on their monthly household budget are those who have added WOW! Phone to their bundle with us. Not only will you save money with a guaranteed rate until 2011, you will also enjoy the convenience of one bill from a service provider you trust. For assistance switching your phone service and finding the most affordable option, please call us toll-free at 1-800-491-1419.

Sample Money-Saving WOW! Bundles		
<i>WOW! Basic Cable, 2Mbps Internet and Advanced Phone with unlimited nationwide calling and popular features</i>	<i>WOW! Basic Cable, 8Mbps Internet and Advanced Phone with unlimited nationwide calling and popular features</i>	<i>WOW! Basic Cable, 15Mbps Internet and Advanced Phone with unlimited nationwide calling and popular features</i>
\$89.99	\$99.99	\$109.99
Price Guaranteed until 2011	Price Guaranteed until 2011	Price Guaranteed until 2011

As you can see, our prices are fair and offer competitive value. While the cost of doing business continues to rise, each and every WOW! employee is focused on 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. On behalf of the entire WOW! family, I thank you for the opportunity to be your provider of choice.

Sincerely,

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



It's that kind of experience.

November 24, 2008

Dear WOW! Customer,

We believe it is our responsibility to provide you with the highest value for every dollar that you spend with us. As a result, we operate our company as cost-efficiently as possible without sacrificing the quality of your experience or our customer service. At the same time we are not immune to increased operating costs. Beginning with your January 2009 billing statement, the monthly price for Basic Cable will change to \$51.75. For customers leasing digital cable equipment, the price for each additional standard digital receiver will be \$6.99 per month and the first standard DVR per household will be \$9.99 per month.

How to Save:

Customers who save the most on their monthly household budget are those who bundle two or more services with WOW!. Not only will you save money with a guaranteed rate until 2011, you will also enjoy the convenience of one bill from a service provider you trust. For assistance switching your Internet or phone service and finding the most affordable option, please call us toll-free at 1-800-491-1419.

Sample Money Saving WOW! Bundles		
WOW! Flex Bundle	WOW! Choice Bundle	WOW! Complete Bundle
<i>Includes Basic Cable and choice of either Xcite 2Mbps Internet or Essential Phone with unlimited local calling and popular features</i>	<i>Includes Basic Cable and choice of either Xpress 8Mbps Internet or Advanced Phone with unlimited nationwide calling and popular features</i>	<i>Includes Basic Cable, Xcite 2Mbps Internet, and Essential Phone with unlimited local calling and popular features</i>
\$59.99	\$69.99	\$79.99
Price Guaranteed until 2011	Price Guaranteed until 2011	Price Guaranteed until 2011

As you can see, our prices are fair and offer competitive value. While the cost of doing business continues to rise, each and every WOW! employee is focused on 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. On behalf of the entire WOW! family, I thank you for the opportunity to be your provider of choice.

Sincerely,

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

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