



August 13, 2009

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

Dear Mr. Newman,

In July 2008, I sent a letter concerning the rate adjustment for the premium channels, HBO, Showtime, Cinemax, Starz and Encore, and the removal of premium channels for non digital customers. In November 2008 another notification was received by you concerning the new rate adjustment taking place in January 2008.

Recently, we discovered an error when both of these rate adjustments went into effect. We identified 102 customers' that were not converted to the new rates and digital premium transmission. As a result, notifications will be sent to these customers this week advising them of the new monthly cost that will take effect on September 22, 2009.

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

Sincerely,

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

Kathy Kiste  
Government and Customer Relations Manager  
248.677.9069