

Time Warner Cable
Department of Government Relations
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Coppell, TX 75019
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JUL 2 2010

June 28, 2010

Mr. Mark Israelson
Assistant City Manager
City of Plano
1520 Avenue K, Ste 320
Plano, TX 75054

Dear Mr. Israelson:

Effective August 5, 2010, Time Warner Cable (TWC) will take another important step in adding additional programming and improving Internet speeds by reclaiming bandwidth through moving existing programming from analog to digital channels. In order to continue offering customers the advanced services they expect, we must continue our efforts to manage bandwidth utilization more efficiently. Since analog channels require up to 15 times more bandwidth than channels in the digital format, we began the process several years ago of converting analog channels to digital.

As part of this ongoing initiative, on August 5, 2010, Time Warner Cable will convert additional analog channels to digital format, including Public, Education, and Government (PEG) Access channels, which will now be carried on the digital portion of the Basic Service Tier ("BST"). At that time, the PEG channels will no longer be cablecast in analog format. We intend, however, to "channel map" the PEG channels so that they will remain visible on their pre-existing channel numbers when accessed through a TWC-supplied set top box or a CableCard equipped Unidirectional Digital Cable Product (UDCP).

Customers not subscribing to digital services will need digital equipment – for example, a digital television (or other device) equipped with a QAM tuner, a digital converter provided by TWC, or a CableCARD-equipped (UDCP) – to view the channels.

For those customers who do not already have digital equipment we will, upon request, offer one (1) standard digital box with remote control and access to the interactive program guide, Music Choice, and free On Demand programming in order that those customers may continue to have access to the PEG channels. BST- only customers will be provided such a converter, upon request, free of any monthly charge through December 31, 2015. Standard Service (BST plus the analog tier) customers who request a digital set top box in order to continue to have access to the PEG channels will not be charged a converter rental fee for the first year. Thereafter normal rate card rates will apply to those converters. Standard Tier customers will

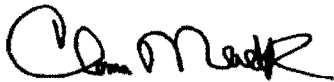
have 60 days from the date of the offer to request a digital set top box. Finally digital customers who request additional converters in order to continue to access the PEG channels will be provided those converters under our normal rates. Perhaps most importantly, just as is the case today, no customer will be required to subscribe to a tier higher than the BST in order to continue to view the PEG channels

TWC will provide customers with at least 30 days advance notice using bill messaging, city channel messaging, and newspaper ads in order to make this change as seamless as possible. As noted above, TWC will "channel map" the PEG channels so that they will continue to be found on existing channel numbers when a TWC-supplied set box or a CableCARD-equipped (UDCP) is used. Customers using other devices to receive the digital channels, such as a cable-ready set with a QAM tuner, will find the PEG channels as follows:

Ch. Description	Analog #	Digital #	QAM #
Gov	16	16	15.101
Public	95	95	15.102
Gov 2	96	96	15.3
Ed	97	97	15.4
Ed	98	98	15.5
Ed	99	99	15.6

As always, I am available to discuss this matter at any time. You can reach me by emailing clem.maddox@twcable.com or by calling 469-464-4846

Sincerely,



Clem Maddox, Director of Government Relations