

# More choices with Cebridge!

## Digital Cable

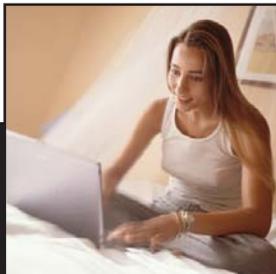
Get all the benefits of Expanded Cable, plus much more!

- Over 100 of your favorite channels including movies, news and sports
- Interactive On-Screen Guide
- Parental control features
- Commercial-free digital radio stations
- Access to Pay-Per-View movies and events
- Additional screens of your current premium channels at no extra charge



## High-Speed Internet

- Blazing speeds
- No phone line needed
- No dialing up
- No busy signals



# Important Customer Information

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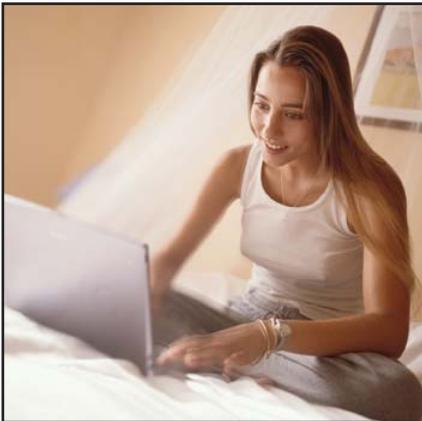
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A photograph showing a man and a young child sitting on the floor in a living room, watching a television. The man is on the left, seen from the back and side, wearing a dark shirt. The child is on the right, wearing a blue hoodie, also seen from the back. They are both looking towards a large TV in the background which displays a colorful, abstract image. The room has wooden flooring and a white sofa is partially visible.

# Important Customer Information



## Dear Valued Cebridge Customer:

Since becoming your cable provider a very short time ago, Cebridge Connections<sup>SM</sup> has made investments to improve the quality of our customer care.

Among other things, we have updated cable lines and associated equipment where needed and have also enhanced training for our technicians and the capabilities of our customer call centers.

We are working hard to continue this progress in the New Year.

To help us do so, we have completed a comprehensive review of our business. That review indicates we will need to make modest adjustments to the price of some services. Except for gasoline prices, we have been able to reasonably control our operating expenses (for staff, trucks, equipment, etc.). However, our programming expenses — the fees we are forced to pay to media companies to carry their channels or networks — have generally increased by more than 10%.

Despite these increases to our expenses, we have done everything possible to minimize the impact on you. You'll find your new rates on the enclosed rate and channel card. These new rates will be effective March 1, 2005. All of

our discounted packages are subject to change.



## Cable TV service from Cebridge remains a great value.

The price of competing Satellite TV is also increasing. In many regions, their increases equal or exceed our adjustments. There's nothing hidden in our prices. Satellite TV companies often require their customers to buy expensive equipment up front — which the customer is responsible for maintaining and repairing. With Cebridge, there is no expensive equipment to buy and we guarantee our equipment, for as long as you're a customer.

Satellite companies might also charge \$150 or more for a service call, even when the problem is related to their technology. Cebridge charges nothing for such service calls.

Finally, satellite TV companies make virtually no investments in your community. In contrast, Cebridge pays state and local taxes; maintains jobs and facilities in the area; and, wherever possible, supports local organizations, events, and causes.

## Thank you for being a Cebridge customer!

