



Dear Valued Cox Cable Customer,

We are writing to inform you that we are making a few changes to your cable television service beginning December 9th. You may wonder...why are these changes necessary? As more and more customers make the switch to digital and High Definition (HD) televisions, Cox receives additional requests for HD programming. When we are able to move channels from analog to digital format, we can provide more video programming, faster Internet speeds and advanced features. Our goal is to always provide our customers with the best cable experience possible.

Important changes to your cable TV lineup...

School and City Channels will soon move to a new channel location and will be viewable in your area. These channels will now require the rental of a Cox digital receiver in order to be viewed. If you do not currently have a digital receiver, please contact us for a special promotional offer on a digital receiver.*

Channel Number	Channel Listing	Programming	Change
214	School Channel (Univ of Arkansas)	University of Arkansas	Move from 14
216	City Channel (Fayetteville)	Fayetteville City Channel	Move from 16
217	School Channel (Fayetteville)	Fayetteville School Channel	Add
218	City Channel (Public Access) (Fayetteville only)	Fayetteville Public Access	Move from 18
219	School Channel (Springdale)	Springdale School Channel	Add
220	City Channel (Springdale)	Springdale City Channel	Move from 16
221	School Channel (Rogers)	Rogers School Channel	Add
222	City Channel (Bella Vista)	Bella Vista Community TV	Add

These changes will allow Cox to better serve our customers. Enclosed is an updated channel lineup to assist you during this transition.

To learn more visit www.CoxChannelChanges.com, come by your local Cox store or call 1-866-924-6269.

Sincerely,

Tina Gabbard
Director of Marketing

*Promotional offer available to customers without a digital receiver in Cox Northwest Arkansas channel lineup serviceable area. Offer includes 2 years free rental of a Cox digital receiver. UNLESS YOU CALL 888-GET-MORE TO CANCEL DURING YOUR 2-YEAR FREE PROMOTIONAL PERIOD YOU AUTOMATICALLY WILL BE BILLED THE REGULAR MONTHLY FEE EACH MONTH AFTER THE INITIAL 2-YEAR FREE PROMOTIONAL PERIOD. Offer expires 2/28/11. Service and features may not be available in all areas. Available to residential customers in Cox Arkansas service areas. Cox Advanced TV receiver rental not required to view broadcast channels. To receive broadcast signals in digital quality, paid subscription to a minimum of Cox TV Starter and a Cox Advanced TV receiver rental required. If you own a One-way Digital Cable Ready (DCR) TV or other display device that is CableCARD™ compatible, you may rent either a CableCARD or a Cox Advanced TV receiver in order to receive digital broadcast signals. In order to receive Interactive TV services offered by Cox, such as the Interactive Programming Guide (IPG), OnDEMAND, and Pay-Per-View, you must rent a Cox Advanced TV receiver. If you wish to lease a CableCARD in lieu of a digital receiver, you must obtain the CableCARD from Cox. CableCard is a registered trademark of Cable Television Laboratories, Inc. (CableLabs®) and is used with permission. Programming subject to change. Installation fees, taxes, franchise fees and other surcharges are additional. Other restrictions may apply. © 2010 Cox Kansas, LLC. All rights reserved. Offer code AC120810.