



INFORMATION ABOUT YOUR WYANDOTTE CABLE SERVICE

September 25, 2016

Dear Wyandotte Cable Customer,

Thank you for allowing us to be your cable services provider. As your local hometown provider, we understand how important it is to our customers that we provide the highest quality, most reliable internet, cable and phone services we can at a fair and competitive value.

We pride ourselves on carefully managing our business costs in order to provide these services. Unfortunately, some cost areas are not directly under our control, specifically the license fees we are required to pay to the cable television networks that provide the shows you view as part of your cable channel service. During the past year cable television network license fees have risen significantly once again. As a result, Wyandotte Cable has been left with no choice but to pass through these cost adjustments effective November 1, 2016.

Wyandotte Cable will continue to do its best to minimize programming cost adjustments as we negotiate with the cable television network providers.

Cost recovery and billing adjustments effective November 1, 2016:

Programming TV Fee \$4.50

Covers programming license fee adjustments required by cable television providers

Note: Your bill will only include those price adjustments that apply to the services you subscribe to.

HD Technology Fee \$9.99*

Covers Wyandotte Cable expense associated with providing upgraded and enhanced video services

** Applies only if you have HD equipment*

Modem Lease Fee \$3.00*

** If you purchase and use your own modem, this fee will not apply*

(Must be a compatible modem; visit our website or call for a list of approved modems)

Wyandotte Cable is pleased to announce that all internet plan speeds have been expanded and are now even faster! In addition to faster internet speeds we have rebranded and merged residential and business internet packages into four service levels. Internet levels and pricing affected by this adjustment are noted below. Note that speeds have increased but rates have not.

Previous Cable Service	Previous Speed	Previous Rate	New Service Name	New Speed	New Rate	Adjustment
Office Lite	15 Mbps	\$43.99	Turbo 30	30 Mbps	\$43.99	\$ 0.00
Home Office	20 Mbps	\$65.99	Turbo 60	60 Mbps	\$59.95	(\$ 6.04) Decrease
Small Office	30 Mbps	\$88.49	Turbo 60	60 Mbps	\$59.95	(\$28.54) Decrease
Cable Equipment	Existing		Revised			Adjustment
Digital Converter	\$9.99		\$7.25			(\$2.74) Decrease
HD Converter	\$14.49		\$8.45			(\$6.04) Decrease
HD Converter w/DVR	\$17.49		\$11.99			(\$5.50) Decrease

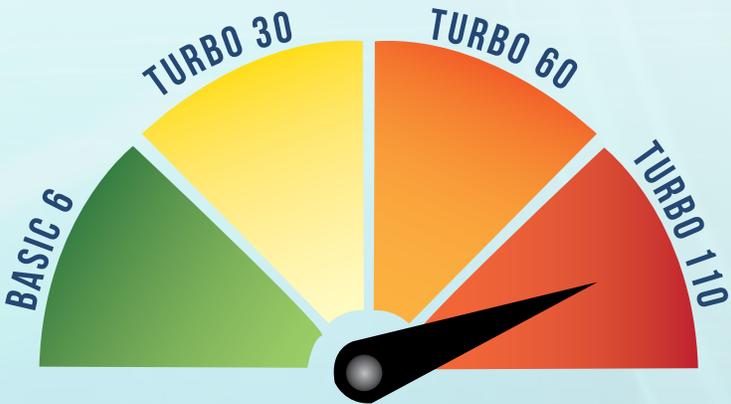
Note: Your bill will only include those rate adjustments that apply to the services you subscribe to effective November 1, 2016. We appreciate you as our customer. Should you have any questions about your services or this information, please feel free to call us at 734-324-7190.

See other side for our new branded internet levels and speeds.

Important Information Below about your Internet speeds!

In addition to our **FASTER** internet speeds, we have rebranded and **merged our residential and business internet package names** to the following:

	<u>PREVIOUS</u>	<u>NEW</u>	<u>MONTHLY GB DATA</u>
You previously had Residential Lite	3 Mbps, you now have	Basic 6 Mbps	150
You previously had Residential	10 Mbps, you now have	Turbo 30 Mbps	300
You previously had Gamer	30 Mbps, you now have	Turbo 60 Mbps	500
You previously had Office Lite	15 Mbps, you now have	Turbo 30 Mbps	300
You previously had Home Office	20 Mbps, you now have	Turbo 60 Mbps	500
You previously had Small Office	30 Mbps, you now have	Turbo 60 Mbps	500
You previously had Professional	50 Mbps, you now have	Turbo 110 Mbps	600



You may be asking how fast is 110 Mbps? The new 110 Mbps downstream internet service will particularly appeal to multi-user households that actively use the internet for gaming, streaming, and downloading large files. Business users will benefit from faster large file downloads, large file sharing, support for more users, and even faster cloud interaction!

Have the need for speed? Escalate your internet experience with Wyandotte Cable today!

Sincerely,

Your local hometown team
Wyandotte Cable

* Exceeding allocated monthly bandwidth limits may result in a nominal \$0.10 per Gigabyte charge. Cable, Internet, Phone rates subject to change. Rates effective November 1, 2016. Rates do not include franchise fee, retransmission fee, programming TV fee, HD technology fee and cable modem fee (if applicable).

