

Effective March 15, 2011, 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 March 15, 2011, TWC 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).

For those customers who do not already have digital equipment, TWC will, upon request, offer one (1) standard digital box with remote control 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, 2016. 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.

As noted above TWC will “channel map” the PEG access channels so that they will continue to be found on existing channel numbers when a TWC–supplied digital set-top box or a CableCARD-equipped UDCP is used. Customers using other devices to receive the digital channels, such as a digital television with a QAM tuner, will find the PEG channels as follows:

CHANNEL	DIGITAL CHANNEL #	QAM CHANNEL #
Government Access	4	6.1
Educational Access	7	6.2

Please call TWC at 1-800-CABLE55 if you have any questions or would like to get your set-top box.