



January 26, 2021

Dear Mr. Johnston,

We want to take a moment to inform you of upcoming adjustments to Sparklight’s residential and business cable television and phone rate structures.

Cable TV Service

At Sparklight, we are committed to providing our customers with quality TV programming at a competitive price and we make every effort to minimize costs. In our contract negotiations with cable networks and broadcasters, we work hard to ensure our customers don’t suffer unfair price increases as a result of unreasonable rate demands. Over the past several years, however, cable networks and broadcasters have increased their fees at an alarming rate. For example, over the past 3 years, broadcasters have increased their fees more than 82 percent. Despite our best efforts to control these dramatically increasing costs, Sparklight, like other cable and satellite companies, must pass a portion of these costs on to our customers.

As a result, effective with March 2021 billing statements, we will be adjusting our residential and business cable TV rates. Please see the tables below for affected services. Current customers who are on a promotional rate are excluded from this rate adjustment during the term of their promotion.

Phone Service

Each month our phone customers pay a Phone Regulatory & Administration Fee, which is assessed by Sparklight to recover certain federal, state, and local regulatory costs. While Sparklight has never increased rates for this fee in the past, unfortunately, the underlying federal, state, and local regulatory costs have increased significantly over the past year, in some cases as much as 50 percent. As a result, this fee will increase for both residential and business customers in their March 2021 bill statement.

Sparklight Residential TV & Phone Service	Rate Change
Economy Cable TV	+\$2.00/month
Standard Cable TV (includes bundle customers)	+\$6.50/month
Sports Surcharge (Standard Cable Customers)	+\$1.25/month
Broadcast Surcharge	+\$3.62/month
Phone Regulatory & Admin Fee	+\$1.65/month

Sparklight Business TV Service	Rate Change
Business Lobby	+\$2.75/month
Business News & Information	+\$13.95/month
Business News & Sports	+\$16.45/month
Business Entertainment Standard	+\$13.95/month
Business Entertainment Preferred	+\$16.45/month
Broadcast TV Surcharge	Varies by market

Sports Surcharge (applies to News & Information, News & Sports, Entertainment Standard, and Entertainment Preferred)	+\$1.25/month
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Sparklight Business A la Carte Product	Rate Change
Business Entertainment FOX FS1	+\$6.50/month
Business Entertainment FOX FS2	+\$6.50/month
Business Entertainment FOX COLLEGE SPORTS	+\$6.50/month
Business Entertainment FOX DEPORTES	+\$6.50/month

Sparklight Business Phone Regulatory & Admin Fee	Rate Change
Business Lines & Seats	+\$1.65/month
PRI	+\$17.25/month
SIP	+\$0.75/month

We value our partnership with Clinton and we will continue to provide our customers with the latest products and technical advancements, while maintaining the highest level of reliability and customer care. We recognize that we have a responsibility to our customers and the communities where we do business, and we will continue to ensure that we are the kind of company that our communities are proud to call a neighbor.

Please feel free to contact us with any questions or concerns you may have, and we look forward to working with you in 2021.

Sincerely,

Brook McDonald
 Sparklight General Manager
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