



January 24, 2022

Dear Mr. Johnston,

We want to take a moment to inform you of upcoming adjustments to Sparklight’s residential and business cable television rate structures, as well as a change to our 100 Mbps internet service.

Cable TV

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 90 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 billing statements beginning February 27, 2022, 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.

Sparklight Residential TV Service	Rate Change
Economy Cable TV	No Increase
Standard Cable TV	+\$5.25/month
Standard Sparklight TV	+\$5.25/month
Sparklight en Español	+\$6.25/month
Hispanic Tier	+\$1.00/month
Bundle Services: (Standard Cable, Internet, Phone) (Standard Cable & Internet) (Standard Cable & Phone)	+\$5.25/month
Sports Surcharge (Standard Cable Customers)	+\$1.06/month
Broadcast Surcharge	+\$2.61/month
2 Pack/3 Pack/4 Pack Premium Channels (HBO, Cinemax, Starz/Encore, Showtime-TMC)	+\$2.00/month

Sparklight Business TV Service	Rate Change
Business Lobby	+\$10.00/month
Business News & Information	+\$22.05/month
Business News & Sports	+\$29.05/month
Business Entertainment Standard	+\$22.05/month
Business Entertainment Preferred	+\$29.05/month
Broadcast Surcharge	+\$3.62/month
Sports Surcharge – excludes Business Lobby	+\$1.06/month
Business Entertainment FOX FS1	+\$8.50/month
Business Entertainment FOX FS2	+\$8.50/month
Business Entertainment FOX COLLEGE SPORTS	+\$8.50/month
Business Entertainment FOX DEPORTES	+\$8.50/month

Internet Service

Effective with our next billing statement, we will also be discontinuing our residential 100 Mbps internet service, and migrating customers over to our 200 Mbps plan, which is the closest match to their existing service and offers twice the download and upload speeds and twice the data.

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 2022.

Sincerely,

A handwritten signature in blue ink that reads "Brook McDonald". The signature is fluid and cursive, with the first name "Brook" being more prominent.

Brook McDonald
Sparklight General Manager
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