



July 15, 2022

Dear City Manager,

We want to take a moment to inform you of an upcoming adjustment to Sparklight's residential **Standard Cable TV and Standard Sparklight TV** rate structures, as well as Sparklight Business video rates.

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, 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 have increased their fees at an alarming rate and programming fees are now the largest component of our customers' monthly cable bill. In just the past 12 months, we have renewed contracts with eight cable programmers to carry nearly 40 channels – substantially increasing our programming expenses. Additionally, as with other companies, supply chain challenges, labor shortages and market inflation have increased our operational costs. 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 August 28, 2022, our residential **Standard Cable TV, Standard Sparklight TV, and Sparklight Business Lobby, News and Entertainment** rates will increase by \$10 per month. Residential customers on a promotional rate are excluded from this rate adjustment during the term of their promotion. As always, we encourage our customers to contact us so that we may share ways they can save money on their monthly bills.

We value our partnership with Clinton, and we will continue to provide our customers with the latest products and technological advancements, while maintaining the highest level of reliability and customer care.

Please feel free to contact us with any questions or concerns you may have. We look forward to our continued partnership.

Sincerely,



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