

Melissa Kemp  
2024 TV rate increase, and legacy TV migration!  
Dec 22, 2023 at 09:51:18  
City Manager

Robert,

Happy Holidays to you and Lana! Hope you are doing well. Per our franchise agreement, we are authorized to update you on rate increases for the upcoming year.

As part of our commitment to delivering the best products and services, we periodically review our prices. The cost of traditional cable channels, broadcast networks, and sports channels continue to rise. Due to those rising costs, we unfortunately find it necessary to increase our TV package rates.

Although we are adjusting TV rates, our dedication to providing you with reliable and high-speed Internet at the current rates remains a top priority. There will not be a rate increase for Internet.

**How much is the TV price increase?**

We believe in transparency and want to keep you informed every step of the way. Here's what you need to know.

Starting February 1, 2024:

- Limited Basic TV rates will increase by \$12 per month.
- Expanded Basic rates will increase by \$20 per month.
- My Locals will increase by \$12 per month.
- My Locals & Favorites and My Locals & Favorites & More will increase by \$20 per month.
- My Business Locals will increase by \$15 per month.
- My Business Locals & More will increase by \$25 per month.
- Hospitality Locals & More will increase by \$25 per month.

**Do I have any options?**

For those on our older Limited Basic TV, Expanded Basic TV and Digital Preferred TV packages, there's an opportunity to upgrade to new video technology called Internet Protocol TV (IPTV). We call it BluepeakTV. It's like cable but it's streaming video over the Internet. We encourage you to enhance your TV experience and make the switch!

If you are looking to reduce expenses, we may have lower cost TV packages available, or you can explore third-party streaming options at <https://mybluepeak.com/tv/options/>. Bluepeak's lightning-fast Internet – with speeds as fast as 1 Gig (and up to 5 Gig in select markets) for homes and more for businesses – are great for streaming video.

## Have questions?

Call Us: [1-888-975-4BLU](tel:1-888-975-4BLU) (4258) (7 days a week: 7am – 9pm MT; 8am – 10pm CT)

E-mail Us:

For your Home: [ResidentialCustomerService@mybluepeak.com](mailto:ResidentialCustomerService@mybluepeak.com)

For your Business: [BusinessSupport@mybluepeak.com](mailto:BusinessSupport@mybluepeak.com)

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