

February 20, 2015



Mr. Bryan Gruesbeck
Town Manager
Town of Pittsboro
P. O. Box 759
Pittsboro, NC 27312

Dear Mr. Gruesbeck:

Effective on or about May 5, 2015, Time Warner Cable ("TWC") will take another important step towards improving video quality and increasing internet speeds by providing video programming in digital only format in your community. In order to provide customers the advanced services they expect, we are continuing our efforts to manage bandwidth more efficiently. Since analog channels require up to 14 times more bandwidth than channels in digital format, we began the process several years ago of converting analog channels to digital only format.

As part of this ongoing initiative, on or about May 5, 2015, Time Warner Cable will begin converting analog channels to digital format in your community. The channels will continue to be carried on the Starter TV Tier (formerly Broadcast Service Tier) and / or the Standard TV tier. Channels will remain on their pre-existing channel numbers when accessed through a TWC supplied digital set top box, a Digital Adapter ("DA") or a CableCARD equipped Unidirectional Digital Cable Product ("UDCP").

A majority of our customers already have TWC supplied digital equipment. Those customers not subscribing to digital services will need digital equipment; for example, a digital set top box, DA, or a Cable CARD equipped UDCP, to view these channels.

For customers who do not already have digital equipment or need additional DA's, we will upon request; provide Digital Adapters (DA's) and remote controls free for a period of time so those customers may continue to have access to the channels. Customers who have TWC supplied digital equipment or subscribe to the Standard or Preferred Tiers of service are eligible for free DA's until June 30, 2016. Customers who subscribe to the Starter TV Tier and have no TWC supplied equipment are eligible for free DA's until June 30, 2017. Medicaid customers may qualify for an extended period of time. Customers can order DA's via the TWC web site or phone and we will ship them at no charge.

At the expiration of the free period, each digital adapter will be available at the retail rate, currently \$2.75 per month. Just as is the case today, no customer will be required to subscribe to a tier higher than the current one in order to continue to view the channels they have been enjoying.

TWC will provide customers with at least 30 days advance written notice to make this change as seamless as possible. For ease, we have attached a sample of the customer notice. As noted above, TWC will "channel map" the channels so that they will continue to be found on existing channel numbers when a TWC supplied digital set box, a DA or a CableCARD equipped, UDCP is used.

Should you have any questions please do not hesitate to contact us at (336) 231-6020.

Sincerely,

A handwritten signature in blue ink that reads "Buck Yarborough".

Buck Yarborough
Senior Director, Government Relations-NC
Time Warner Cable

Enclosure:

Time Warner Cable is going All-Digital beginning May 5, 2015

We're excited to announce that we're going All-Digital, so you'll soon be able to enjoy better picture and sound quality. When this transition is complete, we'll also be delivering faster Internet and more reliability.



You may need this
pocket-sized Adapter
to view your
all-digital signal.



You do not need to take action if all of your TVs have digital equipment:

(e.g., a Digital Set-Top Box, Retail CableCARD™ device
or a Digital Adapter) – you will automatically receive this
improved experience.

You'll only be affected if your cable line is plugged directly into your TV, VCR or DVD recorder:

For each of these televisions you will need to order a Digital
Set-Top Box or Digital Adapter to avoid losing your picture.

Better-quality picture and sound. Faster speeds. More reliability.

They're all on the way. Thank you for choosing
Time Warner Cable.

ORDER YOUR DIGITAL ADAPTER TODAY

to avoid losing your TV picture
on May 5, 2015.

ADAPTERS ARE FREE OF CHARGE to customers through June 30, 2016.

(Beginning on July 1, 2016, each
Adapter will be billed at the prevailing rate,
currently \$2.75 per month.)

It's Easy to Order

twc.com/digitaladapter

1-844-895-1304

YOUR ACCOUNT NUMBER: XXXXXXXXXXXXXXXXXXXX

Offer expires 10/29/15 and is available to current residential customers. Digital Adapter is a device that provides digital-quality signals. It does not provide access to our on-screen channel guide, Premium channels (such as HBO®, Showtime®, Starz®, etc.), Pay-Per-View or On Demand programming as well as video features such as Start Over®, Look Back® or Caller ID on TV. If you are interested in these digital services, you will need a Digital Set-Top Box. Some services are not available to CableCARD™ customers or customers with basic Digital Adapters. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Some restrictions apply. ©2015 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Inc. Used under license.

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ENJOY
BETTER