



February 23, 2016

Mr. Mark Moran  
City of Galena  
PO BOX 310  
Galena, Illinois 61036

RE: Digital Transition

Dear Mr. Mark Moran:

Mediacom is happy to announce to you that on April 13, 2016 we will begin the process of transforming the remaining analog channels on your line-up to a digital format. This transition will move channels 2 -22 to a permanent digital home. Once the change is complete, customers will see improvements in internet capabilities and a better video picture and sound quality for an all-around better viewing experience.

Customers who have a Mediacom digital convertor will not be affected by the change. Customers with a digital ready TV but, no digital convertor should do a channel re-scan their TV's to ensure receiving all of the channels in the digital format. Some customers may still have a non-digital TV in use in their household. Those customers will need a Mediacom digital convertor in order to view the new all-digital channels. Customers needing a digital convertor may go to their local Mediacom office or contact customer service at 1-800-479-2095.

Enclosed with this letter are copies of the customer notifications and an information piece with further details on the transition. Mediacom is proud to serve your community, and looks forward to bringing our customers the best services we can provide.

Should you have any questions please feel free to contact me at 319-395-9699 ext. 3461 or by email at [lgrassley@mediacomcc.com](mailto:lgrassley@mediacomcc.com).

Sincerely,

A handwritten signature in blue ink that reads "Lee Grassley". The signature is written in a cursive, flowing style.

Lee Grassley  
Senior Manager, Government Relations



**IMPORTANT NOTICE FOR:**

<Walk Sequence>  
<Customer Name>  
<Address 1> <Address 2>  
<City, State Zip>  
<BARCODE>

<ACCOUNT #>

Dear <First Name> < Last Name>,

At Mediacom, we're constantly striving to do more for our customers. That's why we're in the process of converting our TV channel lineup from analog to all digital signals.

**You must take action to ensure all of your TVs are equipped to receive the digital signals when the analog signals for channels 2-22 go away.**

Any non-digital-ready TV not connected to a Mediacom Digital Box will need a Digital Adapter to receive the new digital lineup. Once installed, all of your channels will be available and will automatically update any future lineup additions or changes.

Any TV already connected to a Mediacom Digital Adapter or a Mediacom Digital Converter Box will not need further action or additional Digital Adapters.

**The move to all digital will be completed in April. Please contact us as soon as possible for the Digital Adapters you will need so that you can continue receiving your favorite channels on all of your TVs.**

Mediacom will provide all Family TV subscribers with one Digital Adapter at no cost through March 31, 2017. Beginning April 1, 2017, a monthly fee of \$0.99 per standard adapter or \$1.99 per HD adapter will be added to your bill. Adapters must be ordered by May 31, 2016, to qualify.

To receive your Digital Adapters, please call **1-866-936-2225**, go to **mediacomcable.com/order** or visit your local Mediacom office. Please reference your customer account number (listed above) when you order. This will help us provide relevant information based on your service plan and process your request faster.

We value you as a customer and look forward to providing you this exciting new update.

Sincerely,

*Todd Curtis*

Todd Curtis  
Regional Vice President

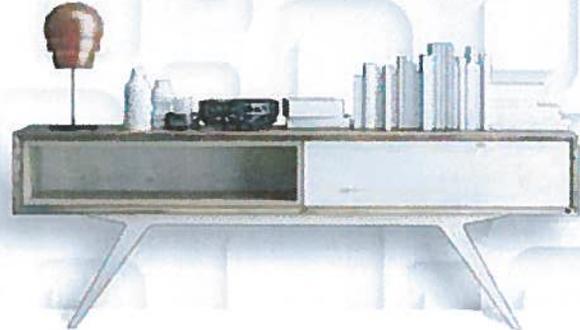
**LOCAL OFFICE HOURS**

**DUBUQUE OFFICE**

3033 Asbury Rd.  
M - F 8 AM - 6 PM  
SATURDAY 8 AM - 12 PM

For a current channel lineup, including a digital-ready TV lineup, go to: [mediacomtoday-lineup.com](http://mediacomtoday-lineup.com).

<BARCODE>



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<Customer Name>  
<Address 1> <Address 2>  
<City, State Zip>  
<BARCODE>

<ACCOUNT #>

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**You must take action to ensure all of your TVs are equipped to receive the digital signals when the analog signals for channels 2-22 go away.**

Any non-digital-ready TV not connected to a Mediacom Digital Box will need a Digital Adapter to receive the new digital lineup. Once installed, all of your channels will be available and will automatically update any future lineup additions or changes.

Any TV already connected to a Mediacom Digital Adapter or a Mediacom Digital Converter Box will not need further action or additional Digital Adapters.

**The move to all digital will be completed in April. Please contact us as soon as possible for the Digital Adapters you will need so that you can continue receiving your favorite channels on all of your TVs.**

Mediacom will provide all Local Plus-only subscribers with up to three Digital Adapters at no cost through March 31, 2017. Beginning April 1, 2017, a monthly fee of \$0.99 per standard adapter or \$1.99 per HD adapter will be added to your bill. Adapters must be ordered by May 31, 2016, to qualify.

To receive your Digital Adapters, please call **1-866-936-2225**, go to [mediacomcable.com/order](http://mediacomcable.com/order) or visit your local Mediacom office. Please reference your customer account number (listed above) when you order. This will help us provide relevant information based on your service plan and process your request faster.

We value you as a customer and look forward to providing you this exciting new update.

Sincerely,

*Todd Curtis*

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<BARCODE>



FOR IMMEDIATE RELEASE

## Mediacom Upgrades to All-digital Channel Lineup

Some customers will need digital adapters to receive TV signals

DUBUQUE, IA – February 22, 2016 -- Mediacom Communications continues to upgrade its video network with an upcoming change that primarily affects the way subscribers view local broadcast television channels on analog TVs. Beginning Wednesday, April 13, 2016, analog signals will no longer be used to deliver lower-numbered channels, including local Cedar Rapids and Waterloo-based television stations.

While placing an emphasis on digital and high-definition (HD) channels, Mediacom has continued to support customers using older, non-digital TVs by also delivering analog signals for a subset of channels. Those channels will now convert to a digital-only signal and older-model TVs will need to connect to a digital adapter for continued reception.

Mediacom is aiding this conversion by making Digital Tuner Adapters (DTAs) widely available in both standard (SD) and high-definition (HD) formats. HD DTAs include HDMI ports. All DTAs come with remote controls and a newly-released on-screen program guide.

Subscribers who already use a Mediacom adapter or digital converter (cable set-top box) will not be affected; nor will viewers who connect a newer-model digital ready TV directly to cable. But by using an adapter, Mediacom officials explain, customers can access more channels and use an on-screen program listing. Adapters also make it possible for older-model TVs to receive signals for higher-numbered channels such as *IPTV PBS Learns* (Ch.118) and *IPTV PBS World* (Ch.119). For Family TV subscribers, an adapter or converter box delivers additional digital channels including *CBS Sports Network* (Ch. 171), *National Geographic* (Ch. 273) and others.

"The net result is that customers receive more channel choices and can gain the superior quality of HD television signals when they use an HD digital adapter or converter box," said Don DeMay, Mediacom's area operations director.

Depending on the community, 12 channels will convert to a digital-only signal (listed below). In the fall of 2012, Mediacom implemented a more extensive digital upgrade affecting channels 23 and above. Since then adapters have evolved to now include an HD version. Current customers can receive at least one DTA on a lease-free basis throughout a transition period that extends through March 2017. Beginning April 1, 2017, fees to lease the electronic device will be \$1.99 per month for HD DTAs; \$0.99 per month for SD DTAs. The lease-free transition period applies to adapters ordered on or before May 31, 2016.

### SUMMARY:

Mediacom will convert the following Local Plus TV channels to digital-only signal on or around April 13.

KGAN (CBS 2)	2
KPXR (ION 48)	3
KFXA (FOX 28)	4
WHA (PBS 21)	5
KWWL (NBC 7)	7
Government Access	8
KCRG (ABC 9)	9
KWKB (CW 20)	10
QVC	11
KIIN (IPTV PBS)	12
KFXB (CTN 43)	13
MC22	22

Local access channels for Public, Education, and Government (PEG) also convert to digital-only reception in communities where those channels have not yet converted to a digital format.

**IMPACT AREA:**

Dubuque County, Iowa:

Asbury, Dubuque, Dyersville, Epworth, Farley, Peosta, Sageville

**To receive Digital Adapters:** Please call 1-866-936-2225, go to: [mediacomcable.com/order](http://mediacomcable.com/order) or visit a local Mediacom office. Free shipping is provided to customers who order online or call in.

**About Mediacom Communications**

Mediacom Communications Corporation is the eighth largest cable operator in the U.S. serving about 1.3 million customers in smaller markets primarily in the Midwest and Southeast. Mediacom offers a wide array of information, communications and entertainment services to households and businesses, including video, high-speed data, phone, and home security and automation. Through Mediacom Business, the company provides innovative broadband solutions to commercial and public sector customers of all sizes, and sells advertising and production services under the OnMedia brand. More information about Mediacom is available at [www.mediacomcc.com](http://www.mediacomcc.com).

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**Contact:**

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 Public Relations Coordinator, Mediacom  
 (515) 697-6690  
[ein@mediacomcc.com](mailto:ein@mediacomcc.com)