



8949 Ware Court
San Diego, CA 92121

Dear Time Warner Customer,

Thank you for choosing Time Warner Cable to provide your television services. Our records indicate that you are currently using a Cable Card from Time Warner. At this time, televisions that utilize Cable Cards are not capable of receiving two-way services. These services include products such as our on-screen guide and video on demand programming.

As we make improvements to our network, we need to transition to a switched digital broadcast delivery method which involves two-way programming. This allows us the greatest spectrum for anticipated additions of products such as new interactive services and more High Definition programming. We want to advise you that these upcoming changes may affect some of your viewing choices.

As of November 1, 2005 Cable Card customers will not be able to access the East Coast feeds of some channels, specifically this includes **Disney East, HBO East, Showtime East, Starz East, Encore East, Action East, Westerns East, Love Stories East, Mystery East and True Stories East**. These channels are simply an alternate time zone showing of the main channel. For example HBO East shows the same programming as HBO only with a 3 hour difference. Also, new additions of HDTV programming may not be available to Cable Card customers.

Please be assured that if you subscribe to any of these programming services, you will continue to receive all the primary channels associated with that service. Also, these alternate time zone channels will remain available with the use of Time Warner's Digital Converter. If you would like to try a digital converter, we will offer you one free of charge for one year—just call us at (858) 695-3220.

We value your business and will continue to provide the majority of our programming to our Cable Card customers, this is something that satellite television does not currently provide. We hope that the television manufacturers will begin to provide two-way capability in their televisions which would allow Cable Card customers to receive all advanced services and programming.

Thanks for being our customer.

Sincerely,
Time Warner Cable