April 22, 2015

VIA CERTIFIED MAIL

MS. DEBBIE GALEAZZI
MENASHA, CITY OF
140 MAIN STREET
MENASHA, WI 54952

Dear Ms. Galeazzi:

From time to time, Time Warner Cable makes certain changes in the services that we offer. On or after Tuesday, May 26, 2015, Time Warner Cable will be making technical changes to our cable system in Southeast and Northeast Wisconsin that may disrupt some customers ability to view unencrypted ("in-the-clear") channels, including Public Educational, and Government ("PEG") access channels on a digital television or other device that includes a QAM tuner (a "ClearQAM device").

If this occurs, affected customers will simply need to go into the settings menu on their ClearQAM device and perform a "channel scan" in order to resume viewing these channels. Customers using digital cable set-top boxes or digital adapters will NOT see any change.

Customers without a cable set-top box or digital adapter, who are directly connected to televisions with a QAM tuner will find the PEG channels in your community as follows:

TWCT Access channel 2 will be found on digital channel 97.2

This change is not only affecting the PEG channels. The following channels will also require a new channel scan. CSN Chicago, WBAY, WBAY HD, WBAY Weather, WBAY LiveWell, WFRV, WFRV HD, WPNE, WPNE HD, WPT Wisconsin, WPT Create, WCWF, WCWF HD, WLUK, WLUK HD, WGBA, WGBA HD, WACY, WACY HD, WBWT, WYTU, WYTU HD, WMNU, WLUC, WISN, WISN HD, WITI, WITI HD, WITI Antenna TV, WMVS, WMVS HD, WMVS World, WMVS Vme, WVMS Weather, WPXE, WPXE HD, WVTV, WVTV HD, WVTV Get TV, WCGV, WCGV HD, WCGV Zuus Country, WTMJ, WTMJ HD, WMVT, WMVT HD, WMVT Create, WMVT Classical, WMVT Jazz, WMVT Traffic, WMLW, WMLW HD, WDJT, WDJT HD, WBME, WDJT Heroes & Icons, WDJT Decades, WIWN, WIWN HD, WWRS, WVCY, WBBM, WMAQ, WLS, WFLD. If this occurs, customers will need to go into the settings menu on their ClearQAM device and perform a new channel scan in order to resume viewing these channels.

As always, please feel free to contact me directly at 414-277-4193 or via e-mail at celeste.flynn@twcable.com. You may also contact our Manager of Government Relations Margaret Bailey-Stewart at 414-277-4087 or margaret.bailey-stewart@twcable.com.

Sincerely,

Celeste M. Flynn

Celeste Flynn
Vice President of Government Relations
Time Warner Cable

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APR 27 2015
CITY OF MENASHA
BY dg