

September 7, 2011

Honorable Rick May
Mayor, City of White Oak
906 S White Oak Rd
White Oak, Texas 75693



RE: NOTICE OF SUDDENLINK CHANNEL CHANGES

Dear Mayor May,

Suddenlink keeps getting better. In White Oak, we are beginning the process to expand the number of high-definition (HD) channels, at no additional cost to customers. These improvements are part of a larger company-wide program that calls for approximately \$350 million in capital investments over three years, above and beyond Suddenlink's traditional capital spending levels.

The first stage of our local work involves migrating to an all-digital TV line up, featuring sharper pictures and higher-quality sound. In turn, this work will enable the addition of even more HD channels to our lineup. In order to migrate to an all-digital TV lineup, there are some channel changes that must be made.

Effective October 11, 2011, the following channels will be made to the Advanced TV channel lineup in White Oak.

- C-SPAN will move from Limited Basic channel 16 to channel 10.
- Home Shopping Network will move from channel 15 to channel 97.
- Inspirational Network will remain on channel 17 but will only be available via a digital signal.
- QVC will move from channel 20 to channel 96.
- KLTV-DT (TMO) Tyler, TX will move from channel 21 to channel 19.
- Headline News will move from channel 65 to channel 43.
- Trinity Broadcasting Network will move from channel 66 to channel 70.
- EWTN will remain on channel 67 but will only be available via a digital signal (digital equipment required.)
- Outdoor Channel will move from channel 68 to channel 42.
- ShopNBC will move from channel 72 to channel 95.
- TV Guide Channel will move from channel 70 to channel 68 and will only be available via a digital signal.
- Jewelry Television will move from channel 71 to channel 94 and will only be available via a digital signal.

In addition, the following channels will be removed from the lineup

- The West Coast feeds of Encore, channels 310-315
- Sundance West, channel 321
- The West Coast feeds of Cinemax, channels 370-373
- The West Coast feeds of The Movie Channel, channels 402-403
- HBO Latino West on channel 544.
- IN Demand Barker and IN Demand Channels 4-7

Lastly, we will be changing the current format of the Advanced Digital TV lineup to be in line with other areas within the company. This means that some channels will move to a different channel location on the lineup. We have included a copy of what the new channel lineup will look like. This channel lineup is effective October 11, 2011 and is included with this letter.

We will be mailing information directly to our customers, explaining the changes we're making and additional channels that will be launching.

I hope this overview of our plans is helpful to you. If you have any questions, please do not hesitate to contact me at 903 577 8761.

Sincerely,


Jeff Radcliff
System Manager

GLADEWATER CHANNEL LINEUP

Advanced Digital TV

Limited Basic

- 2 KYTX-DT2-IND Nacogdoches, TX
- 3 KLPN-LP MNT Longview, TX
- 4 KCBC-CW Longview, TX
- 5 WFAA-ABC 8 Dallas, TX
- 6 KETK-ABC Jacksonville, TX
- 7 The Weather Channel
- 8 AEI/IMX Music
- 8 Fox Sports Plus
- 8 Local Information
- 9 KLTVA-ABC Tyler, TX
- 10 C-SPAN
- 11 KYTX-CBS Nacogdoches, TX
- 12 KFXX-FOX Longview, TX
- 13 KERA-PBS Dallas, TX
- 14 TBS Superstation
- 17 Inspirational Network
- 19 DIG Display Only
- 19 KLTVA-DT (TMO) Tyler, TX
- 20 Univision
- 94 Jewelkey Television
- 95 ShopNBC
- 96 QVC
- 97 Home Shopping Network

Digital Broadcast

- 125 KLVVDI This TV
- 128 KETK-DT Estrella Jacksonville, TX
- 131 KYTX-DT TV Azteca Jacksonville, TX

Digital PPV

- 871 IN DEMAND 1
- 872 IN DEMAND 2
- 873 IN DEMAND 3
- 882 Fresh!
- 883 Skin TV
- 885 Playboy en Espanol
- 886 Club Jenna
- 887 SpiceXcess

Digital HD Broadcast

- 106 KETK-HD-ABC Jacksonville, TX
- 109 KLVH-HD-ABC Tyler, TX
- 111 KYTX-HD-CBS Nacogdoches, TX
- 112 KFXX-HD-FOX Longview, TX
- 113 KERA-HD-PBS Dallas, TX
- 114 TBS HD

HD Basic

- 223 Discovery Channel
- 25 ESPN
- 26 ESPN 2
- 27 USA
- 28 Fox Sports Southwest
- 29 Lifetime Television
- 30 C-SPAN 2
- 31 Syfy
- 32 Cartoon Network
- 33 American Movie Classics
- 34 The Learning Channel
- 35 CNN
- 36 The Travel Channel
- 37 Disney
- 38 BET
- 39 Arts & Entertainment
- 40 Great American Country
- 41 TV Land
- 42 Outdoor Channel
- 43 Headline News
- 44 Animal Planet
- 45 CNBC
- 46 Comedy Central
- 47 Home & Garden Television
- 48 VH-1
- 49 Food Network
- 50 truTV
- 51 History Channel
- 52 MTV
- 53 FX

- 250 truTV
- 251 History Channel
- 252 MTV
- 253 FX
- 254 TNT
- 255 MSNBC
- 256 Fox News Channel
- 257 GMT
- 258 Speed Channel
- 259 VERSUS
- 260 Bravo
- 262 E! Entertainment
- 263 ABC Family
- 264 Spike TV
- 265 Turner Classic Movies
- 273 Lifetime Movie Network

Digital PPV

- 871 IN DEMAND 1
- 872 IN DEMAND 2
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- 882 Fresh!
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Digital HD Broadcast

- 106 KETK-HD-ABC Jacksonville, TX
- 109 KLVH-HD-ABC Tyler, TX
- 111 KYTX-HD-CBS Nacogdoches, TX
- 112 KFXX-HD-FOX Longview, TX
- 113 KERA-HD-PBS Dallas, TX
- 114 TBS HD

Latino Services

- 800 ESPN Deportes
- 801 Fox Sports en Espanol
- 802 CNN en Espanol
- 803 History Channel en Espanol
- 804 Discovery en Espanol
- 805 SUR
- 806 TV Chile
- 807 LaTelle Novels
- 808 Nave TV
- 809 Boomerang SAP
- 810 Disney XD en Espanol
- 811 Nick Toons SAP
- 812 Sorpresa
- 813 EWTN Espanol
- 814 TBN Enlace USA
- 815 CineLatino
- 816 Cine Mexicano
- 817 De Pelicula Clasico
- 819 Bandamax
- 820 Rtmason
- 821 Teletxt
- 822 Video Rola
- 823 Cable Noticias
- 824 T3c
- 825 Mun 2
- 826 Galavisión
- 827 Teleturra

Max Digital TV

Family Package

- 300 Kids On Demand
- 301 Disney XD
- 302 The Hub (w/ax. Discovery Kids)
- 303 Nick Jr.
- 304 Toon Nick
- 305 Nick Toons
- 306 Nick 2
- 307 Boomerang
- 311 Planet Green
- 312 OWN
- 313 Investigation Discovery
- 315 The Science Channel
- 316 The Military Channel
- 317 BBC America
- 319 History Channel International
- 320 Biography Channel
- 321 Style
- 322 Do It Yourself
- 323 The Cooking Channel
- 331 National Geographic
- 332 Hallmark Channel
- 333 GameShow Network
- 336 Centre
- 337 TV One
- 340 Chiller
- 341 National Geographic Wild
- 343 Nave TV
- 344 Mun 2
- 503 ESPN U
- 506 Fuel
- 507 Fox Soccer
- 509 Fox College Sports Atlantic
- 510 Fox College Sports Central
- 511 Fox College Sports Pacific
- 512 CBS Sports Network
- 514 Bloomberg
- 516 Cox Sports Network
- 517 The Golf Channel
- 520 G4
- 521 NFL Network

Family Package HD

- 415 Science Channel HD
- 419 History Channel International
- 420 Biography Channel HD
- 431 National Geographic HD
- 432 Hallmark Channel HD
- 451 Oxygen HD
- 452 We TV HD
- 472 Fox Business Channel HD
- 488 Fuse HD

Sports & Information Package

- 500 Sports On Demand
- 501 ESPN Classic
- 502 ESPNWS
- 503 ESPN U
- 506 Fuel
- 507 Fox Soccer
- 509 Fox College Sports Atlantic
- 510 Fox College Sports Central
- 511 Fox College Sports Pacific
- 512 CBS Sports Network
- 514 Bloomberg

Movie Package HD

- 626 Encore HD East
- 631 Independent Film Channel HD

HBO

- 650 HBO On Demand
- 651 HBO HD East
- 652 HBO 2 HD
- 654 HBO Family East HD
- 655 HBO Comedy East HD
- 661 HBO East
- 662 HBO2 East
- 663 HBO Signature East
- 664 HBO Family East
- 665 HBO Comedy East
- 666 HBO Zone East
- 667 HBO Latino East

Cinemax

- 681 Cinemax HD
- 686 Cinemax East
- 687 More Max East
- 688 Action Max East
- 689 Thriller Max E
- 690 VMXX E
- 691 5StarMAX E
- 692 OutMax E
- 693 aMax E

SHOWTIME

- 700 Showtime On Demand
- 701 Showtime HD East
- 711 Showtime East
- 712 Showtime Too East
- 713 Showtime Showcase East
- 714 Showtime Extreme East
- 715 Showtime Beyond East
- 716 Showtime Next East
- 717 Showtime Family East
- 718 Showtime Women East
- 736 The Movie Channel East
- 737 The Movie Channel Xtra East

starz

- 750 Starz On Demand
- 751 Starz HD East
- 756 Starz Comedy HD East
- 761 Starz East
- 762 Starz Edge East
- 763 Starz in Black East
- 764 Starz Kids & Family
- 765 Starz Cinema East
- 766 Starz Comedy East

New channels in **RED**, channels that have moved positions in **GREEN**.



Sports & Information Package HD

- 552 ESPNWS HD
- 553 ESPN U HD
- 557 Fox Soccer Channel HD
- 562 CBS Sports Network HD
- 564 Sportsman Channel HD
- 567 The Golf Channel HD
- 571 NFL Network HD

Movie Package

- 600 Free Movies on Demand
- 601 Encore East
- 602 Encore Action East
- 603 Encore Love East
- 604 Encore Westerns East
- 605 Encore Mystery East
- 606 Encore Drama East
- 616 Independent Film Channel
- 617 Sundance East

Movie Package HD

- 626 Encore HD East
- 631 Independent Film Channel HD

HD Plus

- 200 HD On Demand
- 201 HD Theater
- 202 HD Net Movies
- 203 HDNet
- 204 Universal HD
- 206 MGM HD

Subscription Services

- Digital Subscription
- 598 NFL Red Zone
- 599 NFL Red Zone HD



TUNE TO CHANNEL 1

to access YOD.
Suddenlink's Video has great FREE programming from the most popular networks. There is also Pay Per View movies, events and adult programming available on Video. Check guide for details.