

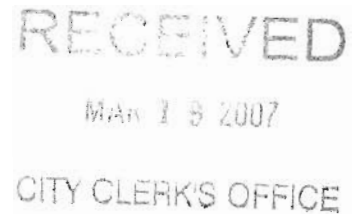
Time Warner Cable
1600 Watermark Drive 3rd Floor
Columbus, OH 43215

Tel 614.481.5000
www.twcok.com



March 6, 2007

Jo Ann Aeh
City of Portsmouth
728 Second St
Portsmouth, Ohio 45662



Dear Ms. Aeh:

As part of our ongoing operational improvements to the former Adelphia cable system in your community, we recently completed a major conversion of our customer billing system. After months of planning, this conversion placed all of our former Adelphia customers onto the same secure billing platform as our legacy Time Warner Cable customers. By equipping our customer service representatives with a streamlined, faster mechanism to access customer data, it will translate into improved service for customers in your community.

Customers will notice some slight changes, starting with a new, easier-to-read billing statement. Additionally, they will be assigned a new account number and may also have both a new mailing date and payment due date.

While we do not anticipate any large scale complications with this billing transition, we want to keep you posted on these developments should you hear from area customers. In the event that your office is contacted regarding billing errors, we recommend that our customers first contact our toll-free customer service number: **1-800-617-4311**. We also encourage customers to visit our website at **www.twcmidohio.com** for additional details.

In the unlikely event that you come across any billing errors related to a government cable television account, please contact me immediately at either **(614) 481-5270** or **steve.cuckler@twcable.com**.

As always, I highly encourage you to keep me abreast of any issues brought to your attention from area residents regarding Time Warner Cable. Please know that any and all issues will be addressed thoroughly and immediately once we have been made aware of them. I appreciate your time and consideration in this matter.

Sincerely,

A handwritten signature in black ink that reads "Steve Cuckler".

Steve Cuckler
Manager, Government Relations