



November 13, 2006

Dear Neighbor:

Serving you is Time Warner Cable's number one priority. That means providing the support you need to get the most out of your entertainment and information technology choices. We appreciate your business and look forward to offering our customers in the Hilton Head Island area new and advanced services. Some of these include:

- Start Over*** – miss the start of your favorite show, just Start Over
- Quick Clips*** – today's information in short form, when you want it
- Free On Demand*** – popular cable programming you watch when you want
- Instant News & More*** – information you want, while you watch TV

We have been working to prepare Hilton Head Island and the surrounding area for the launch of these advanced services. Some of the existing cable plant is not capable of supporting these services, nor will the current Motorola cable converters operate on the Time Warner Cable network. Therefore, as we prepare the cable plant, we will also be contacting customers who currently have equipment in their homes. It will be necessary to exchange your equipment. No need to rush to the cable office - please! We will contact you when your neighborhood is ready and make arrangements to exchange your equipment for a new Scientific-Atlanta Digital, HD, DVR or HD DVR converter.

During the plant assessment, customers will experience intermittent service interruptions. You will see Time Warner Cable trucks and contractor trucks in your neighborhood or plantation area. We will be working within the rights of way and will restore landscaping to its original condition. Our plan is to accomplish this project with as little inconvenience to our customers as possible.

To summarize:

- ?? expect intermittent service interruptions
- ?? expect to see Time Warner Cable employees and contractors in your neighborhood
- ?? expect a contact from Time Warner Cable to exchange your equipment – **no need to take your existing equipment to the local office**
- ?? expect **advanced new products** including Digital Cable and Video-On-Demand products
- ?? expect **greater reliability** and **unsurpassed picture quality**

Time Warner Cable is proud to serve the Hilton Head Island community. We look forward to introducing you to our advanced products and world-class customer service.

Sincerely,

Kathy Brabson

Kathy Brabson
Vice President and General Manager
Time Warner Cable