



*****AUTO**3-DIGIT 850



Dear [REDACTED]

Cox Communications is constantly striving to provide our customers with the best in entertainment and communications services. To this end, Cox will implement a new technology (Switched Digital Video) on July 1, 2008 that will allow us to maximize our network capacity, enabling increased HD channels and entertainment options in the future. As with other services we offer such as On Demand and the Cox Interactive Programming Guide, this new technology requires a device capable of two-way communication.

Currently, two-way communication is only available with a digital set top receiver. The current generation of Digital Cable Ready (DCR) devices which require a CableCARD are only capable of accessing one-way services. They were not designed to be compatible with two-way services, including Switched Digital Video (SDV). As a result, a Cox digital set top receiver will be required to view the channels listed on the back of this page when they are delivered via SDV beginning on July 1, 2008 (TiVo Series 3 and TiVo HD owners please read important information at the bottom of this letter). Additionally, select new channels added to the Cox Digital Cable and HD channel lineup may not be available to customers with a one-way DCR device.

Cox can offer you continued access to these networks with a digital or advanced digital receiver. These receivers enable access to the networks listed on the back of this page as well as other two-way services including :

- On DEMAND from Cox, giving you access to thousands of programs available at the touch of the button, most of them free.
- The Interactive Programming Guide that helps you find the shows you want to see and can also help you control what your children are watching on TV.

If you are interested in an HD receiver from Cox we are pleased to offer you one for the same price as a CableCARD for the first six months at \$2.00 a month. Please call us at 623-242-6832 if you would like to make changes to your account.

Notice to TiVo Series 3 and TiVo HD owners: Cox, along with others in the cable industry, has worked with TiVo Inc to develop an external device called a Tuning Adapter that will allow TiVo Series 3 and TiVo HD devices using CableCARDS to access channels delivered via SDV. Availability of the Tuning Adapter is expected later this year. At that time additional information will be sent to you. The Tuning Adapter will be provided by Cox at no charge. In the interim, continued access to channels delivered via SDV is available with a Cox digital set top receiver.

Thank you,
Cox Communications

Channels requiring a Cox Digital set top receiver listed on back.

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