



Dear Valued Cox Cable Customer,

We are writing to inform you that we are adding channels and making a few changes to your cable television service beginning December 9th. You may wonder...why are these changes necessary? As more and more customers make the switch to digital and High Definition (HD) televisions, Cox receives additional requests for HD programming. When we are able to move channels from analog to digital format, we can provide more video programming, faster Internet speeds and advanced features. Our goal is to always provide you with the best cable experience possible.

**New HD channels mean MORE HD programming!**

Cox Advanced TV gives you access to thousands of HD choices and we will continue to add the most popular new HD channels to your channel lineup, like the ones listed below. Please check the enclosed local channel lineup for channel locations.



**Other important changes to your cable TV lineup...**

**School and City Channels** will soon move to a new channel location and will be viewable in your area.

Channel Number	Channel Listing	Programming	Change
214	School Channel (Univ of Arkansas)	University of Arkansas	Move from 14
216	City Channel (Fayetteville)	Fayetteville City Channel	Move from 16
217	School Channel (Fayetteville)	Fayetteville School Channel	Add
218	City Channel (Public Access) (Fayetteville only)	Fayetteville Public Access	Move from 18
219	School Channel (Springdale)	Springdale School Channel	Add
220	City Channel (Springdale)	Springdale City Channel	Move from 16
221	School Channel (Rogers)	Rogers School Channel	Add
222	City Channel (Bella Vista)	Bella Vista Community TV	Add

**National Geographic** will move from channel 155 to channel 75 and National Geographic HD will move from channel 2155 to channel 2075. Cox Advanced TV and the Sports & Information Pak will no longer be required to receive this network. A digital receiver rental along with Cox TV Essential is all you will need to receive this channel.

These changes will allow Cox to better serve you, our customer, as we launch more advanced features, digital services and High Definition content in the future. Enclosed is an updated channel lineup to assist you during this transition.

To learn more visit [www.CoxChannelChanges.com](http://www.CoxChannelChanges.com), come by your local Cox store or call 1-866-684-6791.

Sincerely,

Tina Gabbard  
Director of Marketing

Service and features may not be available in all areas. A subscription to a Cox digital receiver is required for National Geographic where services are available. Cox TV Starter service required for local broadcast HD channels. Cox Advanced TV and paid subscription to premium programming required for respective premium HD channels. Other HD channels require subscription to Cox Advanced TV and service Pak with the standard version of the channel. Cox does not charge extra for HD programming from the SD channels included in your digital cable subscription. A Cox Advanced TV receiver is not required to tune local HD channels with clear QAM HDTV sets. An HDTV set and a Cox Advanced TV HD receiver or CableCARD™ rental required in order to access other HD programming. If you own a One-way Digital Cable Ready (DCR) TV or other display device that is CableCARD-compatible, you may lease either a CableCARD or a digital set top receiver in order to receive Cox Advanced TV. In order to receive Interactive TV services offered by Cox, such as the Interactive Programming Guide (IPG), OnDEMAND, Pay-Per-View, and all Cox Advanced TV options, you must rent a Cox Advanced TV receiver. If you wish to rent a CableCARD in lieu of a digital receiver, you must obtain the CableCARD from Cox. CableCARD is a trademark of Cable Television Laboratories, Inc. (CableLabs®) and is used with permission. Programming subject to change. Names and logos of programming services, features and/or programmers are the property of their respective owners. Installation, taxes and fees additional. All rates subject to change. Other restrictions may apply. © 2010 Cox Communications Kansas, L.L.C. All rights reserved.