



150 Second Street SW
Perham, MN 56573

arvig.net

Dear Valued Customer,

We are writing to inform you that despite our best efforts to keep rising programming expenses in check, we must pass along a rate increase for TV services again this year.

We continue to face increased costs from programming providers as they continue to charge exorbitant fees for the rights to carry the content and shows that are available in our channel lineups.

Though we successfully renewed programming contracts with several major networks this year— including CBS, A&E Networks, The NFL Network and FOX—it came at a significantly higher cost. The new contracts stipulate that we must pay much higher programming costs to carry these networks. This, along with higher than normal inflation across our industry suppliers, means you will see an increase in your cable bill.

All carriers of television programming must regularly negotiate new contracts with the media companies that control the networks. Unfortunately, bargaining with these mega corporations usually involves a lot more taking on their part. While we work to secure a fair contract for a reasonable fee—resulting in the best possible value to our customers—the networks only care about profits, which is why they demand higher fees year after year.

While we absorb some of the increase, part of it has to be passed to customers so we can continue offering the range of channels, programming options and service tiers available to you. We don't enjoy sending this letter, but we want to be transparent about where our costs come from and how they affect you.

We value your business and hope that you will continue to subscribe to our services. If you have any questions or concerns about this change or are interested in learning if you are eligible to receive \$30 per month off your internet bill through the federal Affordable Connectivity Program program, please do not hesitate to reach out to us.

For more information, go to arvig.net/tv-negotiations. For FAQ explaining rate increases, visit arvig.net/rates. Go to arvig.net/assistanceprograms for more information about assistance programs.

Going forward, we will continue to find ways to provide you with the best value for your money. Thank you for being our customer.

Sincerely,

A handwritten signature in black ink that reads "Joel Smith".

Joel Smith
Manager of Video Operations
Arvig