



December 20, 2019

Dear Official -

We want to take a moment to advise you of upcoming changes to NewWave's internet service and cable TV rates.

Our cable TV rates are based on the fees we pay to cable networks and local broadcasters to carry their channels. Over the past several years, however, cable networks and local broadcast stations have increased their fees at an alarming rate. Despite our best efforts to control programming costs, NewWave, like other cable and satellite companies, must pass a portion of these costs on to our customers. Please see the back of this letter for our new rate card.

Over the past two years, NewWave has spent more than \$40 million on network upgrades and enhancements in order to deliver the fastest and most reliable internet to the communities we serve. As a result of these upgrades, we have restructured our internet service offerings, including the prices of most of our internet plans. While NewWave's new internet plans may have higher rates than the plans they replace, customers will also see significantly improved performance (faster upload and download speeds) for each plan category.

New Wave bundle plans will also be changing to reflect our new internet service plans and rates. If a customer is on a bundle or internet plan that has been discontinued, they will be moved to a comparable plan or bundle. Customers are welcome to switch to a different plan or bundle at any time by calling us at 1-844-546-3278.

We will be mailing first-class letters to our customers with additional details about rate and plan changes that will take effect on billing statements from January through March 2020.

We value our partnership with the City of Benton and we will continue to provide our customers with the latest products and technical advancements, while maintaining the highest level of reliability and customer care. Please feel free to contact us with any questions or concerns you may have, and we look forward to working with you in 2020.

Sincerely,
Reid Morgan
NewWave General Manager
573-703-5381
reid.morgan@cableone.biz

Residential Rate Card

Cable TV Monthly A La Carte Pricing	Jan/Feb	March
Basic Service	\$ Varies	\$40
Expanded Basic Service (includes Basic Service)	\$ Varies	\$88
Family Plus	\$13	\$16
PREMIUM SERVICES		
HBO	\$18	\$19
Cinemax	\$18	\$19
Showtime/TMC	\$18	\$19
Starz/Encore	\$18	\$19
Any (2) Premium Channels (Excludes Encore only)	\$30	\$30
Any (3) Premium Channels (Excludes Encore only)	\$40	\$40
Any (4) Premium Channels (Excludes Encore only)	\$49	\$49
Encore (no longer available as stand alone)**	\$6	\$6
Cable Service Guard	\$5	\$5
EQUIPMENT		
CableCard	\$2.95	\$2.95
High Definition or Standard Definition Receiver	\$9	\$7
HD Digital Video Recorder (DVR)	\$18.99	\$15
- Additional DVR	\$9	\$15
HD DVR (Gateway)*	\$18.99	\$15
- Additional HD DVR Player*	\$9	\$7
DTA (Up to two DTAs per account free for 2 years)	-	-
Each Additional DTAs	\$5	\$5
FEES		
Broadcast Surcharge (applies to all residential Cable customers \$15.23-\$23.40)	Varies	Varies
Sports Surcharge (applies to Standard Cable customer	\$2.54	\$3.35

High Speed Internet Monthly A La Carte Pricing	Jan/Feb	March
Lite 15 Plus (Available only with Cable TV or Phone) Up to 15 Mbps, Uploads up to 1 Mbps, 100GB data plan	\$30	\$30
Starter 100 Plus Up to 100 Mbps, uploads up to 10 Mbps, 300GB data plan	\$55	\$55
Streamer & Gamer 200 Plus Up to 200 Mbps, uploads up to 20 Mbps, 600GB data plan	\$65	\$65
Turbo 300 Plus Up to 300 Mbps, uploads up to 30 Mbps, 900GB data plan	\$80	\$80
Gig High Speed Internet* Up to 1,000 Mbps, uploads up to 50 Mbps, 1,200GB data plan	\$125	\$125
Unlimited data Customers that use more than 5TB of data may be subject to speed reductions for the remainder of their billing period.	\$40	\$40
100GB of additional data \$10 per 100GB ; Up to \$50.00 per data cycle	\$10	\$10
EQUIPMENT		
Wired/Wireless EMTA	\$10.50	\$10.50
Wired or Wireless Docsis 3.0 Modem	\$10.50	\$10.50

Phone Monthly A La Carte Pricing	Jan/Feb	March
Economy Phone	\$20	\$20
Standard Phone	\$34.99	\$34.99
2nd Phone Line	\$20	\$20
Caller ID, Voice Mail & Voice Mail to Email	\$7	\$7
International Calling	Varies	Varies
EQUIPMENT		
Wired/Wireless EMTA	\$10.50	\$10.50

All Internet plans and Internet Bundles come with your choice of a data plan or Unlimited data.*

Get the Flexibility & Speed You Want & Save Everyday Retail Bundles: Choose Any 2 or 3 Services

Three Pack Bundles: High Speed Internet + Cable TV + Phone	Jan/Feb	March
Starter 100 Internet + Standard Cable + Standard Phone Save \$47.00 per month	\$154	\$158
Streamer & Gamer 200 Plus Internet + Standard Cable + Standard Phone Save \$47.00 per month	\$164	\$168
Turbo 300 Internet + Standard Cable + Standard Phone Save \$47.00 per month	\$179	\$183
All 3 pack bundles include: Cable Service Guard and a la carte phone features		

Two Pack Bundles: High Speed Internet + Cable TV	Jan/Feb	March
Starter 100 Internet + Standard Cable Save \$5 per month	\$134	\$138
Streamer & Gamer 200 Plus Internet + Standard Cable Save \$5 per month	\$144	\$148
Turbo 300 Internet + Standard Cable Save \$5 per month	\$159	\$163
Starter 100 Internet + Economy Cable Save \$13 per month	\$82	\$82

Two Pack Bundles: High Speed Internet + Phone	Jan/Feb	March
Starter 100 Internet + Standard Phone Save \$32 per month	\$80	\$80
Streamer & Gamer 200 Plus Internet + Standard Phone Save \$32 per month	\$90	\$90
Turbo 300 Internet + Standard Phone Save \$32 per month	\$105	\$105
All Internet/Phone 2 pack bundles include: A la carte phone features		

Two Pack Bundles: Standard Cable + Phone	Jan/Feb	March
Standard Cable + Standard Phone Save \$22 per month	\$123	\$123



*May not be available in all areas.

**No longer available for new subscriptions. Customers who subscribe to both services will receive Starz/Encore at \$19 Fees, Taxes and Equipment not included in pricing.