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COUNTY ADMINISTRATION

Government Affairs
1341 Crossways Boulevard
Chesapeake, Virginia 23320
757.369.4632 tel 757.222.8180 fax

July 28, 2010

Mr. Sanford B. Wanner
County Administrator
James City County
101-C Mounts Bay Road
P. O. Box 8784
Williamsburg, Virginia 23187-8784

Re: Switched Digital Video (SDV)

Dear Wanner:

Cox will soon be migrating select channels to a new technology platform called Switched Digital Video (SDV) which will allow Cox to maximize our network capacity, enabling us to offer even more high-definition channels and entertainment options to our customers.

As with other advanced services we offer such as On DEMAND and the Interactive Programming Guide, this new technology requires customers to use a device capable of two-way communication in order to access the services. Our records show that there are approximately 172 James City County customers that own at least one device that is only capable of one-way communication, sometimes referred to as Digital Cable Ready (DCR) device or Cable Card. For these customers, we can provide two options that will enable them to continue receiving all of the Cox services they currently enjoy.

First, if they own one of the devices below, Cox can provide a Tuning Adapter free of charge, which will allow them to continue receiving all of attached channels, depending on their current service level. This adapter will make their device compatible with the SDV platform. Tuning Adapters are currently available for the following devices.

- Tivo (Series 3, Tivo HD and HD XL, Tivo Premiere and Premiere XL)
- Moxi HD DVR
- Windows Media Center OCUR

Tuning Adapters are easy to install. Self installation kits and tuning adapters can be picked up at our local Cox retail centers. If they do not request a tuning adapter, they will not be able to view the channels attached with their one-way DCR device on or after September 28, 2010. There will be channels added to this list by the late October timeframe, we will send out a follow-up notification to your attention once the channels are confirmed.



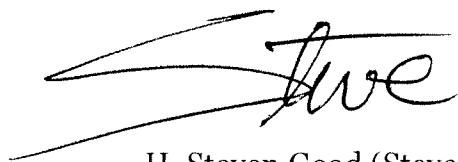
In harmony with the Cox Conserves eco-friendly program, we are proud to print on Forest Stewardship Council-certified paper.

Tuning Adapters will be available by mid September; they will be instructed to call (757) 224-1111 to check adapter availability before visiting a retail center or to request a drop shipment to their home.

If the customer's device is not listed above, they can continue access to these networks by leasing a digital or high-definition 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 and the Interactive Program Guide with the appropriate service level. Cox is pleased to offer the receiver for the same price as a CableCARD for 12 months at \$1.99 a month. To order customers should call (757) 224-1111 and ask for special offer code CBLCARSDV. We will also be sending customers with these devices a letter with this information and special offer.

We appreciate the opportunity to have served the Hampton Roads community for over 27 years. Our nearly 2,000 local employees are dedicated to providing our subscribers with the very best customer experience. Should you have any questions, please don't hesitate to call me directly at (757) 369-4632 or our VP of Government Affairs Kathryn Falk (703) 480-5248.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve", with a long horizontal flourish extending to the left.

H. Steven Goad (Steve)
Manager of Government Affairs
HSG/dlp



Beginning on or after **September 28, 2010**, the channels listed below will require either a two-way digital receiver or a device compatible with the Tuning Adapter for viewing. Please contact Cox today (757) 224-1111 for a Cox Tuning Adapter or discounted Receiver.

Channel #	Channel Name
261	Halogen
263	Inspirational Network
264	Great American Country
265	Fuse
393	GMA Pinoy TV
498	InDemand Movies On Demand Barker
500	PPV Preview
501	InDemand 1
502	InDemand 2
590	Adult On Demand Launch Channel
238	NASA TV
232	ESPNU
651	NBA League Pass/Direct Kick Team 1
652	NBA League Pass/Direct Kick Team 2
653	NBA League Pass/Direct Kick Team 3
654	NBA League Pass/Direct Kick Team 4
655	NBA League Pass/Direct Kick Team 5
656	NBA League Pass/Direct Kick Team 6
657	NBA League Pass/Direct Kick Team 7
658	NBA League Pass/Direct Kick Team 8
659	NBA League Pass/Direct Kick Team 9
660	NBA League Pass/Direct Kick Team 10
201	Sundance
671	NHL/MLB Package 1
671	NHL/MLB Package 2
671	NHL/MLB Package 3
671	NHL/MLB Package 4
671	NHL/MLB Package 5
671	NHL/MLB Package 6
671	NHL/MLB Package 7
671	NHL/MLB Package 8
671	NHL/MLB Package 9
671	NHL/MLB Package 10
671	NHL/MLB Package 11
671	NHL/MLB Package 12
671	NHL/MLB Package 13
671	NHL/MLB Package 14
267	Style
268	MTV 2
164	ThrillerMAX
165	WMAX
166	OuterMAX
214	MLB Network

Channel #	Channel Name
172	Showtime Too
173	Showtime Showcase
174	Showtime Extreme
175	Showtime Beyond East
178	The Movie Channel
179	The Movie Channel XTRA
202	Flix
220	NHL Network
222	Tennis Channel
236	Bloomberg
239	Africa Channel
591	TEN Clips
593	Playboy
594	TEN Blox
595	Hot Zone
900	SWRV
901	Hit List
902	Hip-Hop and R&B
903	MC MixTape
904	Dance/Electronica
905	Rap
906	Hip-Hop Classics
907	Throwback Jamz
908	R&B Classics
909	R&B Soul
910	Gospel
911	Reggae
912	Classic Rock
913	Retro Rock
914	Rock
915	Metal
916	Alternative
917	Classic Alternative
918	Adult Alternative
919	Soft Rock
920	Pop Hits
921	90's
922	80's
923	70's
924	Sold Gold Oldies
925	Party Favorites
926	Stage & Screen
927	Kidz Only!

Channel #	Channel Name
928	Toddler Tunes
929	Today's Country
930	True Country
931	Classic Country
932	Contemporary Christian
933	Sounds of the Season
934	Soundscapes
935	Smooth Jazz
936	Jazz
937	Blues
938	Singers & Swing
939	Easy Listening
940	Classical Masterpieces
941	Light Classical
942	Musica Urbana
943	Pop Latino
944	Tropicales
945	Mexicana
946	Romances
200	Independent Film Channel
233	NBA TV
235	DIY
248	Oxygen
266	Chiller
392	Filipino
120	Jewelry Television
217	Outdoor Channel
249	Logo
253	MTV Hits
254	VH-1 Smooth/Classic
255	VH-1 Soul
256	VH-1 Country (CMT Pure Country)
270	Telemundo
271	Telefutura
273	CNN en Espanol
274	Discovery en Espanol
275	Galavision
158	HBO Latino
97	TV Guide Simulcast
237	Pentagon Channel
50	QVC Simulcast
52	WGN Superstation Simulcast
53	HSN Simulcast
99	Shop NBC Simulcast

*Offer expires 11/30/10 and is available only to residential customers in Cox Hampton Roads service areas who currently receive the service level with the channels listed with a CableCARD. After 12 months, the HD or standard digital receiver regular rate will apply. Other equipment fees, installation fees, taxes, franchise fees and other fees and surcharges are additional. Televisions and other consumer owned devices equipped with a CableCARD may require a digital set top receiver in order to receive all programming options offered by Cox Advanced TV. Terms and conditions are subject to change. Other restrictions may apply. © 2010 Cox Hampton Roads, L.L.C. All rights reserved.

