



March 13, 2015



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**\*\*\*CRITICAL INFORMATION CONCERNING UPCOMING WOW! DIGITAL CONVERSION\*\*\***

To improve reliability and efficiency, we will soon be upgrading our video network to be entirely digital. In order to do so, we must make some changes to the way you view WOW! Cable. To continue viewing the channels listed below after April 21, 2015, you must have WOW! equipment connected to your television.

**CHANNEL CONVERSIONS**

**Tuesday, April 21, 2015**

ABC (WLS)	7	FOX (WFLD)	3	MyNetworkTV (WPWR)	8	Public Access	24
Access/ Educational	17	HSN	23	NBC (WMAQ)	5	Telemundo (WSNS)	4
Access/ Government	6	Independent (WJYS)	13	PBS (WTTW)	11	The CW (WGN)	9
Access/ Inspirational	15	Ion (WCPX)	12	PBS (WYCC)	20	The U (WCIU)	10
CBS (WBBM)	2	Jewelry TV	18	Public Access	14		

If you have WOW! digital equipment (e.g., a Standard Digital Receiver, HD Receiver, DVR, HD DVR, Digital Adapter, or Cable Card) connected to your television, you should not experience any disruption of service.

As of April 21, 2015, any televisions that are connected directly to the cable outlet on your wall will not receive WOW! Cable service. For such televisions, you will need to get a Digital Adapter.

A Digital Adapter is a small 2.5" x 3.5" device that is installed between the cable outlet on your wall and your TV. The Digital Adapter will convert all of your current channels to digital signals so you can view them in the new digital format.

**HOW TO GET A DIGITAL ADAPTER:**

Visit [wowdigitaladapter.com](http://wowdigitaladapter.com) and use your Account Number 11555280 to log in and place your order today. We recommend you order Digital Adapters online no later than April 7, 2015, as delivery takes approximately 7-10 business days. Once you receive your Digital Adapter self-installation kit, you can connect and activate your Adapters immediately without impacting your current WOW! Cable service. If you do not currently have any Digital Adapters, WOW! will provide the first one to you for free. Each additional Digital Adapter is just \$2.00 per month.

If you prefer to speak with a representative to order your Digital Adapters or schedule a professional installation, just call us at 1-800-768-9760 and we'll be happy to help. A \$50.00 fee may apply for professional installation.

**To avoid unnecessary interruption, please order your adapter(s) as soon as possible.**

As always, we thank you for your cooperation and for the opportunity to serve you.

Sincerely,

Greg Argetsinger

**Family Man, Sports Fan, Traveler**

Vice President and General Manager of WOW!

WOW! Internet, Cable and Phone

Digital equipment is required on every TV to receive WOW! Cable. Digital Adapters at no charge limited to one per account. Number of channels and channel availability based on your cable package subscription. WOW! Digital equipment is required to receive DVR, HD and other digital services and may result in additional charges. Offers, equipment requirements, services and pricing are subject to change. Please see WOW!'s complete terms and conditions or call WOW! for further information regarding services and offers. © 2015 WideOpenWest Finance, LLC. R0011