



January 1, 2019

Hafa Adai,

GTA is committed to providing you the best entertainment and service experiences - now and into the future. As we continue to make improvements to our services and programming costs continue to rise, our cost of doing business increases. We try to absorb as much of the programming costs as much as possible, but a portion of them will be included in your bill due to rising costs.

Starting February 1, 2019, a separate line item called Broadcast TV Surcharge will appear on your bill. This surcharge is paid directly to local broadcast TV stations for the right to retransmit their signals on our TV system. The monthly rate for this surcharge is \$7.43 and will be adjusted as the programming fees for local broadcasters change in the future. Other programming content fees have also increased, but by separating the costs for broadcast TV stations, we have lowered the Basic package price. Customers receiving service as part of a business account, bulk rate or similar arrangement may be subject to separate policies or procedures.

We realize you have many choices to get your entertainment; so we will continue working hard to bring you greater value with more entertainment, as well as exciting upgrades. If you would like to learn more about how you can save by bundling GTA services or need assistance in finding the right option for you, please visit any of our retail stores, call us at 644-4482 or chat live with a GTA representative 24/7 at www.gta.net. We appreciate your loyalty to GTA and look forward to serving your needs.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Sharon Davis', is positioned above the printed name.

Sharon Davis
Vice President of Service
GTA