



January 2005

City of Gardiner
City Council
6 Church St.
Gardiner, ME 04345X

RE: CHANGES IN DIGITAL PACKAGES

Dear City Council:

Last year Adelphia introduced the new Adelphia Digital Value Packages (Valuepaks and Advantagepaks) that added digital entertainment choices for customers and made the selection of video and high-speed Internet options simple and easy.

With these changes came new channel lineups and pricing. Adelphia designed the new Adelphia Valuepaks with customer flexibility in mind. If a customer does not find a package that meets his or her needs, the customer may design his or her own package by selecting an a la carte premium and/or digital service tier. Customers can save more by adding high-speed Internet service to a Valuepak

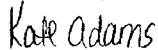
In order to standardize our digital packages across the company, as of customers' March 2005 bills, the old digital packages will no longer be available to customers in your community. All affected customers will receive a mailing from Adelphia before any changes take place explaining the new packages, rates and channel line-ups. Attached is a copy of a sample customer letter. In addition, over the past several weeks, our local customer service representatives have called many of the impacted customers to explain these changes. We will continue this outbound calling effort through January and February.

Customers will find that the new Adelphia Valuepaks do not exactly match the levels of service and rates of their old digital packages. Adelphia has been and will continue to proactively contact customers directly to help them select or design a new package that best fits their needs. Adelphia's digital customers in your community who have not chosen a new package or selected a new level of service by the March 2005 billing cycle will be automatically migrated to the most comparable or lower level package, as detailed in the attached sample customer letter. In certain cases, customers will lose some of their current services. If customers subsequently inform us that they would prefer a different package, we will happily transfer their service immediately to the Valuepak of their choice.

This migration to the new Valuepaks will take place concurrently with the 2005 rate adjustments. The rate notice included with the annual customer rate notices, and sent to you under separate cover, details the applicable 2005 rate adjustments.

Please feel free to contact me if you would like to discuss these changes, or any other aspect of Adelphia's service.

Sincerely,


Kate Adams
Area Manager

83 Anthony Avenue
Augusta, ME 04330
Phone (207) 623-3685
Fax (207) 623-3407



**This Letter Requires Action on Your Part
Your current programming options are about to change**

January, 2005

Dear JOHN DOE:

Adelphia has always been committed to bringing you the very latest in entertainment products and services. Keeping you informed about new products and available options is an important part of our relationship with you.

YOUR CURRENT PROGRAMMING PACKAGE

We would like to inform you of a change that will occur to your cable service. According to our billing records, you currently subscribe to Digital Basic with 1 premium channel for \$24.95/month. Please note that this package does not include the Adelphia Classic Cable level of service. Nor does it include the price of your digital receiver and remote at \$4.50 per month. Beginning with your March 2005 billing cycle, this package will no longer be available. For detailed information on your current service level, please refer to your most recent billing statement.

WE SUGGEST THE FOLLOWING NEW PROGRAMMING PACKAGE

Based on your current package contents, we recommend our Digital Silverpak for \$22.95 per month. Note that this package does not include the cost of the Adelphia Classic Cable level of service. Nor does it include the price of your digital receiver and remote control for \$4.50 per month. This package most closely mirrors your current level of service. Please contact us at **1-866-5ADELPHIA (1-866-523-3574)** to subscribe to the Digital Silverpak.

With this new package, you can add Adelphia High-Speed Internet service to your Digital valuepak for only \$34.95 more per month. If you already subscribe to Adelphia High-Speed Internet, the price will adjust automatically when you upgrade to this package.

Adelphia has designed the digital valuepaks with customer flexibility in mind. You may design your own package by selecting an *a la carte* premium and/or digital services. Please refer to the enclosed brochure outlining all of Adelphia's Digital valuepaks.

PLEASE ACT TODAY FOR THE PROGRAMMING THAT IS RIGHT FOR YOU

It is important that you call us at **1-866-5ADELPHIA (1-866-523-3574)** and make your new service selection today before **your current service level will be discontinued**. If you do not choose a new Digital valuepak before your March 2005 billing cycle, your current level of service will be transitioned automatically to the Digital Silverpak at \$22.95 per month. This price does not include your Adelphia Classic Cable level of service. Nor does it include the price of your digital receiver and remote control at \$4.50 per month. **Please note that this new package may NOT contain all the services you currently enjoy.** The enclosed brochure reflects the new channels you will be receiving as part of Digital Silver. For detailed information on our services and rates, please refer to the insert in your next billing statement.

Again, please contact us today at **1-866-5ADELPHIA (1-866-523-3574)** to discuss your programming options. Our Customer Service Representatives are available 24 hours a day, seven days a week.

Thank you for being an Adelphia customer.

Sincerely,

Kate Adams
General Manager

*Call Adelphia for complete details about services and prices. Certain restrictions may apply. Installation, equipment, additional outlet, change of service, programming access and other charges may apply. Fees and taxes may apply. Pricing, programming, channel location and packaging may change. ** If you choose to change and/or cancel this service within 30 days, you may do so at no additional charge. FF Basic 1 Pay - A 24.95