



At Wave Broadband, your satisfaction with our services is our primary goal. Each of us work hard to ensure you and the communities we serve have access to the best, fastest and most reliable internet, TV and phone services. Each and every day, we endeavor to deliver high quality services at a great value and have always aimed to put our customers first.

While we strive to keep prices as low as possible, we – and our entire industry – continue to face dramatic increases in the costs large corporate broadcasters and cable programming networks charge for us to carry their content. Network owners have again increased their monthly carriage fees; as a result, we are forced to adjust our rates to address these substantial cost increases. To learn more about the costs associated with TV programming, please visit [wavehome.com/content](http://wavehome.com/content).

Because of these rising costs associated with delivering your services, you will see in your next monthly statement the following rate adjustments:

- The Local Broadcast TV charge, which provides access to local networks, shopping channels, 50 digital music channels will increase by \$2.00. In addition, the [Seattle TV stations] monthly fee for carriage of their content will increase by \$0.58.
- Expanded Content channel tier will increase \$1.35/month due to content cost increases from cable TV networks.
- Digital Favorites channel tier will increase by \$1.00/month due to content cost increases from cable TV networks.
- Digital Sports channel tier will increase by \$1.00/month due to content cost increases from cable TV networks.
- Digital Variety channel tier will increase by \$1.00/month due to content cost increases from cable TV networks.
- Digital set-top boxes used for TV service (including TiVo boxes) will increase by \$1.00/each/month.
- Modem rental and home networking fees will increase by \$1.00/each/month.
- Modem service fees will increase \$3.00/month.
- Local telephone service will increase by \$3.00/month.
- Periodically, franchise, utility, PEG fees and other fees & taxes are also adjusted in keeping with regulatory requirements. You may notice changes to this portion of your bill. In addition, starting February 1st, one-time charge fees will also be adjusted: Late Charge fees will increase by \$5.50, the non-pay restoral fee will increase by \$5.00, and the Service Installation Fee will increase by \$20.00.

### Service improvements from Wave

We continue to make substantial investments and upgrades to our network and technology to give our customers more for their money on the services and features they care about most, like:

- **Voice Remote** and the New TiVo Experience – Say it, see it, watch it
- **Eero** – Enhanced whole-home WiFi that blankets every corner of your home with TrueMesh technology
- **Sonos** – The ultimate home audio experience filling every room with brilliant sound
- **Gig Speed** Internet – Surf, stream, work and game faster than ever

### Alternate TV & streaming video package options available

Wave’s philosophy is to provide our customers with choice and control. We have TV package alternatives available to help you customize your viewing options, including high speed internet and streaming TV options, providing the best value on the channels you watch most. Give us a call and we’d be happy to explore your TV package options.

### We’re here for you

We are local—we live and work in your community, and we are committed to serving you, our friends, families and neighbors. From all of us at Wave, thank you for choosing us for your telecommunications needs. For more information about any of Wave’s products and services, please give us a call at 1-866-928-3123.

Internet upload and download speeds may vary and are not guaranteed. Observed speeds may vary based on device, connection, and other factors outside of Wave’s control. Gig Speed Internet not available in all areas.