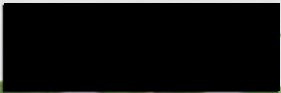




FXI

2-19-97

I was pleasantly surprised to receive the enclosed when I wrote to my local cable people about losing C-Span II. There have been some letters in local press, also.

A solid black rectangular box redacts the name of the sender at the bottom right of the card.



We're taking television into tomorrow.

February 13, 1997

[REDACTED]
Rhinebeck, NY 12572

Dear [REDACTED]:

Every time we make changes to our channel lineup we may affect programming which is watched by some or all of our viewers. We balance our decisions carefully, taking into account the needs of our customers, FCC Must Carry requirements, contract restrictions imposed by networks and the expense needed to carry each individual channel. Just as broadcast television shows are added or dropped each season depending on the viewership, TCI is continually focused on providing a competitive lineup with an ever-valuable mix of interesting, entertaining and informative networks.

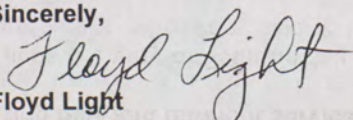
Customer requests are an important part of our business, and we strive to make decisions that will be valuable in bringing new services to as many customers as possible. However, any cable system has a finite and limited number of channels that are available. Our focus is to make our entertainment package as valuable as possible within the number of channels that we can provide, and that may require the replacement of existing services to bring new and different services into the channel lineup.

These are very difficult decisions to make. All of the services that we offer have devoted customers who care about that channel, and regardless of the channel chosen for replacement there is often a group of our customers that might be disappointed by the decision.

I can tell you, that we have been working with our Corporate Programming people in Denver since the end of December in an effort to restore C-Span II to our Kingston and Rhinebeck channel lineups. We are confident at this time, that we will be able to re-launch C-Span II on June 1, 1997. A public notice will announce the re-launch in the newspaper and a message will appear in your monthly bill.

Thank you for your comments, we really do appreciate hearing from you and we appreciate your business.

Sincerely,


Floyd Light
General Manager