

February 7, 2025

Re: Memorandum on Video Termination Efforts in Lexington, Kentucky

Dear Linda Ain,

The purpose of this Memorandum is to highlight the plan and resources that CMN-RUS, Inc. (“Metronet”) is providing to the citizens of Lexington during, and after, the termination of video.

For some background, Metronet is undergoing a nationwide termination of its video platform, and intends to terminate video in Lexington on March 11<sup>th</sup>, 2025. Metronet has provided notice to its customers to ensure they are adequately prepared and afforded opportunity to explore other options, and will continue to provide notice up to March 11<sup>th</sup>, 2025. Metronet will continue to provide the citizens of Lexington with high-speed fiber internet and will assist customers in exploring streaming services as an alternative to linear video. By switching to streaming, most customer will experience savings in costs while still retaining their same channel line-up, including any local programming.

To assist customers in navigating this transition, Metronet has provided, and intends to continue providing, many resources to the Lexington citizens to help them explore alternative options. Metronet has sent out notices to all customers affected by this video turndown. These notices have been in the form of physical letters, emails, and, in some cases, special phone calls to customers who require additional assistance.

Metronet has also implemented many resources to help answer customer questions and show them how to navigate streaming services. Metronet has hosted many “streaming seminars” in our communities for customers to attend. These seminars showcase streaming alternatives, assist customers in navigating and learning how to use these services, and answer any questions customers may have regarding the services. Reception on these seminars have been very well received. Metronet also offers what is referred to as “white glove” services, where we will send a technician to the customer’s household to assist in setting up any new streaming service device, as well as help answer questions on the services. There is also a page on our Metronet website that contains resources and an online tutorial on streaming options. Finally, Metronet provides and will continue to provide a customer care support line for customers to call with any questions.

Please reach out to Kathy M. Scheller at 812-760-9228 or [kathy.scheller@metronet.com](mailto:kathy.scheller@metronet.com) if there are any questions.

Respectfully,



Scott Wenger  
Commercial Operations Attorney