



9/24/2026

Dear Mayor Rose,

We value our partnership in the community and want to share information about an upcoming adjustment to Sparklight's rates.

TV Service Rate Update

We work hard to keep our TV service affordable while continuing to provide the programming our customers enjoy. During contract negotiations, we push for fair terms to help protect customers from unreasonable increases. Cable networks and broadcasters, however, have continued raising the costs they charge for programming at a rapid pace. Despite our efforts to manage these sharply rising costs, Sparklight, like other cable and satellite providers, must periodically adjust rates to help offset these increases.

Network Management Fee

For our internet customers, we continue to invest in the network that keeps their homes connected. The Network Management Fee supports the ongoing cost of building, maintaining and expanding Sparklight's fiber-powered broadband network, including increasing network capacity to meet customers' growing connectivity needs. These investments help us continue delivering fast, reliable internet, while also supporting the increasing number of devices and activities in today's homes, including streaming, gaming, working and learning from home.

Below you'll find a breakdown of the upcoming rate changes. Residential customers on a promotional rate are excluded from this rate adjustment during the term of their promotion. Lift Internet customers and customers on community-based pricing are not subject to the Network Management Fee.

As always, we encourage our customers to contact us so that we may share ways they can save money on their monthly bills. We know that everyone's needs are different, and we are happy to work with our customers to find the services that best fit their needs and budget.

Sparklight Residential TV Service	Rate Change
Economy (includes bundle customers)	No increase
Standard (includes bundle customers)	+\$3.00/month
Essential (includes bundle customers)	+\$8.76/month
Broadcast Surcharge	Varies by market
Sports Surcharge (applies to Standard video customers)	+\$3.00/month
Sparklight Internet Service	
Network Management Fee	\$3.92/month

Sparklight Business TV Service	Rate Change
All Business Video Plans	+\$3.00/month
Broadcast Surcharge	Varies by location
Sports Surcharge (applies to all Business packages except Lobby)	+\$0.50/month
FCC TV Fee	+\$0.01/month
Sparklight Business Internet Service	
Network Management Fee	\$3.92/month

We appreciate your partnership and are always here to help. Please reach out anytime with questions, and we look forward to working together to serve our community.

Sincerely,

Bill Mason

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