



May 27, 2010

Dear Valued Customer:

We wanted to make you aware that a portion of our high definition TV channels are currently experiencing technical problems. We are told this is due to an upgrade problem of a satellite by our underlying service provider.

At this point, we have not been given a resolution time frame. We consider this unacceptable and are working at the highest levels to receive a reasonable repair timeline. We are also demanding a refund of HD programming fees for the entire period of this outage.

Below you will find a list of popular channels that are currently experiencing a black out. **Please keep in mind that you can change to a standard definition channel of the same programming as all of those channels are working. In addition, remember that DVR scheduled recordings should be changed to record the SD channel until this issue is resolved.** If you need any assistance in performing these tasks do not hesitate to call our direct support line at 543-5555 or email us at support@idkcom.net.

T101	101	BRVO	273
CNN	202	NGC	276
ESN	207	DSC	278
NFL	212	TLC	280
NHL	215	APL	282
NBA	216	SCI	284
HGTV	229	DISEHD	290
FOOD	231	CNEHD	296
SPIKE	241	NIKEHD	299
USA)	242	CMT	327
SYFY	244	MTV	331
TBS	247	VH1	335
FX	248	CNBC	355
A&E	265	FBN	359
BIO	266	TWC	362
HIST	269		

Please follow updates on our website at www.idkcom.net. We will post updates as they become available. We are taking this matter very seriously and truly appreciate your patience during the repair process.

Sincerely,

Daniel P. Friesen
President