



Dear Video Subscriber,

We are happy to welcome you to Prime Time Communications and look forward to serving you for years to come. However, because our recent acquisition of Mstar has come with a few trials, we wanted to take a moment to explain the recent video conversion to you in more detail.

What we had hoped would be a smooth transition from Mstar to Prime Time Communications came with an unexpected hurdle – the existing Mstar video signal was going to be turned off as of May 1, due to a situation beyond Prime Time’s control. With this time line in place, Prime Time immediately expedited our planned video feed conversion strategy to convert as many subscribers as possible in as short a time as possible, in order to minimize down time. We were faced with converting approximately 2,300 video subscribers in a five-day window.

During our expedited conversion, we have encountered two major problems:

1) Local Channels

- The local channels (KUTV, KTVX, KUED, KSL, and their HD counterparts) had to be re-routed over the UTOPIA network following the modification of the system architecture on Thursday, April 23rd, less than one week prior to the change.
- The new system was completed, but was not able to be fully tested by the May 1st deadline.
- A number of system enhancements have been identified and are being implemented through a series of maintenance windows scheduled each evening between 2:00 a.m. – 4:00 a.m. If you notice irregular video service during this time window, please be assured the maintenance is being done in an effort to improve the quality of the signal.

2) Set Top Box Conversion

- Originally, a staff of field technicians had been assembled and trained to facilitate the set top box conversion over what we had planned as a three to four week conversion period.
- With the termination of the Mstar video signal on May 1st, our options were either to allow a significant number of subscribers to have their video signal go down and remain down until a field technician could schedule a set top box conversion or aggressively convert all subscribers and then address the individual issues that arose from the rushed conversion.
- We are committed to correct any conversion issue that might yet be unresolved and have our field technicians working extended hours to close all issues out as soon as possible.

We do apologize for any inconvenience that our video conversion may have caused you and would like to assure you that we have made every attempt to handle this situation as professionally and expeditiously as possible.

We anticipate having all subscriber call backs fulfilled no later than Friday, May 15th. In the meantime, our call volume has increased significantly and we are doing everything possible to respond to any and every situation as quickly as possible. We will continue to send out weekly updates as we work through this transition.

Thank you in advance for your understanding.

Sincerely,

Mark Wentzlaff
CEO, Prime Time Communications