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Gainesville, FL 32606
(352) 377-1741
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November 14, 2000

Clayton Kallman
Looking Glass
111 NW 16th Street, A-6
Gainesville, FL 32603



Dear Clayton,

This letter is to inform you of our recent attempts to consummate an access agreement between Cox Communications and Looking Glass Apartments.

I am concerned that you may not fully understand the benefits of the additional services that will be available for your tenants at Looking Glass Apartments after the upgrade. First, the upgrade will expand the current channel line up by approximately 17 channels, giving us a total of nearly 80 channels (line-up enclosed). The new channels such as, Travel Channel, HGTV, Food Network, Discovery Health, Animal Planet, Speedvision, MSNBC, three more PPV (pay per view) channels and Playboy TV, CSPAN 2, Golf Channel, Bravo, Oxygen, TV Land and CMT (full-time) will be added to the channel line-up at no additional cost at this time for standard service customers. Our next rate adjustment in 2001 will contain a modest adjustment for increased programming costs

In addition, **Cox Digital Cable** is an exciting new service demanded by many of our customers. Your tenants and potential tenants are undoubtedly among that group. With over **200 channels** of programming, there will be even more value and benefit for the customer with several packages of services which means much more choice. For example, this digital upgrade will provide several premium favorites and college and professional sports packages including:

- 9 screens of HBO
- 6 screens of Cinemax
- 6 screens of Showtime including The Movie Channel
- 6 screens of Encore and STARZ!
- Over 40 In-Demand PPV(pay per view) channels
- 45 channels of Music Choice- CD Quality, commercial free, digital music
- NBA/WNBA & NHL season tickets to watch basketball & hockey action all season long
- ESPN Game Plan offers a choice from 10 different college football games every Saturday afternoon in the fall
- ESPN Full Court offers a choice of more than 500 NCAA basketball games all season

Furthermore, the upgrade delivers High Speed Data service (for valid Gatorlink accounts) at lightning speeds (up to 100 times faster than with a regular phone modem) with several packages to choose from. The demand for these services is a driving force for rental properties and those communities that can offer it will clearly have an advantage.

Again, Cox Communications does not want any community to miss the value offered by this upgrade: however, we cannot upgrade an apartment community without a current Access Agreement. At its most fundamental level, an Access Agreement is mandatory because it gives us permission to enter upon and make improvements to our system located on your property. Having these upgraded services available to your residents is at no cost to you. In addition, this is a non-exclusive agreement that does not prevent you from making agreements with any other service provider. Your options remain wide open.

Please make the choice for tremendous value and benefit for your tenants; otherwise your community's residents will lose all these future additional services. This is a \$38 million upgrade Cox is making that propels Gainesville into the 21st Century by building the Information Superhighway for all of our residents. We encourage you strongly to allow your tenants to access this new technology by approving this simple Access Agreement. The vast majority


of properties in this market have already approved access and I know you do not want to be at a competitive disadvantage by not being able to offer Cox Digital Cable, High Speed Data access and an expanded Standard Line Up to your tenants.

If you choose not to grant us permission to upgrade your community, Cox will not be able to provide these services for your residents. Cox's ability to provide access to these new and existing services is not technically possible due to equipment incompatibilities. Unfortunately, your residents will only have access to the Limited Basic line up (chs. 2-8 & 10-13).

Additionally, we are compelled by FCC law, as well as by good business practice, to notify our customers 30 days in advance of changes in our service. At the appropriate time, if it should come to pass, we will communicate the impending loss of service to our customers. We want to be as open as possible with you so you can be prepared to respond to the inevitable inquiries that this will generate.

Call (352) 337-2022 to discuss upgrading your community now!

Sincerely,



James Stewart
Commercial Sales Manager