



CLICK! NETWORK

3628 South 35th Street
Tacoma, Washington 98409-3192

TACOMA POWER

November 12, 2019

Dear Click! Customer,

Thank you for being a Click! cable television customer. We appreciate your loyalty and business. After several years of working with the community, the Public Utility Board and City Council have approved a new agreement that will expand our current relationship with Rainier Connect. What this means for you is that in the near future Click! will no longer be providing cable television services and Rainier Connect will be your new cable television service provider. There are no actions by you required at this time.

Rainier Connect is a family-owned business that has been providing local service and support to customers in the greater Tacoma area for over 100 years. Rainier Connect was chosen as the new cable service provider as a result of a competitive selection process. Their new agreement with the City ensures that the City of Tacoma retains ownership of the cable network, and includes a landmark commitment to net neutrality, customer privacy, low-income affordability, open access to other providers, competitive pricing and non-transfer to an entity with substantial market share. Rainier Connect provided the strongest assurance related to non-transfer.

The transition from Click! to Rainier Connect will take place no earlier than February 28, 2020 and could be as late as May 31, 2020. Again, you do not need to do anything at this time. Both Click! and Rainier Connect will provide you with information regarding the transition in the near future. When we are certain of the date that Rainier Connect will begin providing service, we will give you advance notice along with information on your options. Until then, Click! will still be your cable service provider and will continue to run and maintain the network. Our goal is to make the transition as seamless as possible.

If you have any questions for Rainier Connect regarding what services they will offer, you can reach a Rainier Connect customer service representative at 253-683-4100, or visit their website **RainierConnect.com**. Background information about the public-private partnership can be found at **MyTPU.org/ClickUpdate**.

Sincerely,

Jackie Flowers, Director of Utilities

Tenzin Gyaltzen, Click! General Manager