



3628 South 35th Street
Tacoma, WA 98409

February 28, 2020

Dear Click! Cable TV Customer,

During 2019, we provided you with two separate notices of our intent to transfer operational control of Click! Cable TV ("Click!") to Rainier Connect North, LLC ("Rainier Connect"). This is to provide formal notice that Click! is transferring operational control to Rainier Connect effective April 1, 2020. As such, beginning April 1, 2020, Rainier Connect will be your cable television service provider.

Information you need to know about your service beginning April 1, 2020 is as follows:

Here is what will stay the same:

- Your service will continue to work just as it does today
- Channel line-up
- Billing date
- Bill amount
- Payment remittance address

Here is what will change, and a few things you will want to verify:

- Whom to contact for support:
Rainier Connect
www.rainierconnect.com
253-683-4100
- Where to make in-person payments:
2516 Holgate Street
Tacoma WA, 98402
Lobby Hours: Monday – Friday 8:30 a.m. - 5:00 p.m.
- All payments after March 31, 2020 should be sent to Rainier Connect
- Unless you discontinue cable service on or before March 31st, your cable service and cable account information will be transferred to Rainier Connect, with the exception of your credit card information
- Provide Rainier Connect your credit card information for recurring payments; credit card information provided to Click! Cable TV will not be transferred to Rainier Connect
- Visit Rainier Connect's website at www.rainierconnect.com/welcome-click-customers for additional details and link to their online payment feature
- If you are paying by check or using a bill pay service, you will need to change the payee to Rainier Connect; the remittance address need not be changed

To learn more about the selection of Rainier Connect as the successor to Click!, please visit our information portal at <http://www.mytpu.org/clickupdate>.

From the entire Click! team, thank you for being a Click! customer. We have enjoyed the privilege of serving you and the greater Tacoma area for the last twenty years. Rainier Connect is a long established, locally owned and operated company whom we trust will serve you well into the future.

Sincerely,

Tenzin Gyaltzen
Click! General Manager