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Rick Gutierrez
Public Policy

January 29, 2020

City Administrator
City of Shakopee
458 Gorman St
Shakopee, MN 55379

RE: Prism product and CenturyLink Cable Franchise Agreement

Good day,

Due to emerging industry trends and increased content costs, CenturyLink has made the decision to focus on our broadband offering to customers and to discontinue offering the Prism TV product.

As we work to turn down Prism in your community, we commit to working with our customers on a seamless transition, to ensure we meet obligations through the transition, and work to offer additional services that meet our customers' future needs.

Over the next few months, we will share our exit timetable and communications plan for transitioning customers to other video products.

Each customer will receive a minimum of 60-day notice prior to the discontinuance of the product with information on video alternatives in the area and how to return any CenturyLink leased video equipment.

If you have any questions or would like to set up a meeting to discuss the transition, please reach out to your local affairs director Kirstin Sersland (612) 663-7911.

Sincerely,

Rick Gutierrez
CenturyLink
Public Policy

Cc/Kirstin Sersland
Brian Grogan