

**INCOMING  
CORRESPONDENCE**



RECEIVED MAY 31 2011

May 26, 2011

The Honorable Michael W. Johnson  
Mayor  
County of Southampton  
Cty Admin, 26022 Administration Center Dr  
Courtland, VA 23837

Dear Mayor Johnson:

In our ongoing efforts to apprise you of developments involving Charter's services in your community, we want to inform you of certain upcoming changes. At Charter, we strive to deliver the best entertainment services available; and as part of that commitment, we are continually investing in improving the overall experience for our customers.

Effective with July, 2011 customer statements, pricing will be adjusted on our Expanded Basic service. The Expanded Basic price will be adjusted from \$32.00 to \$35.00 for an increase of \$3.00. Please note that 78% of Charter TV customers will not be affected by this adjustment as these customers subscribe to a digital level service. In addition, customers in a promotion (including customers with a Price Guarantee) will not see an immediate price change; however, the new prices will apply at the end of their promotional period.

Customers are being provided advance notice of these price adjustments via a letter 30 days prior to their monthly statement.

For communities currently receiving a franchise fee, we also want to remind you of an alternative to U.S. mail-delivered paper checks for franchise fee payments. You now have the option of signing up for an electronic direct payment process for franchise fees, assuring a more efficient and timely manner of receiving your funds. If you would like to pursue the electronic payment process, please contact me at [jim.corrin@chartercom.com](mailto:jim.corrin@chartercom.com), and I will forward you the required sign-up form. We hope this convenient method will be simpler and provide more value to you.

Best Regards,

A handwritten signature in black ink, appearing to read 'Jim Corrin', written in a cursive style.

Jim Corrin  
Director of Government Relations

Franklin Mill  
34040 Union Camp Drive  
Franklin VA 23851

RECEIVED MAY 25 2011

May 20, 2011

Mr. Mike Johnson  
PO Box 400  
Courtland, VA 23837

Dear Mike,

We are pleased to inform you that International Paper has announced plans to repurpose a portion of the closed Franklin Mill. With an investment of \$83 million, the repurposed Franklin Mill will have the capability of producing up to 270,000 metric tons of high quality fluff pulp annually for the global market.

IP is currently the third largest global supplier of fluff pulp. Global fluff pulp demand is growing at a compound annual growth rate of about four percent and IP's investment in the Franklin Mill demonstrates the company's commitment to its customers and their growing fluff pulp needs.

The availability of US southern pine from sustainably managed forestlands in the Franklin region makes this an ideal location for this project. The unique fiber length and absorption properties of US southern pine are ideal for producing high quality fluff pulp. In fact, roughly ninety percent of the world's fluff pulp is made from US southern pine.

Fluff pulp is used in a variety of absorbent products (baby diapers, adult incontinence products, feminine hygiene products, etc.) and in airlaid products such as cleaning and baby wipes.

Franklin offers a skilled workforce, training partnerships and a supportive community. The location also offers transportation options including truck, rail and nearby ports. The Franklin mill has a long legacy of recognized environmental stewardship.

Repurposing the Franklin Mill for the production of fluff pulp will begin immediately, with start-up targeted for mid-year 2012. The Franklin fluff pulp mill will employ approximately 200 people when fully operational.

We sincerely appreciate your interest in the Franklin mill and look forward to partnering with you and continuing our commitment to community stewardship.

Sincerely,



Ted Lewellyn  
Franklin Mill Manager