

**rom:** Kevin Kelly [mailto:[Kevin.Kelly@rci.rogers.com](mailto:Kevin.Kelly@rci.rogers.com)]  
**Sent:** March 27, 2020 2:53 PM  
**To:** Patricia Mansfield; Terry MacMillan; Louise Pope  
**Subject:** Rogers TV

Hello Patricia, Terry and Louise, I hope you are all well and keeping safe.

I received your voicemail around the concern that on the Interactive TV guide on your set top box, that sometimes you see Third Age Barrie listed even though it's been pulled from the channel. As with technology, sometimes things are not an easy fix. I can ensure you all that the shows have not and will not air on the channel again. It is unfortunate that the guide still displays outdated information and I know it is being worked on. I can ensure you that the senior management team at Rogers tv are aware of the situation and are continuing to try and resolve the problem. Please be patient in these trying times as we are all stretched very thin in helping to provide important information to the community.

Thank you,

**Kevin Kelly**  
**Station Manager**

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