

November 10, 2016

**Re: Charter Communications - Upcoming Changes**

Dear Municipal Official:

This letter is to inform you that Charter Communications (formerly Time Warner Cable) is making some exciting changes for customers in your community.

On or after December 13, 2016, Charter will begin removing the analog format of channels from its lineup and move toward delivering a higher-quality, digital-only experience for customers to provide better picture and sound, more HD channels and more On Demand choices. As part of this change, some programming will be exclusively offered in a digital format and will require the use of digital equipment to continue viewing this programming. Customers in your community will be notified of these changes at least 30 days prior to implementation. The programming customers will be unable to view without digital equipment is listed below.

<b>Programming</b>	<b>Channel Numbers</b>
<b>NBCSN</b>	44 and 314
<b>VH1</b>	56 and 117
<b>QVC</b>	22 and 480
<b>WE</b>	65 and 172
<b>SyFy</b>	53 and 111

Additionally, in an effort to align pricing for service fees, pricing for residential customers will be adjusted and notified as follows:

Effective on or after December 15, 2016:

<b>Description</b>	<b>Legacy TWC</b>	<b>New Charter</b>
<b>Late Fee</b>	\$8.50	\$8.95
<b>Computerized Change of Service</b>	\$2	\$0
<b>Reconnection Fee</b>	\$6	\$4.99
<b>Agent Assisted Payment</b>	N/A	\$5
<b>Additional Statement Copy</b>	\$5	\$1.99
<b><u>Unreturned Equipment</u></b>		
<b>CableCARD</b>	\$32	\$22
<b>Digital Receiver</b>	\$95-\$302	\$123
<b>Tuning Adapter</b>	\$170	\$130
<b>Digital Terminal Adapter</b>	\$54	\$40

We remain committed to providing an excellent experience for our customers, in your community and in each of the communities we serve. If you have any questions or concerns, please feel free to contact me at 518-640-8575 or via email at [kevin.egan@charter.com](mailto:kevin.egan@charter.com).

Sincerely,



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