



November 16, 2016

Dear Municipal Official:

I am writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable, locally known as Charter Communications subscribers in the Western New York Division.

From time to time, we make certain changes in the services that we offer in order to better serve our customers. The following changes are planned:

We will be dropping the analog version of NBCSports Network and QVC in Erie, Genesee/Wyoming, Monroe/Livingston, Orleans/Niagara, Rochester, Seneca/Cayuga, Stueben/Schuyler, Wayne/Ontario and Yates/Ontario on or about December 1, 2016

We will be dropping the analog version of NBCSports Network and QVC in City of Buffalo, Olean/Olean North/Wellsville/Ulysess, Dunkirk, Westfield and WNY Suburban on or about December 6, 2016

UTV Movies will be dropped on or about December 7, 2016

Infinito will be dropped on or about December 7, 2016

HTV will be dropped on or about December 7, 2016

Automotive On Demand will drop on or about January 2, 2017

WNED DT3 will be added on or about January 17, 2017

Some of the new services listed above cannot be accessed by CableCard-equipped Unidirectional Digital Cable Products purchased at retail without additional, two-way capable equipment. You may downgrade or terminate service without charge at any time. Further, if carriage of a premium channel is discontinued and you have incurred installation, upgrade or other one-time charges relating to such premium service within six months prior to the date of the change, you may elect to downgrade or terminate service within 30 days and obtain a rebate of any such charge.

If you have any questions or concerns please feel free to contact me at 716-686-4446.

Sincerely,

Mark Meyerhofer  
Director, Government Affairs  
Charter Communications

WNY