



October 19, 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:

Pivot will be dropping on or about October 31, 2016

On or about November 15, 2016, Time Warner Cable News NY1 will be rebranded to Spectrum News NY1. This name change will not affect the content or programming on the channel, and Spectrum News NY1 will continue to be the leading provider of local news and weather.

UTV Movies will be dropped on or about December 31, 2016

Infinito will be dropped on or about December 31, 2016

HTV will be dropped on or about December 31, 2016

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,

A handwritten signature in black ink that reads "Mark Meyerhofer".

Mark Meyerhofer
Director, Government Affairs
Charter Communications

WNY