



October 28, 2016

Re: Charter Communications - Upcoming Changes

Dear Sir/Madam:

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

On or after December 6, 2016, Charter will begin removing the analog format of channels from our lineup and move toward delivering a higher-quality, digital-only experience to our customers to provide better picture and sound, more HD channels and more On Demand choices.

As part of this change, some channels will be exclusively offered in a digital format, and will require the use of digital equipment in order to continue to view the channels. Customers in your community are being notified of these changes at least 30 days prior to implementation, and attached is a sample of the customer notice.

We remain committed to providing excellent communications and entertainment services in your community. If you have any questions about this change, please feel free to contact me at (716) 686-4446 or via email at mark.meyerhofer@charter.com.

Sincerely,

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

Mark Meyerhofer
Director, Government Affairs
Charter Communications



IMPORTANT NOTICE:

Starting on or after December 6, 2016, some channels will be exclusively offered in a digital format. Have digital equipment shipped directly to your home.

Time Warner Cable is moving towards a higher-quality, digital-only experience to provide better picture and sound, more HD channels and more On Demand choices. Delivering channels in a digital format is one way we continue to improve the quality of our service.

Effective on or after December 6, 2016, the following channels will be offered exclusively in a digital format. This change will require digital equipment in order to view these channels on all of your television sets.

Channel	Digital Channel #
NBCSN	35, 314
QVC	14, 480

To help with this transition, we are providing you 2 HD receivers at no cost for 12 months.*

You do not need to take action if all of your TVs are connected to a digital receiver (Set-Top Box), Retail CableCARD™ device, Digital Adapter or if your digital television is equipped with a QAM tuner.

If you have a TV with a built in digital cable tuner (QAM or ClearQAM) note that you will continue to be able to view this programming without additional equipment. Please note, it may be necessary to perform a new channel scan before you are able to view these channels.

By adding a Time Warner Cable-issued digital receiver to each TV in your home, you will have access to On Demand, where you can choose from a library of thousands of FREE movies and shows to watch on your schedule, an easy-to-use Interactive Program Guide and parental controls. With HD, watch all of your favorite shows in breathtaking clarity.

At Time Warner Cable, we continue to enhance our services, offer more of the best entertainment choices and deliver the best value. To add digital equipment to any TV currently not equipped, we'll ship a digital receiver and self-installation kit directly to your home, at no additional cost. Just call 1-844-242-9924. You'll find all the equipment your TVs need to be 100% ready, plus simple step-by-step instructions... no technician is necessary. Or if you prefer, you can pick up digital equipment from a nearby store. Visit twc.com/stores to find your local store.

Sincerely,

Kathleen Griffin
VP, Marketing Communications

Offer good through 1/13/17. Offer valid to qualified residential customers who have no outstanding obligation to Time Warner Cable. *Standard rates apply after promotional period ends. Standard rates will apply for taxes, fees, surcharges and additional equipment. Programming may vary. Channels, Tiers and Packaging subject to change. Time Warner Cable issued digital equipment or CableCARD required to view programming channels. All programming may not be available to CableCARD customers. The actual channel number displayed on your ClearQAM device may vary depending on that device's manufacturer and/or model number. In addition, it may be necessary to perform a new channel scan before you are able to view these channels. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide. Service is subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions may apply. ©2016 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Cable Inc. Used under license.