



Chris Mueller
Director, Government Relations

March 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 subscribers in the Western New York Division.

Time Warner Cable's agreements with programmers and broadcasters to carry their services and stations routinely expire from time to time. We are usually able to obtain renewals or extensions of such agreements, but in order to comply with applicable regulations, we must inform you when an agreement is about to expire. The following agreements are due to expire soon, and we may be required to cease carriage of one or more of these services/stations in the near future where these services are offered:

WVTT-CD, WNYS SD&HD, WSYT SD&HD, WSYT DT2, WNYO SD&HD, WNYO DT2, WNYO DT3, WUTV SD&HD, WUTV DT2, WUTV DT3, WHAM SD&HD, WHAM DT2, WHAM DT3, WUHF SD&HD, WUHF DT2, WUHF DT3, WSTM SD&HD, WSTM DT2 SD&HD, WSTM DT3, WIVB SD&HD, WNLO SD&HD, WNLO DT2, Music Choice channels 1900-1950, POP SD&HD, Pivot, TV One SD&HD, Deutsche Welle, Cinemax SD&HD, Cinemax West, Cinemax On Demand, 5 Star Max SD&HD, ActionMax SD&HD, ActionMax West, MaxLatino SD&HD, MoreMax SD&HD, MoreMax West, MovieMax SD&HD, OuterMax SD&HD, ThrillerMax SD&HD, ThrillerMax West, HBO SD&HD, HBO West, HBO On Demand, HBO 2 SD&HD, HBO 2 West, HBO Comedy SD&HD, HBO Comedy West, HBO Family SD&HD, HBO Family West, HBO Latino SD&HD, HBO Latino West, HBO Signature SD&HD, HBO Signature West, HBO Zone SD&HD, HBO Zone West, Outdoor Channel SD&HD, Al Jazeera America SD&HD, RFD, YooToo, Zee TV

In addition, 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:

A free preview of STARZ will be provided to all TV customers with a Digital Set-Top Box April 8-10, and may contain PG, PG-13, TV-14, TV-MA and R rated programs. To block this preview and for Parental Control information, visit twc.com or call 1-800-TWCABLE. Restrictions may apply.

Al Jazeera America will be dropped on or about April 12, 2016

inDemand 4-6 will be dropped on or about March 19, 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 585-756-1326.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Mueller".

Chris Mueller
Director, Government Relations
Time Warner Cable – Northeast Region

WNY

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