



Chris Mueller
Director of Local Franchising, Corporate

October 21, 2015

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, WGRZ SD&HD, WGRZ DT2, WGRZ DT3, WKBW SD&HD, WKBW DT2, WKBW DT3, WHEC SD&HD, WHEC DT2, WBGT-CD, WYDC SD&HD, Reelz SD&HD, Evine Live SD&HD, POP SD&HD, Pivot, TV One SD&HD, Go!TV SD&HD, Pivot, 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, NHL Network SD&HD, RFD, YooToo

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:

HSN2 will be added on or about November 19, 2015

On or about November 30, 2015, Time Warner Cable will be making technical changes to our cable system that may disrupt your ability to view the following unencrypted ("in the clear") channel on a digital television or other device that includes a QAM tuner ("a ClearQAM device"): CBLT, CFTO, WBBZ SD&HD, WBGT, WCNY SD&HD, WCNY DT2, WCNY DT3, WCNY DT4, WENY SD&HD, WENY DT3, WETM, WETM DT2, WGRZ SD&HD, WGRZ, WGRZ DT3, WHAM SD&HD, WHAM DT2 SD&HD, WHAM DT3, WHEC SD&HD, WHEC DT2, WIVB SD&HD, WKBW SD&HD, WKBW DT2, WKBW DT3, WNED SD&HD, WNED DT3, WNLO SD&HD, WNYB, WNYO SD&HD, WNYO DT2, WNYS SD&HD, WNYS DT2, WXPJ SD&HD, WQLN, WROC SD&HD, WROC DT2, WSEE, WSPX SD&HD, WSTM SD&HD, WSTQ, WSYR SD&HD, WSYR DT3, WSYT SD&HD, WSYT DT2, WTVH SD&HD, WUHF SD&HD, WUHF DT2, WUTV SD&HD, WUTV DT2, WUTV DT3, WVTT-CD, WXXI SD&HD, WXXI DT2, WXXI DT3, WYDC. If this occurs, you will need to go into the settings menu on your ClearQAM device and perform a new channel scan in order to resume viewing this channel. Customers using digital cable set-top boxes will not notice any change. We apologize for any inconvenience.

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,

Chris Mueller

Director, Local Franchising

Time Warner Cable – Northeast Region

WNY

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