



December 7, 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:

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

On or about January 11, 2017, 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"): Public Access, Educational Access, Government Access, FLTV, ION SD&HD, QVC SD&HD, WBBZ SD&HD, WBGT SD&HD, WENY SD&HD, WETM SD&HD, WETM DT2, WGRZ SD&HD, WHAM SD&HD, WHAM DT2, WHEC SD&HD, WHEC DT2, WIVB SD&HD, WKBW SD&HD, WNED SD&HD, WNLO SD&HD, WNYB SD&HD, WNYO SD&HD, WNYO DT2, WNYO DT3, WNYS SD&HD, WPXJ SD&HD, WROC SD&HD, WSPX SD&HD, WSTM SD&HD, WSYR SD&HD, WSYR DT3, WSYT SD&HD, WSYT DT2, WUHF SD&HD, WUTV SD&HD, WXXI SD&HD, WXXI DT2, WXXI DT3, WYDC SD&HD. 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.

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