



January 20, 2017

Re: Charter Communications - Upcoming Changes

Dear Municipal Official:

Charter Communications is announcing a new suite of TV packages available on or soon after **February 21, 2017**. Our new TV packages provide more choice and value with equipment prices to help make the most of a customers' TV service. Spectrum TV has more FREE HD than ever before, FREE Primetime On Demand and the ability to watch live TV anywhere in your home and everywhere on-the-go. Spectrum TV packages will be announced through a bill statement message and legal notice to customers. For pricing details regarding these new packages, [visit Spectrum.com/TVpackages](http://Spectrum.com/TVpackages). Customers without Internet access may contact us at (888) 901-0203 to request printed details.

In addition, containing costs and efficiently managing our operations are critical to providing customers with the best value possible. Like every business, Charter Communications faces rising costs that require occasional price adjustments. As a result, customers will be notified of the following price adjustments through a billing statement message and legal notice on or after January 21, 2017.

**Effective on or after February 21, 2017:**

- Broadcast TV Surcharge from \$3.75 to \$6.05
- Sports Programming Surcharge from \$5.00 to \$2.70
- Digital Adaptors increasing to \$4.00

We remain committed to providing an excellent experience for our customers, in your community and in each of the communities we serve. 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](mailto:mark.meyerhofer@charter.com).

Sincerely,

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

Mark Meyerhofer  
Director, Government Affairs  
Charter Communications