



September 21, 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:

WNLO DT2 will be added to the City of Buffalo, Dunkirk, Erie County, Fredonia, Genesee/Wyoming, Olean/Olean North/Wellsville, Orleans/Niagara, Westfield and WNY Suburban on or about September 30, 2016

Pivot will be dropping on or about October 31, 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 716-686-4446.

Sincerely,

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

Mark Meyerhofer  
Director, Government Affairs  
Charter Communications

WNY