



Shelley Winchenbach  
Director, Local Franchising

January 20, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable customers in your community.

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 agreements with the programmers/broadcasters on the list below 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.

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 scheduled to take place:

WFNY-CA, WRNN, WNYA SD&HD, WNYT SD&HD, WNYT DT2, WCWN SD&HD, WCWN DT2, WRGB SD&HD, WRGB DT2, WRGB DT3, Music Choice channels 1900-1950, Reelz SD&HD, POP SD&HD, 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, NHL Network SD&HD, RFD, YouToo, Zee TV

WGN America will be added on or about January 20, 2016

STARZ® WILL OFFER A FREE PREVIEW APRIL 8-10, 2016. IT IS AVAILABLE TO ALL DIGITAL SUBSCRIBERS AND MAY CONTAIN PG, PG-13, TV-14, TVMA AND R RATED PROGRAMS. TO FIND OUT HOW TO BLOCK THIS PREVIEW, AND FOR MORE PARENTAL CONTROL INFORMATION, VISIT [TWC.COM](http://TWC.COM)

Please note, some channels listed may not be available in your service area. Please consult your local listings for more details at: [www.timewarnercable.com/northeast](http://www.timewarnercable.com/northeast).

Again, this is a routine notice and we are confident agreements will be reached with these networks. A copy of the ad that will run in the local daily paper can be found on our website at: [www.twc.com](http://www.twc.com).

These ads are placed in the first and third Wednesday of each month. This information is also located on customer bill statements.

Please do not hesitate to contact us if you have any questions.

Sincerely,

Shelley Winchenbach  
Director, Local Franchising/New England-ME/NH/MA  
Time Warner Cable – Northeast Region

Alb(MA)



Shelley Winchenbach  
Director, Local Franchising

February 3, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable customers in your community.

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 agreements with the programmers/broadcasters on the list below 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.

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WFNY-CA, WRNN, WCWN SD&HD, WCWN DT2, WRGB SD&HD, WRGB DT2, WRGB DT3, Music Choice channels 1900-1950, POP SD&HD, 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, NHL Network SD&HD, Outdoor Channel SD&HD, Al Jazeera America SD&HD, RFD, YouToo, Zee TV

H2 Network may be replaced by Viceland on or around February 29, 2016

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](http://twc.com) or call 1-800-TWCABLE. Restrictions may apply

Please note, some channels listed may not be available in your service area. Please consult your local listings for more details at: [www.timewarnercable.com/northeast](http://www.timewarnercable.com/northeast).

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Shelley Winchenbach  
Director, Local Franchising/New England-ME/NH/MA  
Time Warner Cable – Northeast Region

Alb(MA)



Shelley Winchenbach  
Director, Local Franchising

February 17, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable customers in your community.

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 agreements with the programmers/broadcasters on the list below 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.

WFNY-CA, WRNN, WCWN SD&HD, WCWN DT2, WRGB SD&HD, WRGB DT2, WRGB DT3, Music Choice channels 1900-1950, POP SD&HD, 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, NHL Network SD&HD, Outdoor Channel SD&HD, Al Jazeera America SD&HD, RFD, YouToo, Zee TV

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H2 Network may be replaced by Viceland on or around February 29, 2016

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Shelley Winchenbach  
Director, Local Franchising/New England-ME/NH/MA  
Time Warner Cable – Northeast Region

Alb(MA)



Shelley Winchenbach  
Director, Local Franchising

March 2, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable customers in your community.

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 agreements with the programmers/broadcasters on the list below 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.

WFNY-CA, WRNN, WCWN SD&HD, WCWN DT2, WRGB SD&HD, WRGB DT2, WRGB DT3, WTEN SD&HD, WTEN DT2, WWLP SD&HD, WXXA SD&HD, WXXA DT2, Music Choice channels 1900-1950, POP SD&HD, 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, YouToo, 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 scheduled to take place:

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

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Time Warner Cable – Northeast Region

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Shelley Winchenbach  
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March 16, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable customers in your community.

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WFNY-CA, WRNN, WCWN SD&HD, WCWN DT2, WRGB SD&HD, WRGB DT2, WRGB DT3, WTEN SD&HD, WTEN DT2, WWLP SD&HD, WXXA SD&HD, WXXA DT2, Music Choice channels 1900-1950, POP SD&HD, 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, YouToo, Zee TV

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Time Warner Cable – Northeast Region

Alb(MA)



Shelley Winchenbach  
Director, Local Franchising

April 6, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable customers in your community.

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WFNY-CA, WRNN, WTEN SD&HD, WTEN DT2, WWLP SD&HD, WXXA SD&HD, WXXA DT2, WFFF SD&HD, WFFF DT2, WUTR SD&HD, WPNY, WVNY SD&HD, Music Choice channels 1900-1950, POP SD&HD, 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, Aspire, Outdoor Channel SD&HD, Al Jazeera America SD&HD, Weather Channel SD&HD, RFD, YouToo

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Director, Local Franchising/New England-ME/NH/MA  
Time Warner Cable – Northeast Region

Alb(MA)



Shelley Winchenbach  
Director, Local Franchising

May 4, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable customers in your community.

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Shelley Winchenbach  
Director, Local Franchising/New England-ME/NH/MA  
Time Warner Cable – Northeast Region

Alb(MA)





Shelley Winchenbach  
Director, Local Franchising

May 18, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable customers in your community.

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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 scheduled to take place:

3D Linear Channels (Events 1 & 2, 3D PPV) will be dropped on or about June 2, 2016

Pop TV (FKA TV Guide) scrolling guide service will cease on or about July 6, 2016

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Sincerely,

Shelley Winchenbach  
Director, Local Franchising/New England-ME/NH/MA  
Time Warner Cable – Northeast Region

Alb(MA)



June 15, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable (now Charter Communications) customers in your community.

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 agreements with the programmers/broadcasters on the list below 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.

WFNY-CA, WRNN, Music Choice channels 1900-1950, POP SD&HD, TV One SD&HD, GMA Life TV, GMA Pinoy, Aspire, Fuse SD&HD, Go! TV SD&HD, Outdoor Channel SD&HD, Weather Channel SD&HD, RFD, YouToo

Please note some channels listed may not be available in your service area. Please consult your local listings for more details at: [www.timewarnercable.com/northeast](http://www.timewarnercable.com/northeast). The following changes are scheduled to take place:

Pop TV (fka TV Guide) scrolling guide service will cease on or about July 6, 2016

Again, this is a routine notice and we are confident agreements will be reached with these networks. A copy of the ad that will run in the local daily paper can be found on our website at: [www.twc.com](http://www.twc.com).

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Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan". The signature is written in a cursive, flowing style.

Thomas P. Cohan  
Director of Government Affairs



July 6, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable (now Charter Communications) customers in your community.

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 agreements with the programmers/broadcasters on the list below 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.

WFNY-CA, WRNN, Music Choice channels 1900-1950, POP SD&HD, TV One SD&HD, GMA Life TV, GMA Pinoy, Aspire, Fuse SD&HD, Go! TV SD&HD, Outdoor Channel SD&HD, Weather Channel SD&HD, RFD, YouToo

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Pop TV (fka TV Guide) scrolling guide service will cease on or about August 12, 2016

Again, this is a routine notice and we are confident agreements will be reached with these networks. A copy of the ad that will run in the local daily paper can be found on our website at: [www.twc.com](http://www.twc.com).

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Thomas P. Cohan  
Director of Government Affairs



July 20, 2016

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Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan". The signature is fluid and cursive, with the first name "Thomas" and last name "Cohan" clearly legible.

Thomas P. Cohan  
Director of Government Affairs



August 3, 2016

Dear Town/City Official,

We are writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable (now Charter Communications) customers in your community.

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 agreements with the programmers/broadcasters on the list below 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.

WFNY-CA, WRNN, Music Choice channels 1900-1950, POP SD&HD, TV One SD&HD, GMA Life TV, GMA Pinoy, Aspire, Fuse SD&HD, Go! TV SD&HD, Outdoor Channel SD&HD, Weather Channel SD&HD, RFD, YouToo

Please note some channels listed may not be available in your service area. Please consult your local listings for more details at: [www.timewarnercable.com/northeast](http://www.timewarnercable.com/northeast). The following changes are scheduled to take place:

Pop TV (fka TV Guide) scrolling guide service will cease on or about August 19, 2016

Again, this is a routine notice and we are confident agreements will be reached with these networks. A copy of the ad that will run in the local daily paper can be found on our website at: [www.twc.com](http://www.twc.com).

These ads are placed in the first and third Wednesday of each month. This information is also located on customer bill statements.

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan". The signature is fluid and cursive, with the first name "Thomas" and last name "Cohan" clearly legible.

Thomas P. Cohan  
Director of Government Affairs



August 17, 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:

There are no program changes planned at this time.

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.

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan". The signature is written in a cursive style with a large, looped "T" and "C".

Thomas P. Cohan  
Director of Government Affairs

ALB



September 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:

Pop TV (fka TV Guide) scrolling guide service will cease on or about September 12, 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.

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan". The signature is written in a cursive, flowing style.

Thomas P. Cohan  
Director of Government Affairs

ALB



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:

WXXA DT3 will be added to Albany, Amsterdam/Gloversville, Canajoharie, Glens Falls/Whitehall, Hoosick, Lee/Lenox, North Adams, Pittsfield, Queensbury, Rensselaer/Kinderhook, Saratoga Springs, Schenectady, Troy/Battenkill/Clifton Park on or about September 30, 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.

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan". The signature is written in a cursive, flowing style.

Thomas P. Cohan  
Director of Government Affairs

ALB





October 5, 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:

WXXA DT3 will be added to Albany, Amsterdam/Gloversville, Canajoharie, Glens Falls/Whitehall, Hoosick, Lee/Lenox, North Adams, Pittsfield, Queensbury, Rensselaer/Kinderhook, Saratoga Springs, Schenectady, Troy/Battenkill/Clifton Park on or about October 12, 2016

UTV Movies will be dropped on or about December 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.

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan". The signature is written in a cursive, flowing style.

Thomas P. Cohan  
Director of Government Affairs

ALB



October 19, 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:

On or about November 15, 2016, Time Warner Cable News NY1 will be rebranded to Spectrum News NY1. This name change will not affect the content or programming on the channel, and Spectrum News NY1 will continue to be the leading provider of local news and weather

We will be dropping the analog version of POP in Albany, Amsterdam/Gloversville, Canajoharie, Cobleskill/Middleburgh, Glens Falls, Pt. Henry/Ticonderoga/Crown Pt, Rensselaer, Saratoga Springs, Schenectady, Schroon, Troy/Battenkill, Hoosick, Queensbury, Lee/Lenox, North Adams and Pittsfield on or about December 13, 2016

UTV Movies will be dropped on or about December 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.

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan". The signature is written in a cursive, flowing style.

Thomas P. Cohan  
Director of Government Affairs

ALB



November 2, 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:

Pop TV (fka TV Guide) scrolling guide service will cease on or about November 2, 2016

On or about November 15, 2016, Time Warner Cable News NY1 will be rebranded to Spectrum News NY1. This name change will not affect the content or programming on the channel, and Spectrum News NY1 will continue to be the leading provider of local news and weather

UTV Movies will be dropped on or about December 7, 2016

We will be dropping the analog version of POP in Albany, Amsterdam/Gloversville, Canajoharie, Cobleskill/Middleburgh, Glens Falls, Pt. Henry/Ticonderoga/Crown Pt, Rensselaer, Saratoga Springs, Schenectady, Schroon, Troy/Battenkill, Hoosick, Queensbury, Lee/Lenox, North Adams and Pittsfield on or about December 13, 2016

We will be dropping the analog versions of NBCSports Network, VH1, QVC, WE and SyFy in Albany, Amsterdam/Gloversville, Canajoharie, Cobleskill/Middleburgh, Glens Falls, Pt. Henry/Ticonderoga/Crown Pt, Rensselaer, Saratoga Springs, Schenectady, Schroon, Troy/Battenkill, Hoosick and Queensbury on or about December 13, 2016

We will be dropping the analog versions of NECN, NBCSports Network, VH1, QVC and We in Lee/Lenox, North Adams and Pittsfield on or about December 13, 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.

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan".

Thomas P. Cohan  
Director of Government Affairs

ALB



November 4, 2016

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 an effort to align pricing for service fees, pricing for residential customers will be adjusted and notified as follows:

**Effective on or after December 20, 2016:**

**Residential**

- Late Fee: \$8.95
- New Agent Assisted Payment will be established at \$5.00
- Unreturned Equipment: Digital Receiver \$123.00
- Reconnection Fee from \$6.00 to \$4.99
- Additional Statement Copy from \$5.00 to \$1.99
- Call Log copy from \$5.00 to \$0
- Field Collection from \$10-\$25 to \$0
- Phone # Change from \$25 to \$0

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 [shelley.winchenbach@charter.com](mailto:shelley.winchenbach@charter.com) or (207) 620-3319.

Sincerely,

Shelley Winchenbach  
Director, Government Affairs  
Charter Communications, Inc.



November 10, 2016

**Re: Charter Communications - Upcoming Changes**

Dear Municipal Official:

This letter is to inform you that Charter Communications (formerly Time Warner Cable) is making some exciting changes for customers in your community.

On or after December 13, 2016, Charter will begin removing the analog format of channels from its lineup and move toward delivering a higher-quality, digital-only experience for customers to provide better picture and sound, more HD channels and more On Demand choices. As part of this change, some programming will be exclusively offered in a digital format and will require the use of digital equipment to continue viewing this programming. Customers in your community will be notified of these changes at least 30 days prior to implementation. The programming customers will be unable to view without digital equipment is listed below.

| Programming | Channel Numbers |
|-------------|-----------------|
| NECN        | 50 and 212      |
| NBCSN       | 44 and 314      |
| VH1         | 56 and 117      |
| QVC         | 22 and 480      |
| WE          | 65 and 172      |

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 or concerns, please feel free to contact me at 774-243-9735 or via email at [tom.cohan@charter.com](mailto:tom.cohan@charter.com).

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan".

Thomas P. Cohan  
Director of Government Affairs



November 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, 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:

We will be dropping the analog versions of NBCSports Network, VH1, QVC, WE and SyFy in Albany, Amsterdam/Gloversville, Canajoharie, Cobleskill/Middleburgh, Glens Falls, Pt. Henry/Ticonderoga/Crown Pt, Rensselaer, Saratoga Springs, Schenectady, Schroon, Troy/Battenkill, Hoosick and Queensbury on or about December 13, 2016

We will be dropping the analog versions of NECN, NBCSports Network, VH1, QVC and We in Lee/Lenox, North Adams and Pittsfield on or about December 13, 2016

Automotive On Demand will drop on or about January 2, 2017

WMHT DT4 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.

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan".

Thomas P. Cohan  
Director of Government Affairs

ALB



December 21, 2016

Dear Municipal Official:

I am writing to you as part of our ongoing efforts to keep you apprised of developments affecting Charter Communications subscribers in your community.

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") channels on a digital television or other device that includes a QAM tuner ("a ClearQAM device"): Educational Access, Government Access, Public Access, WCWN SD&HD, WCWN DT2, WETK SD&HD, WCFE SD&HD, WFNY, WNYT SD&HD, WSHM SD&HD, WTEN SD&HD, WWLP SD&HD, WBZ SD&HD, WCVB SD&HD, NYS Legislative. 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.

Automotive On Demand will drop on or about January 2, 2017

WMHT DT4 will be added on or about January 17, 2017

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Thomas P. Cohan". The signature is written in a cursive style with a large, stylized "T" and "C".

Thomas P. Cohan  
Director of Government Affairs

ALB