



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. 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 or (207) 620-3319.

Sincerely,

Shelley Winchenbach
Director, Government Affairs
Charter Communications, Inc.