



December 7, 2016

Dear Municipal Official:

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

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:

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, CHLT, CKSH, TV9, VSTV. 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.

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.

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.

Shelley Winchenbach
Director, Government Affairs
Charter Communications

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