



Chris Mueller  
Director, Government Affairs

August 3, 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 (now Charter Communications) subscribers in the Central New York Division.

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 following agreements 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:

Music Choice channels 1900-1950, POP SD&HD, RFD, Aspire, Fuse SD&HD, Outdoor Network SD&HD, GMA Life TV, GMA Pinoy, TV One SD&HD, YooToo, Zap 2 It

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 planned:

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

Zap 2 It scrolling guide service will cease on or about August 19, 2016

WSTM will move from channel 4 to channel 3 in Syracuse (City) on or about August 20, 2016

WSPX will move from channel 3 to channel 4 in Syracuse (City) on or about August 20, 2016

WWNY DT3 will be added on or about September 1, 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 585-756-1326.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Mueller", written over a horizontal line.

Chris Mueller  
Director, Government Affairs  
Charter Communications

CNY

71 Mt. Hope Avenue  
Rochester, NY 14620