



October 19, 2016

Dear Village Residents:

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.

On or about November 29, 2016, we will be dropping the analog versions of POP in the Alfred, Avoca/Bath/Hornell, Bainbridge, Bolivar, Corning, Dansville, Delhi/Walton, Dundee, Elkland, Elmira, Friendship, Jefferson Summit, Lawrenceville, Montrose, New Berlin, Norwich, Oneonta, Oxford Sidney, Fredonia, Jamestown, Sayre and Waverly channel lineups

On or about December 31, 2016, UTV Movies will be dropped

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".

Chris Mueller
Director, Government Affairs
Charter Communications

CNY