



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 Central 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 VH1, QVC, WE & E! in 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 on or about November 29, 2016

We will be dropping the analog versions of InfoTV, VH1, WE and E! in Binghamton, Newark Valley, Owego/Whitney Pt. on or about November 29, 2016

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

RFD will be added to Variety Pass on or about December 12, 2016

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

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