



July 20, 2017

RE: Charter Communications – Upcoming Changes

Dear Municipal Official:

Containing costs and efficiently managing our operations are critical to providing our customers with the best value possible. Like every business, Charter faces rising costs that require occasional price adjustments. As a result, customers will be notified of the following price adjustments through a billing statement message on or after July 23, 2017.

Customer Bill Message: At Spectrum, we continue to enhance our services, offer more of the best entertainment choices and deliver the best value. We are committed to offering you products and services we are sure you will enjoy. Effective with your next billing statement, pricing will be adjusted for:

- Broadcast TV Surcharge from \$6.05 to \$7.50. This reflects costs incurred from local Broadcast TV stations.
- Spectrum Receivers from \$3.99 to \$4.99 (per receiver)

We remain committed to providing excellent communications and entertainment services in all of the communities we serve.

If you have any questions or concerns please feel free to contact me at 585-756-1326 or via email chris.mueller@charter.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Mueller".

Chris Mueller
Director, Government Affairs
Charter Communications