



November 10, 2016

**Re: Charter Communications - Upcoming Changes**

Dear Municipal Official:

This letter is to inform you that Charter will be making certain rate changes in an effort to align pricing for various service fees. Effective on or after December 15, 2016, these fees will be adjusted as follows:

Description	Legacy TWC	New Charter
Late Fee	\$8.50	\$8.95
Computerized Change of Service	\$2	\$0
Reconnection Fee	\$6	\$4.99
Agent Assisted Payment	N/A	\$5
Additional Statement Copy	\$5	\$1.99
<u>Unreturned Equipment</u>		
CableCARD	\$32	\$22
Digital Receiver	\$95-\$302	\$123
Tuning Adapter	\$170	\$130
Digital Terminal Adapter	\$54	\$40

We remain committed to providing an excellent experience for our customers, in your community and in each 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 at [chris.mueller@charter.com](mailto:chris.mueller@charter.com).

Sincerely,

Chris Mueller  
Director, Government Affairs  
Charter Communications