

March 2, 2018

## **Re: Charter Communications - Upcoming Changes**

Dear Municipal Official:

This is to inform you that Charter Spectrum is making some exciting changes for our customers in the <u>Western New York – Buffalo area</u>. We're upgrading our cable television service to a digital-only signal that will allow us to deliver to customers a substantial increase in HD channels. Over time, television technology has advanced from an analog format to a higher-quality digital signal. This upgrade will provide Charter Spectrum customers with enhanced picture and sound quality, a more expansive channel offering and exciting new products and services, including access to thousands of *free* On Demand programming choices.

Beginning on or after **April 3, 2018**, Charter Spectrum will begin removing the remaining analog channels on our lineup and delivering only higher-quality digital signals to each television outlet in the home. Over 90% of Charter Spectrum customers are already using digital equipment (set top boxes, digital adaptors or CableCard devices) to view their television programming. For customers without Charter Spectrum-issued digital equipment, this upgrade will require the installation of a Charter Spectrum set top box or CableCard device on each television.

To ensure a smooth transition, Charter Spectrum is providing free equipment offers to customers, depending on their status and current equipment, for a specified period of time. Theses offers will be communicated to customers in greater detail through direct mail. Upon the expiration of the free equipment offer, applicable standard rates will apply.

Our priority is to ensure that our customers do not experience any disruption to their service when the 100% digital upgrade occurs. In the coming weeks, Charter Spectrum will be actively communicating with customers through direct mail and an informational website.

Concurrent with this all-digital upgrade, Charter Spectrum will be encrypting all television channels, including the basic tier of service and grouping similar channels into "neighborhoods." Encryption will result in a more secure network and additional bandwidth

to provide more advanced services, and creating channel "neighborhoods" will make it easier for customers to find and access their favorite categories of programming.

Beginning on or after <u>April 3, 2018</u>, Public, Educational, and Government Access Channels (PEG Channels) will be relocated into a "Public Affairs Neighborhood." The new locations of each of the PEG Channels may be found below.

- Public/Education/Government Access Channels 19 and 81 in the Dunkirk lineup will be located on Channel 1302 on the Basic tier.
   Public/Education/Government Access Channel 5 in the Westfield lineup will be located on Channel 1301 on the Basic tier.
- Public Access Channels 19 and 20 in the City of Buffalo lineup will be located on Channel 1301 and 1302 on the Basic tier.
   Public Access Channel 12 in the Dunkirk lineup, Channel 20 in the International and Lancaster lineups, and Channel 6 in the Olean/Wellsville lineups will all be located on Channel 1301 on the Basic tier.
- Educational Access Channel 21 and 81 in the Buffalo lineup and Channel 81 in the Westfield lineup will all be located on Channel 1303 on the Basic tier.
   Educational Access Channels 21 and 81 in the International and Lancaster lineup will be located on Channel 1302 on the Basic tier.
- Government Access Channels 22 and 82 in the City of Buffalo lineup will be located on Channel 1304 on the Basic tier.
   Government Access Channels 22 and 82 in the International and Lancaster lineup will be located on Channel 1303 on the Basic tier.
- Leased Access Channel 87 in the City of Buffalo, and Westfield lineups and Channels 72 and 87 in the International and Lancaster lineup will all be located on Channel 1300 on the Basic tier.
- Local Access Channels 21 and 81 in the International and Lancaster lineup and Channel 21 in the Westfield lineup will all be located on Channel 1302 on the Basic tier.
  Local Access Channel 97 in the International and Lancaster lineup (in East Aurora only) will be located on Channel 1304 on the Basic tier (East Aurora only).
- Local Access Programming/WNED D3 Thinkbright, Channel 21 in the City of Buffalo lineup will be located on Channel 1303 on the Basic tier.
   Local Access Programming/WNED D3 Thinkbright, Channel 21 in the International and Lancaster lineup will be located on Channel 1302 on the Basic tier.

All PEG channels will be searchable on the Program Guide, which will be available to customers going forward. Charter will be actively communicating channel changes through direct mail to customers and an informational website: <a href="https://www.spectrum.com/digitalnow">www.spectrum.com/digitalnow</a>.

We remain committed to providing excellent communications and entertainment services in all of the communities we serve. If you have any questions about this change, please feel free to contact me at 716-686-4446 or via email at <u>mark.meyerhofer@charter.com</u>.

Sincerely,

Mail May abox

Mark Meyerhofer Director, Government Affairs Charter Communications