



October 5, 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 **York Area**. 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 **November 6, 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. These 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 **November 6, 2018**, 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 Channel 3 in the York lineup will be located on Channel 1301 on the Basic tier.

The following channels are being added and/or dual carried on the following channel placements:

WPXT 3 (WPME) - My TV	3
WPFO - FOX	4
NECN	19
Velocity HD	63
Destination America	72
WGN America	73
Discovery Life	74
BBC America	75
FXM	76
Galavision	77
Hillsong Channel (Olympusat)	78
SonLife (Olympusat)	79
SEC Network	80
Hallmark Movies & Mysteries	82
Investigation Discovery	83
Bloomberg	84
FOX Business Network	86
Disney Jr	88
Nick Jr	89
Nicktoons	90
TeenNick	91
FS1	92
NFL Network	93
American Heroes Channel	94
Science	95
SundanceTV	96
DIY Network	97
Nat Geo WILD	99

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: www.spectrum.com/digitalnow.

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 via email at shelley.winchenbach@charter.com or phone (207) 620-3319.

Sincerely,

Shelley Winchenbach
Director, Government Affairs
Charter Communications