



**Certified Mail/Return Receipt Requested**

May 27, 2016

Mr. Robert Lagonia, Town Supervisor  
Austerlitz Town Hall  
812 Route 203  
P.O. Box 238  
Spencertown, NY 12165

Dear Mr. Lagonia,

This is to inform you that Charter is making some exciting changes for our customers in the Austerlitz area. We're going "all-digital", and we're adding 30 new high definition (HD) channels to our programming lineup.

On or after June 28, 2016, Charter will begin removing the analog format of every channel from our lineup and delivering only high-quality digital signals to each television outlet. Some of your current channels will be moving to a new location, as fully detailed in the attached customer notification.

To facilitate this network upgrade, Charter will be providing our customers with new digital set top boxes. All customers will be required to replace existing set top boxes with new digital boxes. The encrypting of our basic tier of service will also require each TV to use these new digital boxes to continue to access our video programming. Encryption of the basic tier ultimately will result in a more secure network and free up necessary bandwidth for Charter to provide other advanced services.

To ensure a smooth transition, Charter is providing free digital equipment to customers for a specified period of time depending on eligibility. These offers will vary based on a customer's current level of service and are described in greater detail in the attached customer notification. Applicable standard equipment rate card pricing will apply upon expiration of those offers.

In the coming weeks, Charter will actively communicate with customers about how to make the transition to all digital programming. Customer notification efforts will include first class letters, phone calls, telemarketing efforts and an informational website ([www.Spectrum.com/digitalnow](http://www.Spectrum.com/digitalnow)).

We are excited about the tremendous customer benefits Charter's All-Digital transition will bring to your community. Please contact me with any questions or comments you may have at 774-243-9735 or via email at [Tom.Cohan@charter.com](mailto:Tom.Cohan@charter.com). If any of your residents require assistance please direct them to our customer care group at 1-855-75 SPECTRUM (1-855-757-7328) or [Spectrum.com/digitalnow](http://Spectrum.com/digitalnow).

Sincerely,

A handwritten signature in cursive script that reads "Thomas P. Cohan". The signature is written in a light gray or blue ink.

Thomas P. Cohan  
Director of Government Affairs

Attachment: Customer Notification



## Your TV service is going 100% digital.

Have your set-top boxes shipped directly to your home.

Dear Charter Customer,

Charter is committed to provide you with the very best products, at the very best value. We have invested over two billion dollars in our fiber rich network to enable us to bring you the highest level of performance and innovation. To deliver even more value to you, we are implementing your TV service in a 100% All-Digital format.

In order to take advantage of all this, **you will be required to have a Charter-issued set-top box on each TV in your home by June 28, 2016. To help with this transition, we will supply you with 2 set-top boxes at no cost for 24 months\*.**

By adding a Charter set-top box to every TV in your home, you will have access to easy-to-use parental controls. You can decide who watches what shows and movies. Plus use the on-screen Interactive Guide to find what you want to watch even faster. And where available, pause and rewind live TV, even create your own instant replays with DVR service.

Be on the lookout for additional information as each year we are committed to improving our services. Charter Spectrum offers the best services for your home with no contracts. Additional HD channels, the fastest Internet starting speeds available with Spectrum Internet and crystal-clear Voice service will soon be available.

### I already have a set-top box in my home. What should I do?

If you have existing set-top boxes in your home, you must replace the boxes. Visit the closest Charter Store to pick up a self-installation kit or, call 1-855-757-7328 to order a self-installation kit for each TV in your home. You'll find all the equipment your TVs need to be 100% digital ready, plus simple step-by-step instructions, so you can make the upgrade in minutes... no technician necessary. Remember to return your existing boxes. Failure to do so may result in a charge.

### What about my TV channels?

Some of your current channels will be moving to a new location. These changes will allow us to offer you a more expansive channel offering and exciting new products and services that we are sure you will enjoy. For your convenience, please find your new channel lineup on the following pages. It outlines the changes and will serve as a handy reference guide so you can easily find all of your new channels.

### What will it cost to upgrade?

We will supply you with **2 set-top boxes at no cost for 24 months\*.**

### Questions?

Visit [Spectrum.com/digitalnow](http://Spectrum.com/digitalnow) or call 1-855-757-7328 for more detailed instructions and answers to frequently asked questions.

**Call 1-855-757-7328 to order your set-top box and self-installation kit. We'll ship directly to your home at no additional cost.**

Sincerely,

Kathleen Griffin  
VP, Marketing Communications

## IMPORTANT NOTICE

### I already have a set-top box in my home. What should I do?

If you have existing set-top boxes in your home, you must replace the boxes. Visit the closest Charter Store to pick up a self-installation kit or, call 1-855-757-7328 to order a self-installation kit for each TV in your home. You'll find all the equipment your TVs need to be 100% digital ready, plus simple step-by-step instructions, so you can make the upgrade in minutes... no technician necessary. Remember to return your existing boxes. Failure to do so may result in a charge.

### Charter Store

437 Route 295, Suite 2, Chatham, NY 12037  
Monday thru Friday 9:00am - 6:00pm  
Saturday 9:00am - 1:00pm



© 2016 Charter Communications, Inc. Offer expires October 26, 2016. Offer valid to qualified residential customers who have no outstanding obligation to Charter. \*Standard rates apply after promotional periods. Standard rates will apply for installation, taxes, fees, surcharges and additional equipment. Programming may vary. Channel tiers and packaging subject to change. On Demand programming varies by level of service, pricing, ratings and scheduling are subject to change. Charter issued set-top box or CableCARD required to view programming channels. Charter issued set-top box required to view PPV and On Demand programming (where available). Charter HD set-top box required to receive HD programming. TV must be HD capable. HD programming may vary. All programming may not be available to CableCARD customers. All service levels may contain charges with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide. Additional DVR service rates may apply. Service is subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions may apply. Call for full details.

# Your new HD channel lineup. Effective June 28, 2016.

## Basic Service HD

782	WYPX - ION HD	<b>New!</b>
783	WNYA - My TV HD	<b>New!</b>
784	WRNN - IND HD	<b>New!</b>
785	WMHT - PBS HD	<b>New!</b>
786	WRGB - CBS HD	<b>New!</b>
787	WNYT - NBC HD	<b>New!</b>
788	WXXA - FOX HD	<b>New!</b>
789	WCWN - The CW HD	<b>New!</b>
790	WTEN - ABC HD	<b>New!</b>

## Expanded Service / Spectrum Select HD

705	AMC HD	<b>New!</b>
708	TV Land HD	<b>New!</b>
724	Investigation Discovery HD	<b>New!</b>
725	The Weather Channel HD	<b>New!</b>
726	FOX News Channel HD	<b>New!</b>
727	msnbc HD	<b>New!</b>
728	CNN HD	<b>New!</b>
731	TLC HD	<b>New!</b>
732	Food Network HD	<b>New!</b>
733	HGTV HD	<b>New!</b>
735	HISTORY HD	<b>New!</b>
737	Discovery Channel HD	<b>New!</b>
743	USA Network HD	<b>New!</b>
744	TNT HD	<b>New!</b>
745	TBS HD	<b>New!</b>
746	FX HD	<b>New!</b>
753	Disney Channel HD	<b>New!</b>
757	Nickelodeon HD	<b>New!</b>
773	ESPN HD	<b>New!</b>

## Spectrum Select HD

755	Disney Junior HD	<b>New!</b>
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## Digi Tier 1 HD

756	Cartoon Network HD	<b>New!</b>
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On June 28, 2016 Charter will start encrypting the Basic Service Tier offering on your cable system. You will be required to have a Charter issued set-top box on each TV. If you have a digital transport adapter (DTA), or a retail CableCARD device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving the Basic Service Tier offering on any TV without equipment supplied by Charter, you will lose the ability to view any channels on that TV. If you are affected, you should contact Charter to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary depending on your situation. If you are a Basic Service Tier offering customer and receive the service on your TV without Charter-supplied equipment, Charter will provide you up to two devices for two years (five years if you also receive Medicaid). If you subscribe to a higher level of service and receive the Basic Service Tier offering on a secondary TV without Charter-supplied equipment, Charter will provide you one device for one year. You can learn more about this equipment offer and eligibility at [Spectrum.com/digitalnow](http://Spectrum.com/digitalnow) or by calling 1-855-757-7328. To qualify for any equipment at no additional charge or service fee, you must request the equipment between June 28, 2016 and October 26, 2016 and satisfy all other eligibility requirements.

© 2016 Charter Communications, Inc. Programming may vary. Channels, Tiers and Packaging subject to change. Services not available in all areas. Charter issued digital set-top box or CableCARD required to view programming channels. Charter issued digital receiver required to view PPV and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide.



