



October 28, 2016

**Re: Charter Communications - Upcoming Changes**

Dear Sir/Madam:

This is to inform you that Charter Communications (formerly Time Warner Cable) is making some exciting changes for our customers in your community.

On or after November 29, 2016, Charter will begin removing the analog format of channels from our lineup and move toward delivering a higher-quality, digital-only experience to our customers to provide better picture and sound, more HD channels and more On Demand choices.

As part of this change, some channels will be exclusively offered in a digital format, and will require the use of digital equipment in order to continue to view the channels. Customers in your community are being notified of these changes at least 30 days prior to implementation, and attached is a sample of the customer notice.

We remain committed to providing excellent communications and entertainment services in your community. If you have any questions about this change, please feel free to contact me at (716) 686-4446 or via email at [mark.meyerhofer@charter.com](mailto:mark.meyerhofer@charter.com).

Sincerely,

A handwritten signature in black ink that reads "Mark Meyerhofer". The signature is written in a cursive, flowing style.

Mark Meyerhofer  
Director, Government Affairs  
Charter Communications



**IMPORTANT NOTICE:**

*Starting on or after November 29, 2016, some channels will be exclusively offered in a digital format. Have digital equipment shipped directly to your home.*

Time Warner Cable is moving towards a higher-quality, digital-only experience to provide better picture and sound, more HD channels and more On Demand choices. Delivering channels in a digital format is one way we continue to improve the quality of our service.

Effective on or after November 29, 2016, the following channels will be offered exclusively in a digital format. This change will require digital equipment in order to view these channels on all of your television sets.

Channel	Digital Channel #
VH1	68, 117
QVC	58, 480
WE	48, 172
E!	29, 168

To help with this transition, we are providing you 2 HD receivers at no cost for 12 months.\*

You do not need to take action if all of your TVs are connected to a digital receiver (Set-Top Box), Retail CableCARD™ device, Digital Adapter or if your digital television is equipped with a QAM tuner.

If you have a TV with a built in digital cable tuner (QAM or ClearQAM) note that you will continue to be able to view this programming without additional equipment. Please note, it may be necessary to perform a new channel scan before you are able to view these channels.

By adding a Time Warner Cable-issued digital receiver to each TV in your home, you will have access to On Demand, where you can choose from a library of thousands of FREE movies and shows to watch on your schedule, an easy-to-use Interactive Program Guide and parental controls. With HD, watch all of your favorite shows in breathtaking clarity.

At Time Warner Cable, we continue to enhance our services, offer more of the best entertainment choices and deliver the best value. To add digital equipment to any TV currently not equipped, we'll ship a digital receiver and self-installation kit directly to your home, at no additional cost. Just call 1-844-242-9924. You'll find all the equipment your TVs need to be 100% ready, plus simple step-by-step instructions... no technician is necessary. Or if you prefer, you can pick up digital equipment from a nearby store. Visit [twc.com/stores](http://twc.com/stores) to find your local store.

Sincerely,

Kathleen Griffin  
VP, Marketing Communications

Offer good through 1/13/17. Offer valid to qualified residential customers who have no outstanding obligation to Time Warner Cable. \*Standard rates apply after promotional period ends. Standard rates will apply for taxes, fees, surcharges and additional equipment. Programming may vary. Channels, Tiers and Packaging subject to change. Time Warner Cable issued digital equipment or CableCARD required to view programming channels. All programming may not be available to CableCARD customers. The actual channel number displayed on your ClearQAM device may vary depending on that device's manufacturer and/or model number. In addition, it may be necessary to perform a new channel scan before you are able to view these channels. 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. Service is subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions may apply. ©2016 Time Warner Cable Enterprises LLC. All Rights Reserved. Time Warner Cable and the eye/ear logo are trademarks of Time Warner Cable Inc. Used under license.



November 2, 2016

Dear Municipal Official:

I am writing to you as part of our ongoing efforts to keep you apprised of developments affecting Time Warner Cable, locally known as Charter Communications subscribers in the Central New York Division.

From time to time, we make certain changes in the services that we offer in order to better serve our customers. The following changes are planned:

Pop TV (fka TV Guide) scrolling guide service will cease on or about November 2, 2016

On or about November 15, 2016, Time Warner Cable News NY1 will be rebranded to Spectrum News NY1. This name change will not affect the content or programming on the channel, and Spectrum News NY1 will continue to be the leading provider of local news and weather.

On or about November 29, 2016, we will be dropping the analog versions of POP in the Alfred, Avoca/Bath/Hornell, Bainbridge, Bolivar, Corning, Dansville, Delhi/Walton, Dundee, Elkland, Elmira, Friendship, Jefferson Summit, Lawrenceville, Montrose, New Berlin, Norwich, Oneonta, Oxford Sidney, Fredonia, Jamestown, Sayre and Waverly channel lineups

We will be dropping the analog versions of VH1, QVC, WE & E! in Alfred, Avoca/Bath/Hornell, Bainbridge, Bolivar, Corning, Dansville, Delhi/Walton, Dundee, Elkland, Elmira, Friendship, Jefferson Summit, Lawrenceville, Montrose, New Berlin, Norwich, Oneonta, Oxford, Sidney, Fredonia, Jamestown, Sayre and Waverly on or about November 29, 2016

We will be dropping the analog versions of InfoTV, VH1, WE and E! in Binghamton, Newark Valley, Owego/Whitney Pt. on or about November 29, 2016

UTV Movies will be dropped on or about December 31, 2016

Some of the new services listed above cannot be accessed by CableCard-equipped Unidirectional Digital Cable Products purchased at retail without additional, two-way capable equipment. You may downgrade or terminate service without charge at any time. Further, if carriage of a premium channel is discontinued and you have incurred installation, upgrade or other one-time charges relating to such premium service within six months prior to the date of the change, you may elect to downgrade or terminate service within 30 days and obtain a rebate of any such charge.

If you have any questions or concerns please feel free to contact me at 716-686-4446.

Sincerely,

A handwritten signature in black ink that reads "Mark Meyerhofer".

Mark Meyerhofer  
Director, Government Affairs  
Charter Communications

CNY

Minutes for the Big Flats Business Association Meeting at the Big Flats Community Center on November 2, 2016



Welcome - calling of meeting to order at 5:55 p.m.

Members present

- Tom Gorman - President
- Lynn Brooks
- Betsy Gorman

Funds

- we currently have \$682.84 (\$6.99 was spent on website hosting and domain)

Old Business

- Bottcher's Landing clean-up - Pets in Paradise Pet Sitting & Dog Walking is responsible for November. December is available.

- Christmas in Big Flats Saturday December 10 - The format will be the same as last year with each participating business hosting an Open House with refreshments. Each business will set their own hours. The advertising budget will be the same as last year and set at no more than \$250. Amish Workshop, Antique Revival, Cottage Gift Shop, Oldies But Goodies, Ted's Produce & Flower Market and The Witch's Stitches will be hosting Open Houses and Ken's Service Center will have Discounted Carwashes..

- Town of Big Flats 1<sup>st</sup> Annual Winter Festival Saturday December 17 from 4 p.m. to 8 p.m. This event will be held outside at the Town Municipal Complex and inside the Community Center. Outside there will be entertainment, local vendors, food vendors, beer and wine tent, Big Flats Fire Department, and Santa. Activities inside the Community Center will include a Chili and Chocolate cook-off, music, craft activities for children, cake/pie/cookie wheel, Gingerbread House competition, gift wrapping, cookies and cocoa. Amish Workshop is providing a gazebo where Santa will be located. Amish Workshop and the Cottage Gift Shop will be set up as vendors and several other of our members have expressed an interest in participating. If you would like to be a vendor please contact Tricia or Diane at the Big Flats Community Center for an application.

New Business

- Public Hearing on the proposed 2017 Preliminary Budget November 16 at 4:30 p.m.

Our next meeting will be Wednesday December 7, 2016 at 5:30 p.m. at the Big Flats Community Center.

Adjournment - The meeting was adjourned at 6:30 p.m.