



January 18, 2019

Re: Charter Communications – Upcoming Changes

Dear Municipal Official:

At Charter (locally known as Spectrum), we continue to enhance our services, offer more of the best entertainment choices and deliver the best value. We are committed to offering our customers with products and services we are sure they will enjoy. Containing costs and efficiently managing our operations are critical to providing customers with the best value possible. Like every business, Charter faces rising costs that require occasional price adjustments. As a result, customers will be notified that **effective on or after February 21, 2019**, pricing will be adjusted for the following residential video service:

- Broadcast TV Surcharge will change from \$9.95 to \$11.99

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 518-640-8575 or via email at kevin.egan@charter.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kevin Egan".

Kevin Egan
Director, Government Affairs
Charter Communications