



March 29, 2019

Re: Charter Communications – NY Upcoming Changes

Dear Municipal Official:

Charter Communications, locally known as Spectrum, is making its customers aware that effective on or around April 30, 2019, Charter Communications (“Charter”), locally known as Spectrum, will launch a video-on-demand fitness subscription channel, Gaiam TV Fit & Yoga, allowing customers to access premium yoga and fitness training directly on TV. With more than 100 programs available, Gaiam TV Fit & Yoga offers something for all fitness levels, interests and demographics. Program choices will include cardio, pilates, yoga, meditation, pre and postnatal exercise, sculpting and toning, walking, circuit training and dance, as well as programs tailored for certain health conditions including arthritis and stress-related illnesses.

Customers with Spectrum On Demand can subscribe to Gaiam TV Fit & Yoga for \$6.99 per month. Customers interested in subscribing to Gaiam TV Fit & Yoga should contact Spectrum.

Also, effective on or around May 1, 2019, customer bill statement dates and payment due dates will be changing. Customers are being notified of these changes via three separate message tactics: (1) bill message, (2) bill advertisement insert, and (3) a follow up bill statement message. If customers use our AutoPay feature, a customer’s payment date will be the same as the due date. If customers pay by credit card, the date the credit card is changed may change in accordance with the customer’s new due date, so customers may need to make adjustments with their financial institutions to account for the date changes.

To view a current Spectrum channel lineup visit www.spectrum.com/channels.

If you have any questions about this change, 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

20 Century Hill Drive
Latham, NY 12110