

TOWN OF WALES

COMMONWEALTH of MASSACHUSETTS

RENEWAL CABLE TELEVISION LICENSE

GRANTED TO

CHARTER COMMUNICATIONS ENTERTAINMENT I, LLC

l/k/a

Charter Communications

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CHARTER FRANCHISE AGREEMENT

This Franchise Agreement is between the Town of Wales Board of Selectmen, acting in its capacity as cable franchise Issuing Authority pursuant to Massachusetts General Laws c. 166A, s.1, hereinafter referred to as the “Issuing Authority” or the “Town” and Charter Communications Entertainment I, LLC I/k/a Charter Communications, hereinafter referred to as the “Licensee.”

WHEREAS, the Issuing Authority of the Town of Wales, Massachusetts ("Town"), pursuant to Chapter 166A of the General Laws of the Commonwealth of Massachusetts, as inserted by Chapter 1103 of the Acts of 1971, as amended, is authorized to grant one or more non-exclusive, renewal licenses to construct, upgrade, operate and maintain a Cable Television System within the Town of Wales and

WHEREAS, the Issuing Authority finds that the Licensee has substantially complied with the material terms of the current Franchise under applicable laws, and that the financial, legal and technical ability of the Licensee appears to be sufficient to provide services, facilities and equipment necessary to meet the future cable-related needs of the community, and

WHEREAS, both parties agree that this statement shall in no way eliminate, reduce or abridge any of the lawful rights and remedies available to the Town or Licensee in the future, and

WHEREAS, having afforded the public adequate notice and opportunity for comment, Issuing Authority desires to enter into this Franchise with the Licensee for the construction and operation of a cable system on the terms set forth herein; and

WHEREAS, the Issuing Authority and Licensee have complied with all federal and State-mandated procedural and substantive requirements pertinent to this franchise renewal;

NOW, THEREFORE, the Franchise Authority and Licensee agree as follows:

1 Definition of Terms

1.1 Terms

For the purpose of this franchise the following terms, phrases, words and their derivations shall have the meaning ascribed to them in the Cable Communications Policy Act of 1984, as amended from time to time (the “Cable Act”), unless otherwise defined herein. When not inconsistent with the context, words used in the present tense include the future, words in the plural number include the singular number, and words in the singular number include the plural number. The word "shall" is mandatory and "may" is permissive. Words not defined shall be given their common and ordinary meaning.

1. “Access Designee” shall mean the municipal instrumentality and/or nonprofit, non-municipal entity, as determined by the Issuing Authority subject to and in accordance with applicable law, to operate the Public, Educational and/or Governmental Access Channels subject to and in accordance with 47 U.S.C. 531 and the terms of this Renewal License.
2. “Affiliate or Affiliated Person” shall mean another person who owns or controls, is owned or controlled by, or is under common ownership or control with, such person.
3. “Cable Act” shall mean Public Law No. 98-549, 98 Stat. 2779 (1984) (the Cable Communications Policy Act of 1984), as amended, 47 U.S.C. §§ 521, et. seq. by Public Law No. 102-385, 106 Stat. 1460 (1992) (the Cable Television Consumer Protection and Competition Act of 1992 (the "1992 Cable Act"), as further amended by Public Law No. 104-458, 110 Stat. 110 (1996) (the Telecommunications Act of 1996).
4. “Cable System,” “Cable Service,” “Cable Operator” and “Basic Cable Service” shall be defined as set forth in the Cable Act
5. “Cable Division” shall mean the Cable Television Division of the Massachusetts Department of Telecommunications and Cable.
6. “Drop or Cable Drop” shall mean the cable that connects each home or building to the feeder line of the Cable System.
7. “Effective Date” shall mean the date when both parties execute the License.
8. "FCC" shall mean the Federal Communications Commission and any successor governmental entity thereto
9. "Franchise" or “License” shall mean the non-exclusive rights granted pursuant to this franchise to construct and operate a Cable System along the public ways within all or a specified area in the Service Area.
10. “Gross Revenue” means any revenue, as determined in accordance with Generally Accepted Accounting Principles (GAAP), allowed under the law and includes any revenue received by the Licensee from the operation of the Cable System to provide Cable Services in the Service Area including home shopping and advertising revenue as allocable, provided, however, that such phrase shall not include: (1) any taxes, fee or assessment of general applicability collected by the Licensee from Subscribers for pass-through to a government agency, including the FCC User Fee; (2) un-recovered bad debt; and (3) any Franchise Fee, PEG or I-Net amounts recovered from Subscribers.
11. "Installation" shall mean the connection of the Cable System from feeder cable to Subscribers' terminals.
12. “Issuing Authority” shall mean the Board of Selectmen of Wales.
13. "Licensee or Franchisee" shall mean Charter Communications Entertainment I, LLC I/k/a Charter Communications or its lawful successor, transferee or assignee.

14. "License Fee or Franchise Fee" shall mean the payments to be made by the Licensee to the Town of Wales, which shall have the meaning as set forth in Section 622(g) of the Cable Act and M.G. L. Chapter 166A.
15. "PEG" shall mean the acronym for "public, educational and governmental," used in conjunction with Access Channels, support and facilities.
16. "PEG Access Channels" shall mean any channel(s) made available to the Town or its Access Designee(s) for the presentation of PEG Access Programming subject to the terms of this Renewal License and the Cable Act.
17. "Person" shall mean an individual, partnership, association, organization, corporation or any lawful successor, transferee or assignee of said individual, partnership, association, organization or corporation.
18. "Public School" shall mean any school at any educational level operated within the Service Area by any public school system, but limited to, elementary, junior/middle high school, and high school.
19. "Public Way or Street" shall include each of the following located within the Service Area: public streets, roadways, highways, bridges, land paths, boulevards, avenues, lanes, alleys, sidewalks, circles, drives, compatible easements, rights-of-way and similar public ways and extensions and additions thereto, including but not limited to public utility easements, dedicated utility strips, or rights-of-way dedicated for compatible uses now or hereafter held by the Issuing Authority in the Service Area.
20. "Reasonable notice" shall be written notice addressed to the Licensee at its principal office or such other office as the Licensee has designated to the Issuing Authority as the address to which notice should be transmitted to it.
21. "Renewal License" shall mean the non-exclusive Cable Television Renewal License granted to the Licensee by this instrument. "Service Area" shall mean the geographic boundaries of the Franchise Authority, and shall include any additions thereto by annexation or other legal means, subject to the exception in subsection 6.1 hereto.
22. "Service Area" shall mean the geographic boundaries of the Town, and shall include any additions thereto by annexation or other legal means, subject to the limitations on service area extension in Article 6.
23. "Signal" shall mean any transmission of electromagnetic or optical energy which carries Programming from one location to another.
24. "State" shall mean the Commonwealth of Massachusetts.
25. "Subscriber" shall mean any person lawfully receiving Cable Service from the Licensee.
26. "Town" shall mean the Town of Wales, Massachusetts.
27. "Trunk and Distribution System" shall mean that portion of the Cable System for the delivery of Signals, but not including Drop cables to Subscriber's residences.

2 Grant of Franchise

2.1 Grant

(a) PURSUANT to the authority of Chapter 166A of the General Laws of the Commonwealth of Massachusetts, (M.G.L. c. 166A) as inserted by Chapter 1103 of the Acts of 1971, as amended, and to federal law, the Board of Selectmen as the Issuing Authority of the Town of Wales, Massachusetts ("Town"), shall grant a non-exclusive renewal Cable Television License to Charter Communications Entertainment I, L.L.C. ("Licensee") a Delaware Statutory Trust established for such purpose, authorizing and permitting said Licensee to operate a Cable Television System within the corporate limits of the Town of Wales, Massachusetts. The Renewal License is granted pursuant to Chapter 166A of the General Laws of the Commonwealth of Massachusetts, as amended, and with all rules and regulations of the FCC, the rules and regulations of Cable Division, the Cable Act, as amended, and all other rules and regulations in force and effect upon the date hereof.

(b) Subject to the terms and conditions herein, the Issuing Authority shall grant to Licensee the right to upgrade, install, operate and maintain a Cable System in, under, over, along, across, through or upon the Public Ways, including streets, lanes, avenues, alleys, sidewalks, bridges, highways and other public places under the jurisdiction of the Town of Wales within the municipal boundaries and subsequent additions thereto, including property over which the Town has an easement or right-of-way, Private Ways and also through public and private easements, which are within the Town, that have been dedicated for compatible uses. In exercising rights pursuant to the Renewal License, Licensee shall not endanger or interfere with the lives of persons or, without prior written permission, unlawfully interfere with any installations of the Town, any public utility serving the Town or any other persons permitted to use public ways and places. Grant of the Renewal License does not establish priority for use over other present or future permit holders or the Town's own use of public ways and places. Disputes between Licensee and other parties regarding use of public ways and places shall be resolved in accordance with the Wales Department of Public Works regulations, or governing applicable law or bylaw.

2.2 Term

The Franchise and the rights, privileges and authority hereby granted shall be for a term of ten (10) years, commencing on the Effective Date of this Franchise as set forth in subsection 15.10, unless otherwise lawfully terminated in accordance with the terms of this Franchise.

2.3 Franchise Requirements For Other Franchise Holders.

(a) The Renewal License shall not affect the right of the Issuing Authority to grant to any other person a license or right to occupy or use the streets, or portions thereof, for the construction, installation, operation or maintenance of a Cable Television System within the Town, or the right of the Issuing Authority to permit the use of the public ways and places of the Town for any purpose whatever. Licensee hereby acknowledges the Issuing Authority's right to make such grants and permit such uses. Issuing Authority shall not permit or authorize any person or entity to operate a cable system without a License or franchise, as defined by 47 U.S.C. § 522(9).

(b) If the Town enters into any contract, license, agreement, or the like with a cable system operator, which is not an affiliate of Licensee, the terms of that contract, license or agreement shall be on substantially equivalent terms and conditions contained in this agreement or such terms and conditions equitably modified to reflect any differences between the License and any additional license, contract or agreement in terms of benefit to the respective cable system, including, but not limited to, such considerations as (i) length of term; (ii) extent of service area; (iii) system design and construction specifications; (iv) the payment of any franchise fees; (v) any payments for the support of PEG access programming; (vi) any grants for capital equipment for PEG access programming; (vii) the provision of any service or service connections to schools or public buildings; (viii) the construction of an I-Net; and (ix) customer service standards. To the extent that the terms of the License are less favorable and more burdensome to the Licensee than those of the provision of such subsequent or additional license, contract, or agreement when such terms are taken as a whole, the Town, upon written request of the Licensee, after providing public notice, shall hold a public hearing to afford Licensee the opportunity to

demonstrate the disparate nature of the terms of the additional license(s) and, following said hearing, the Town shall take actions to rectify said differences, including, but not limited to, amending the additional license, contract, or agreement so that they are not on more favorable or less burdensome terms than the terms of the License or amending this License so that its terms are not less favorable or more burdensome than those of any additional license, contract, or agreement when taken as a whole. In devising an appropriate remedy, the Town shall consider that, in certain instances, eliminating ongoing obligations after the implementing construction has been undertaken may be inadequate to provide meaningful relief.

(c) Further to the above, Licensee agrees to engage in good faith and timely negotiations with any such holder of an additional license with the Franchising Authority using the public ways to discuss interconnection for the carriage of local PEG access channels.

2.4 Police Powers and Conflicts with Franchise

By executing the Renewal License, the Licensee acknowledges that its rights are subject to the powers of the Town to adopt and enforce general by-laws necessary to the safety and welfare of the public. The Licensee shall comply with all applicable State and Town laws, by-laws, rules, and regulations governing construction within a Public Way. In the event of any conflict between this Franchise and any Issuing Authority ordinance or regulation, apart from the lawful police powers of the Town, materially contradicting the applicable provisions of this Franchise, this Franchise will prevail. This Franchise is a contract and except as to those changes, which are the result of the Issuing Authority's exercise of its general police power, the Issuing Authority may not take any unilateral action, which materially changes the explicit mutual promises in this contract. Nor may the Franchisee take any unilateral action, which materially changes the explicit mutual promises in this contract. Any changes to this Franchise must be made in writing signed by the Licensee and the Issuing Authority.

2.5 Removal or Abandonment

Upon termination of this Renewal License, or of any renewal thereof by passage of time or otherwise, the Licensee shall remove all of its supporting structures, poles, transmission and distribution systems, and other appurtenances from the Public Ways and shall restore the areas to their original condition subject to Licensee and Town reservation of rights to exercise any procedures and/or terms and conditions set forth in the Cable Act and M.G.L. c. 166A as applicable to license termination. . If such removal is not complete within six (6) months of such termination, the Issuing Authority may deem any property not removed as having been abandoned.

2.6 Cable System Franchise Required

No Cable System shall be allowed to occupy or use the streets or public rights-of-way of the Service Area or be allowed to operate without a Cable System Franchise and in accordance with state and federal regulations.

2.7 Cable Advisory Committee

At the discretion of the Issuing Authority, the Cable Advisory Committee may be vested by the Issuing Authority with such power and authority as may lawfully be delegated.

(a) The Issuing Authority and/or its designee(s) shall be responsible for the day to day oversight of the Cable Television System pursuant to this License. The Issuing Authority and the Cable Advisory Committee, if so designated, shall monitor and enforce the Licensee's compliance with the terms and conditions of this License.

(b) The Licensee shall meet with the Issuing Authority or the Cable Advisory Committee, if so designated, to review the Licensee's compliance with the License as well and to review other issues related to this License. Such meetings may be requested by the Issuing Authority, the Cable Advisory Committee, or the Licensee.

3 Franchise Renewal

3.1 Procedures for Renewal

The Issuing Authority and the Licensee agree that any proceedings undertaken by the Issuing Authority that relate to the renewal of the Licensee's Franchise shall be governed by and comply with the provisions of Section 626 of the Cable Act, or any such successor statute.

4 Indemnification and Insurance

4.1 Indemnification)

(a) The Licensee shall, by acceptance of the Franchise granted herein, defend the Town, its officers, boards, commissions, agents, and employees for all claims for injury to any Person or property caused by the activities of the Licensee, its agents and contractors in the installation, operation, or maintenance of the Cable System and shall indemnify and hold The Town, its officers, boards, commissions, agents, and employees harmless from any and all liabilities, claims, demands, or judgments growing out of any injury to any Person or property as a result of the activities of Licensee, its agents and contractors arising out of the construction, repair, extension, maintenance, operation or removal of its wires, poles or other equipment of any kind or character used in connection with the operation of the Cable System, provided that the Issuing Authority shall give the Licensee written notice of its obligation to indemnify the Town in a manner consistent with subsection 4.1(b) below. In the event any such claim arises, the Issuing Authority shall tender the defense thereof to the Licensee and the Licensee shall have the right to defend, settle or compromise any claims arising hereunder and the Issuing Authority shall cooperate fully herein. If the Issuing Authority determined in good faith that its interests cannot be represented by the Licensee, the Licensee shall be excused from any obligation to represent the Town. Notwithstanding the foregoing, the Licensee shall not be obligated to indemnify the Town for any damages, liability or claims resulting from the willful misconduct or negligence of the Town or for the Town’s use of the Cable System, including any PEG channels.

(b) In order for the Town to assert its rights to be indemnified, defended and held harmless, the Town must:

(i) provide reasonable and timely notice of any claim or legal proceeding as not to prejudice the Licensee’s ability to defend the Issuing Authority or Town;

(ii) If the Licensee is obligated to defend and indemnify the Town against such claims or actions, the Licensee shall in its sole discretion control such defense, compromise or settlement or other resolution or disposition of such claim or proceeding. The Licensee agrees to make every effort to include the Town in the participation of any such compromise, settlement or other such resolution or disposition of such claim or proceeding. In the event the Town determines its interests cannot be represented in good faith by the Licensee, the Town may otherwise seek legal representation;

iii) The Town shall fully cooperate with the reasonable requests of the Licensee in its participation in, and control, compromise, settlement or resolution or other disposition of such claim or proceeding subject to subparagraph (ii) above.

(c) The Town hereby reserves to itself, and the Licensee acknowledges the Town's right, to the extent, authorized by applicable law or regulation, to intervene in any suit, action or proceeding directly relating to the provisions of this License.

4.2 Insurance

A. The Licensee shall maintain throughout the term of the Franchise insurance in amounts at least as follows:

Workers' Compensation	Statutory Limits
Commercial General Liability	[\$1,000,000] per occurrence, Combined Single Liability (C.S.L.) [\$2,000,000] General Aggregate
Auto Liability including coverage	[\$1,000,000] per occurrence C.S.L.

5. Subscriber Rights And Consumer Protection

5.1 Telephone Answering Service

(a) The Licensee shall maintain a publicly listed toll-free telephone number for Subscriber access to customer service representatives and its hours of service shall meet or exceed the FCC's requirements for service during normal business hours. See 47 Code of Federal Regulations, §76.309 (c) (4) for definition of normal business hours.

(b) Qualified customer service representatives will be available to respond to customer telephone inquiries in accordance with Section 5.1 of this License.

(c) Under normal operating conditions, telephone answer time by a customer service representative, including wait time, and the time required to transfer the call, shall not exceed 30 seconds, 90% of the time 24 hours per day, 7 days a week, as measured quarterly. In enforcing this provision, the Issuing Authority shall take into considerations any temporary special circumstance effecting the Licensee's ability to comply (such as upgrading or expansion of the call center or the deployment of advanced services requiring additional personnel training and customer education) provided always that the Licensee can show that such circumstances will result only in temporary effects upon compliance. Licensee agrees to maintain an automated call distribution system capable of monitoring compliance with this standard and shall provide the Town, upon written request, with quarterly printouts of telephone response data. For purposes of the foregoing, normal operating conditions shall be as defined in 47 Code of Federal Regulations s. 76.309.

5.2 Initial Installation and Service Call Procedures in Wired Areas

(a) The Licensee shall install cable service in all areas of the Town to those residents whose homes are passed by the Cable System and who have requested service within seven (7) business days of said request for standard aerial installations and within ten (10) business days, weather permitting, of a request for underground installation, subject to Licensee's receipt of necessary permits and easements on reasonable terms and conditions.

(b) The Licensee shall specify to the Subscriber, in advance, whether said installation visit or service call will occur in a weekday morning block, weekday afternoon block, weekday evening block, or a Saturday block. Evening service visits (after 6:00 p.m.) shall be available on a scheduled basis, subject to availability and subject to safety considerations. If Licensee cannot make an appointment, Licensee shall call the Subscriber in advance to cancel. The Licensee shall give priority for next day or next "available time" installation or service appointments to Subscribers who cannot be scheduled within the aforementioned time periods. Unless caused by a Subscriber's failure to make the premises available to the Licensee at the time scheduled, failure to make the installation or service call as scheduled shall require the Licensee to automatically offer a priority cable installation or service visit to the affected Subscriber at a time mutually agreeable to the Licensee and said Subscriber, but in no case later than three (3) working days following the initial installation date, or 24 hours following the service date, unless mutually agreed to otherwise by said Subscriber and the Licensee. In the event a service problem is attributable to technical problems in the Cable System but are wholly within parts of the Cable System that are not on private property, Licensee shall not require Subscribers to be at home at the time of the service call.

(c) Under normal operating conditions, the Licensee shall respond within 24 hours to service complaint calls or requests for repair service where there is a loss of picture or audio on all Channels. Under normal operating conditions, all other service complaint calls or requests for repair service shall be responded to within thirty-six (36) hours, except that Subscribers can schedule service visits beyond this time frame at the Subscriber's option. These standards shall be met in accordance with FCC standards in effect as of the execution of this License.

(d) The Licensee shall ensure that there is stand-by service personnel on call at all times after normal business hours. The answering service shall be required to notify the stand-by personnel of an unusual number of calls or a number of similar calls or a number of calls coming from the same area.

(e) System Outages deemed to occur upon the failure of service to five (5) or more Subscribers at or about the same time and in the vicinity of each other that are served by the same amplifier, shall be responded to immediately, twenty-four (24) hours a day by Licensee personnel. Licensee shall supply a paging number or phone number to a designee of the Issuing Authority and to the Issuing Authority, if requested, which shall not be available to the general public, and which is capable of reaching appropriate management personnel in the event that emergency repair service is needed and which is to be used only if normal Licensee lines do not allow a rapid connection to appropriate Licensee personnel. The term emergency in the foregoing sentence shall mean events involving potential injury to persons or property, or loss of service, to substantial areas. Licensee shall maintain a staff of stand-by technicians who are ready to make the necessary repairs in the event of such an emergency.

5.3 Subscriber Solicitation Procedures

Licensee will provide all prospective Subscribers with complete, clear and concise written information prior to or at the time of initial installation of Cable Service and Licensee shall annually provide existing Subscribers with equivalent information, subject to applicable law. Such materials shall clearly disclose the price and other information concerning Licensee's lowest cost service. Such information shall include but not be limited to the following:

(a) All services, rates and charges, including but not limited to deposits, if applicable, installation costs, additional television set charges, service upgrade or downgrade charges, and relocation of cable outlet charges.

(b) Written information concerning billing and termination procedures, procedures for ordering changes in or termination of services, and all refund policies, including the availability of rebates or credits for loss of service.

(c) Written information concerning known incompatibilities associated with the utilization of video cassette recorders and cable ready television sets with cable service(s), and information on the cost for hooking up VCRs and any other associated VCR costs or charges.

(d) Written information concerning the availability of special equipment such as A/B switches and parental control devices.

(e) Written information concerning the Licensee's privacy policies, pursuant to state and federal law.

(f) Written information concerning steps to take in the event of loss of service; and

(g) Any other customer service disclosures required by federal or state law.

(h) If requested by a subscriber, Licensee shall exercise reasonable efforts to provide information relevant to use of the Cable System for hearing impaired or other disabled persons.

5.4 Billing Practices Information and Procedures

(a) The Licensee shall inform all prospective Subscribers of complete information respecting billing and collection procedures, procedures for ordering changes in or termination of service, and refund policies, upon solicitation of service and prior to the consummation of any agreement for installation of service. Subscribers shall not be billed in advance by more than a one month period except: in the case of demonstrated credit problems involving payment delinquency including more than one disconnection; seasonal situations where a greater period of advance billing is approved by the Division; or in the case of optional promotions offered by Licensee.

(b) Licensee will comply with the consumer protection regulations of the Division, 207 CMR 10.00 et seq., as amended, which regulations are incorporated herein by reference and Licensee shall comply with applicable customer service and consumer regulations promulgated by the Federal Communications Commission.

5.5 Notification of Rates and Charges

The Licensee shall inform the Issuing Authority of all rates and charges of any kind, and all terms or

conditions relating thereto. Thereafter, the Licensee shall inform the Issuing Authority of all changes in service, rates and charges of any kind, and all terms and conditions relating thereto in such time and manner as necessary to comply with law and regulations, and to the extent such service charges are under Licensee's control. The Licensee shall notify all Subscribers of any impending rate increases in such time and manner as necessary to comply with law and regulations.

5.6 Disconnected and Termination of Cable Services

The account of a Subscriber shall be considered delinquent and therefore subject to disconnection only in accordance with Licensee's payment policy and subject to all applicable laws and regulations including 207 CMR 10.00 et seq.

5.7 Response to Service Calls and Service Complaints

(a) Licensee shall meet or exceed F.C.C. Customer Service Standards when responding to all complaint calls or requests for service.

(b) Licensee shall ensure that there are stand-by personnel on-call at all times after normal business hours.

(c) Licensee shall respond to System Outages as soon as practicable, twenty-four (24) hours a day seven (7) days a week.

(d) Nothing herein shall be construed to require Licensee to violate applicable provisions of federal and Massachusetts Law concerning Subscriber privacy.

5.8 Complaint Resolution Procedures

(a) In compliance with applicable law(s), the Licensee shall establish a procedure for resolution of billing and privacy disputes and complaints by Subscribers. The Licensee shall provide, on an annual basis, a written description of said procedures, including telephone numbers to call for complaints and other services, to all Subscribers, and the Issuing Authority. To extent required by applicable law, the Licensee shall also have periodic insertions in its Subscribers' bills that inform Subscribers of such complaint procedures.

(b) The Licensee shall, in normal operating conditions, promptly respond to all Subscriber complaints, but in any event within thirty-six (36) hours of receipt of any such complaints except as otherwise provided herein Section 5.8(d). The term "normal operating conditions" shall be defined in accordance with F.C.C. customer service standards, 47 C.F.R. s. 76.309 (c) (4).

(c) If the Issuing Authority determines it to be in the public interest, the Issuing Authority or its designee(s) may investigate any complaints or disputes brought by Subscribers arising from the operations of the Licensee, provided said Subscribers make a good faith effort to comply with the Licensee's procedures specified in paragraph (a) above for the resolution of complaints.

(d) In the event that the Issuing Authority finds a pattern of multiple unresolved Subscriber complaints, the Licensee shall implement appropriate and reasonable amendments to the Licensee's procedures for the resolution of complaints.

(e) Licensee acknowledges that for a matter to be defined as a complaint for purposes of reporting complaints to the Issuing Authority on state-prescribed complaint reporting forms, Licensee shall comply with the definition of complaint under applicable law.

5.9 Change of Service

Upon notification by a Subscriber to disconnect or downgrade a Basic or Premium Service, the Licensee shall cease and/or adjust said Subscriber's monthly service charges immediately or as of the Subscriber's specified

disconnect or downgrade date.

5.10 Employee and Agent Identification Cards

All of Licensee's employees, including repair and sales personnel, entering private property shall be required to show an employee photo-identification card issued by the Licensee and the employee shall display such card or make it visible by wearing same regardless of whether there is a request for display of the card.

5.11 F.C.C. Customer Service

The Licensee shall comply with the F.C.C. Customer Service Standards (47 C.F.R. § 76.309), however compliance with telephone response standards shall be subject to the following. Both parties agree that the telephone response times are at times unrealistic in light of the Licensee's increased services and resultant increase in average talk time. The Licensee shall make all reasonable efforts to comply with the 30- second response time standard but shall under no circumstances be held in non-compliance under this or any subsequent License based upon the telephone response standard as set forth in the F.C.C. Customer Service Standards (47 C.F.R. § 76.309(c)), however licensee shall comply with a sixty second standard in lieu of said thirty-second standard. The Town may, upon written request, receive a quarterly report of the Licensee's telephone statistics in order to measure the Licensee's compliance with reasonable telephone standards. Should the Town, in writing, request clarification of the Licensee's telephone report, the Licensee shall, upon invitation by the Town, schedule a meeting with the Town to review said report and advise the Town what measures are being employed by the Licensee to meet a reasonable telephone response standard.

5.12 Protection of Subscribers Privacy

(a) Licensee will comply with all privacy provisions of applicable federal and state laws including, but not limited to, the provisions of Section 631 of the Cable Communications Policy Act of 1984 and Title 18 United States Code, Section 2520. The Licensee shall be responsible for carrying out and enforcing the Cable Television System's privacy policy, and shall at all times maintain adequate physical, technical and administrative security safeguards to ensure that personal Subscriber information is handled and protected strictly in accordance with this policy. The Licensee shall notify all third parties who offer cable services in conjunction with the Licensee, or independently over the Cable Television System, of the Subscriber privacy requirements contained in this Renewal License.

(b) At the time of entering into an agreement to provide Cable Service to a Subscriber and at least once a year thereafter, the Licensee shall provide all Subscribers with the written notice required in Section 631(a)(1) of the Cable Act.

(c) In accordance with Section 631 of the Cable Act, Licensee and its agents or employees shall not, without giving Subscribers an opportunity to prevent disclosure, disclose to any third party data identifying or designating any Subscriber either by name or address unless required by law. Said opportunity to prevent disclosure shall be provided to each Subscriber annually through a written notice. A Subscriber shall have the right, at any time, to request Licensee not to disclose to any third party data identifying the Subscriber by name and address and Licensee shall abide by this request.

5.13 Remote Control Devices and Parental Control

(a) Licensee shall allow Subscribers to purchase remote control devices from parties other than the Licensee and to utilize remote control devices, which are compatible with the converter installed by Licensee. Licensee shall not charge for the remote device or for use of a remote device when Subscriber has purchased and uses his/her own remote control, however converter charges shall be in accordance with F.C.C. regulations.

(b) In accordance with 207 CMR 10.03, the Licensee shall give notice in writing of its policies and practices regarding equipment to potential Subscribers before a subscription agreement is reached and annually to all existing Subscribers.

(c) The Licensee shall provide Subscribers, upon request and at the published equipment rate, with traps to control the reception of any Channels on the Cable Television System, or with a digital receiver capable of controlling such reception.

5.14 No Discrimination.

Licensee shall not discriminate against any person in its solicitation, service or access activities, if applicable, on the basis of race, color, creed, religion, ancestry, national origin, sex, disability, age, marital status, or status with regard to public assistance. Licensee shall be subject to all other requirements of federal and state regulations concerning non-discrimination.

5.15 Notification of Service Procedures

The Licensee shall furnish each Subscriber at the time service is installed, written instructions that clearly set forth information concerning the procedures for making inquiries or complaints, including the Licensee's name, address and local telephone number. Licensee shall give the Franchising Authority thirty (30) days prior notice of any rate increases, channel lineup or other substantive service changes.

5.16 Information With Respect To Viewing Habits and Subscription

In accordance with Section 631 of the Cable Act, Licensee or its agents or its employees shall not make available to any third party, including the Town, information concerning the viewing habits or subscription package decisions of any individual Subscriber except as permitted by law. If a court authorizes or orders such disclosure, the Licensee shall notify the Subscriber not less than fourteen (14) calendar days prior to disclosure, unless such notification is prohibited by applicable law or is otherwise impractical.

5.17 Subscriber's Right to Inspect and Verify Information.

In accordance with Section 631 of the Cable Act:

(a) Licensee shall make available for inspection by a Subscriber during regular business hours at its business office all personal Subscriber information that Licensee maintains regarding said Subscriber.

(b) A Subscriber may obtain from Licensee a copy of any or all of the personal Subscriber information regarding him or her maintained by Licensee. Licensee may require a reasonable fee for making said copy.

(c) A Subscriber may challenge the accuracy, completeness, retention, use or dissemination of any item of personal Subscriber information. Such challenges and related inquiries about the handling of Subscriber information shall be directed to Licensee's General Manager. A Subscriber shall be provided reasonable opportunity to correct any error in such information.

5.18 Voluntary Disconnection of Service

Subscribers who request disconnection of any cable service shall not be billed for such service subsequent to such request for termination of service. Licensee shall make a good faith effort to fully disconnect service as soon as possible after requested to do so by a Subscriber and in no event later than four (4) business days after such request (subject to not having abnormal conditions causing delay). Any credit due to Subscriber upon full termination of a service shall be paid to Subscriber or credited against any outstanding balance within forty-five (45) days and payable upon the return of equipment.

5.19 Wiring by Subscriber

(a) Subscribers, or a qualified contractor at the Subscriber's expense, shall have the right to install cable for system interconnection only within any building which they own or where Landlord consents in writing. Actual interconnection to the Cable System shall be by the Licensee only. Prior to wiring the Subscriber shall agree to indemnify the Licensee for any signal leakage caused by such connection. Such wiring shall be conditioned upon

and shall conform to all applicable building and electrical codes.

(b) Specifications for the cable and connectors to be used in the installation by the Subscriber shall be approved by the Licensee prior to installation.

(c) If the Licensee makes a service/repair visit because of a reported problem and subsequently determines that the problem was caused by wiring and/or improper equipment installed by the Subscriber, the Licensee may assess a maintenance service charge to the Subscriber.

(d) Should the Licensee notify Subscriber in writing that any part of the Subscriber's self-installed wiring is causing harm or interference to the Cable System, the Licensee may require that the Subscriber discontinue use of and disconnect said device. If such a notice is not practicable, the Licensee may temporarily discontinue service. In all such cases the Licensee shall promptly notify the Subscriber in writing of the discontinuance, and of his/her right to bring the actions of the Licensee to the attention of the Issuing Authority.

(e) Should any Subscriber-installed equipment permanently damage any of the Licensee's equipment, the Subscriber shall be liable for the repair or replacement of such equipment.

5.20 Monitoring

Unless required by applicable law, neither Licensee or its agents nor the Town or its agents shall tap or monitor, arrange for the tapping or monitoring, or permit any other person to tap or monitor, any cable, line, signal, input device, or Subscriber outlet or receiver for any purpose, with the exception of technical tests, without the prior written authorization of the affected Subscriber or commercial user; provided, however, that Licensee may conduct system-wide or individually addressed "sweeps" solely for the purpose of verifying system integrity, checking for illegal taps, controlling return-path transmission, or billing for pay cable services or pay-per-view or other service-related activities. Licensee shall report to the affected parties and all appropriate authorities any instances of unauthorized monitoring or, monitoring or tapping of municipal data transmission, the Cable Television System, or any part thereof, of which it has knowledge. Licensee shall not record or retain any information transmitted between a Subscriber or commercial user and any third party, except as required for lawful business purposes. Licensee shall destroy all Subscriber information of a personal nature after a reasonable period of time except as authorized not to do so by the affected Subscriber.

6. Service Availability

6.1 Service Area

The Licensee shall make Cable Service distributed over the Cable System available to all residents of the Town within seven (7) days of a request; provided, however, that (i) all such homes are on the Public Way or a Private Way (ii) such Public Ways or Private Ways can be accessed by Licensee from a Public Way without crossing a Town boundary; and (iii) to the extent that Licensee shall require easements, attachment to utility poles or other rights not granted herein, then such easements, attachments or other rights are available to Licensee on reasonable terms and conditions. Nothing herein shall be construed to preclude Licensee from charging a fee to any Subscriber or potential Subscriber for a standard or non-standard installation, as may be applicable. The Licensee may elect to provide Cable Service to areas not meeting the above standard. Licensee retains full ownership rights and interest in all portions of its Cable Television System, including, but not limited to, converters that it leases to subscribers, the Distribution Plant, the Cable Drops, the Outlets, the Subscriber Network, and the Trunk and Distribution System, to the extent authorized in accordance with applicable law.

6.2 Standard Drops/Line Extension

(a) Installation costs shall conform with the 1992 Cable Act, and regulations thereunder. Any dwelling unit within 150 aerial feet of the Cable System distribution plant shall be entitled to a standard installation rate, and the additional costs associated with completing installations located more than 150 feet from the Cable System distribution plant shall be charged to the Subscriber, after provision of a written itemization, on a cost of labor and materials basis only. Licensee shall not implement any such non-standard installation without the written consent of the customer.

(b) the Licensee will provide service to all areas with an average of 25 homes per aerial mile or greater without contribution in aid of construction by subscribers. In cases of a request for service not meeting the above criteria, the Franchisee will extend service to prospective subscribers who are willing to contribute to the cost of construction in accordance with the formula $C/LE - CA/P = SC$ where C equals the cost of construction of new plant; CA equals the average cost of construction per mile in the primary service area; P equals the minimum number of dwelling units per mile which would require the Franchisee to provide service in the primary service area; LE equals the number of dwelling units requesting service in the line extension area; SC equals subscriber contribution-in-aid of construction in the line extension area.

(c) Whenever a potential subscriber located in a line extension area requests service, the Franchisee shall, within thirty (30) days of the request, conduct a survey to determine the number of potential subscribers located in the line extension area and shall inform each of the potential subscribers of the contribution-in-aid of construction. During a three year period commencing with initiation of service to a particular line extension, a pro-rated refund shall be paid to previous subscribers of said extension as new subscribers are added to the extension. The amount of such refund, if any, shall be determined by application of the SC formula each time a new subscriber is added. The refunds shall be paid annually to subscribers, or former subscribers entitled to receive them.

6.3 New Development Underground

In cases of new construction or property development where utilities are to be placed underground, the Franchising Authority agrees to make reasonable efforts to have the permitting authority require as condition of issuing a permit for open trenching to any developer or property owner that such developer or property owner give Licensee at least thirty (30) days prior notice of such construction or development, and of the particular dates on which open trenching will be available for Licensee's installation of conduit, pedestals and/or vaults, and laterals to be provided at Licensee's expense. Licensee shall also provide specifications as needed for trenching. In the event of disputes between Licensee and subdivision developer concerning the costs of trenching and easements required to bring service to the development, the Issuing Authority or its designee shall be available to provide reasonable informal mediation, except that if Licensee fails to install its conduit, pedestals and/or vaults, and laterals within five (5) working days of the date the trenches are available, as designated in the notice given by the developer or property owner, then should the trenches be closed after the five-day period, the cost of new trenching is to be borne by Licensee. Issuing authority may satisfy the foregoing obligation by providing a copy of this section to the

permitting authority.

6.4 Commercial Establishments

The Licensee shall make cable services available to any commercial establishments in the Town, which are located on the residential Subscriber Network, subject to the Licensee and each commercial establishment reaching a reasonable agreement regarding the terms and costs of initial installation and service which may or may not differ from the terms and costs that apply to residential Subscribers. It is herein acknowledged that certain programming services may not be available to commercial establishments, or may be available only upon certain terms and conditions, pursuant to law or the Licensee's agreements with its program suppliers.

7. Construction and Technical Standards

7.1 Compliance with Codes

All construction practices and installation of equipment shall be done in accordance with all applicable sections of the National Electric Safety Code and other legally applicable building and electrical codes to the extent required by law.

7.2 Construction Standards and Requirements

All of the Licensee's plant and equipment, including but not limited to the antenna site, head-end and distribution system, towers, house connections, structures, poles, wire, cable, coaxial cable, fixtures and appurtenances shall be installed, located, erected, constructed, reconstructed, replaced, removed, repaired, maintained and operated in accordance with good engineering practices and performed by experienced maintenance and construction personnel.

7.3 Safety

The Licensee shall at all time employ ordinary care and shall use commonly accepted methods and devices preventing failures and accidents, which are likely to cause damage.

7.4 Network Technical Requirements

The Cable System shall be operated so that it is capable of continuous twenty-four (24) hour daily operation, capable of meeting or exceeding all applicable federal technical standards, as they may be amended from time to time, and operated in such a manner as to comply with all applicable FCC regulations.

7.5 Performance Monitoring

Licensee shall test the Cable System consistent with the FCC regulations.

8 Conditions on Street Occupancy

8.1 General Conditions

Licensee shall have the right to utilize existing poles, conduits and other facilities subject to applicable law and shall not construct or install any new, different, or additional poles, conduits, or other facilities on public property until the written approval of the Franchising Authority is obtained, which approval shall not be unreasonably withheld.

8.2 Underground Construction

Upon receiving due notice of the installation of telephone, electric and all other utility lines underground, the Licensee shall likewise place its facilities underground at its sole cost and expense unless a developer is installing or is otherwise required to install compatible cable. Underground cable lines shall be placed according to any Public Works Department or other Town or State by-law or regulation and in accordance with applicable state law. It is the policy of the Town that existing poles for electric and communication purposes be utilized wherever possible and that underground installation is preferable to the placement of additional poles; however, said underground construction shall be required only if and when it is required of all utilities and on the same street. When possible, Licensee shall be able to use any underground conduit maintained by the Town provided that such use is, i) found by the Issuing Authority to be reasonable, ii) at the sole cost and expense of the Licensee, iii) does not interfere with the Town's use or anticipated use of said conduit(s), and iv) the Town has authority to allow such use. Any such use by the Licensee shall be subject to the advance notification and approval of the Town and the right of the Town to supervise any such use. Licensee shall maintain membership and participate in the Massachusetts "DIG-SAFE" program pursuant to MGL c.82, § 40.

8.3 Permits

The Franchising Authority shall cooperate with the Licensee by conducting permitting proceedings in accordance with applicable law.

8.4 System Construction

All transmission lines, equipment and structures shall be so installed and located as to cause minimum interference with the rights and reasonable convenience of property owners and at all times shall be kept and maintained in a safe, adequate and substantial condition, and in good order and repair. The Licensee shall, at all times, employ reasonable care and use commonly accepted methods and devices for preventing failures and accidents which are likely to cause damage, injuries, or nuisances to the public. Suitable barricades, flags, lights, flares or other devices shall be used at such times and places as are reasonably required for the safety of all members of the public. Any poles or other fixtures placed in any public way by the Licensee shall be placed in such a manner as not to interfere with the usual travel on such public way.

8.5 Restoration of Streets

Whenever the Licensee takes up or disturbs any pavement, sidewalk or other improvement of any public way or public place, it shall be replaced and the surface restored to essentially as good a condition as before entry but to such standards required of utilities operating within the Town and as soon as practicable. If the Licensee fails to make such restoration within a reasonable time, the Town may fix a reasonable time and notify the Licensee in writing of the required restoration and the time for performance. Upon failure of the Licensee to comply within the time specified, the Town may make or contract for restoration and repairs and the reasonable and itemized expenses of such work shall be paid by the Licensee upon demand by the Town. Any damages to private property shall be determined in accordance with M.G.L. c. 166A, § 22 and applicable law.

8.6 Removal in Emergency

If, at any time, in case of fire or disaster in the Town, it shall become necessary in the exercise of police powers of the Issuing Authority or any public safety or other designated public official, to cut or move any of the wires, cables, amplifiers, appliances or appurtenances of the Cable System, the Town shall have the right, within its police power, to do so at the sole cost and expense of Licensee. In such case, the Town shall notify Licensee of the cables which have been cut or removed.

8.7 Tree Trimming

In the installation, maintenance, operation and repair of the poles, cables, wires and all appliances or equipment of the cable system, the Licensee shall avoid damage to trees whether on public or private property in the Town and shall cut or otherwise prune such trees only to the least extent necessary. No cutting of trees on Town property shall be done except upon a permit in writing from the Town Department of Public Works or other appropriate municipal official or in accordance with the applicable regulations or requirements of the Town. Licensee shall secure the permission of the property owner prior to reasonable trimming of trees on private property.

8.8 Relocation for the Franchising Authority

The Licensee shall, at its expense, temporarily or permanently relocate any part of the Cable System when required by the Town for good reasons which are within the Town's police power, such as public safety, street construction, change or establishment of street grade or layout, installation of sewers, drains, water pipes, power or signal lines, setting of new or replacement utility poles and the construction of any public improvement or structure. In this respect, the Licensee shall be treated on par with any affected utilities.

8.9 Relocation for a Third Party

The Licensee shall, on the request of any person holding an appropriate permit issued by the Town, temporarily raise or lower its lines to permit the moving of any building or other structure. The expense of such raising or lowering shall be paid in accordance with law. The Licensee shall be given at least ninety (90) days advance notice of any such move.

8.10 Reimbursement of Costs

If funds are available to any utility using the Streets for the purpose of defraying the cost of any of the foregoing (required in Article 8), the Franchising Authority shall exercise reasonable efforts to reimburse the Licensee in the same or reasonably similar manner in which other utilities affected by the requirement are reimbursed as permitted by applicable law subject to Licensee making timely written request for same and subject to said funds being legally and comparably allocable by the Franchising Authority or applicable agencies. If the funds are controlled or restricted by another governmental entity, the Franchising Authority or applicable agency shall exercise reasonable efforts to make application for such funds on behalf of the Licensee if and to the extent it made application for such funds on behalf of other companies, and subject to Licensee making timely written request for same; however, the Town is not responsible for reimbursement if said application is denied. Licensee shall cooperate with Town on any such application. The foregoing shall not apply to third party funds made available to the Franchising Authority or applicable agencies earmarked for non-communications utility purposes, including but not limited to funds earmarked for water and/or gas system infrastructure improvements.

8.11 Emergency Use

(a) The Licensee shall maintain an Emergency Alert System in compliance with applicable State and federal laws. Requests to trigger the EAS System should, unless otherwise provided by applicable law, regulation or procedures, be addressed to:

STATE EAS CALLS:
Communications Section
Massachusetts Emergency
Management Agency
400 Worcester Road
Framingham, MA 01702
Tel. (508) 820-2023

FEDERAL EAS CALLS:
Communications Section
Massachusetts Emergency
Management Agency
400 Worcester Road
Framingham, MA 01702
Tel. (508) 820-2023

8.12 Subscriber Network

(a) Subject to Section 7.1 above, the Licensee shall continue to operate, maintain and make available to residents of the Town its existing 750 MHz Subscriber Network. Said Cable System shall be fully capable of carrying at least seventy-eight (78) video channels in the downstream direction.

(b) The Licensee shall transmit all of its broadcast and commercial Signals to Wales Subscribers in stereo, if such Signals are furnished to the Licensee in stereo.

8.13 Private Property

Licensee shall be subject to all laws, by-laws or regulations regarding private property in the course of constructing, upgrading, installing, operating and maintaining the Cable System in the Town including, but not limited to, MGL c.166A, Section 22. Licensee shall promptly repair or replace all private property, real and personal, damaged or destroyed as a result of the construction, upgrade, installation, operation or maintenance of the Cable Television System to the condition in which such property existed immediately prior to the damage or construction at its sole cost and expense. The installation and operation of Licensee's cable plant shall not create any unreasonable disturbance of or nuisance to private property in the Town. Pursuant to 47 U.S.C. § 541(a)(2), Licensee is authorized herein to install, construct, operate, maintain and remove its facilities in easements which have been dedicated to compatible uses, subject to the conditions of applicable law.

8.14 Commercial Establishments

Pursuant to the Cable Act, 47 U.S.C. 532 (b) (iii) (B), Licensee shall make available Channel capacity for commercial use by persons unaffiliated with Licensee. The Licensee shall be required to make Cable Service available to any commercial establishments in the Town upon the parties reaching a reasonable agreement regarding the terms and costs of initial installation and service, including commercial line extension costs if applicable, in accordance with applicable law. It is herein acknowledged that certain programming service may not be available to commercial establishments pursuant to applicable law or the Licensee's agreements with its program suppliers and that certain other programming shall be available to non-residential Subscribers at commercial rates only.

8.15 Service Interruptions

Except where there exists an emergency necessitating a more expeditious procedure, Licensee shall use reasonable efforts to interrupt service for the purpose of system construction, routine maintenance or testing the Cable System only during period of minimum use.

8.16 Reservation of Rights

Acceptance of the terms and conditions of this License will not constitute, or be deemed to constitute, a waiver, either expressly or impliedly, by Licensee or by the Town of any legal rights which either party may have or may be subsequently determined to have, either by subsequent legislation or court decisions.

8.17 Town Use of Licensee Poles and Conduit

The Town shall have the right to attach where space permits to any pole erected by Licensee and to place in any of Licensee's conduits, its own cable and equipment to use for fire, police and other governmental communications purposes, excluding the provision of telecommunications or information services on a commercial basis. All such placements by the Town shall conform with all applicable rules and regulations. The costs for such placements by the Town shall be borne by the Town. Such placements by the Town shall not interfere with the routine operation by the Licensee of its Cable Television System. The Licensee shall notify the Town of any plans for installation of conduit and cooperate with the Town as to its type and location so as to best enable the Town to use it, again provided there is no additional expense to Licensee. If Licensee removes its installation from conduits where municipal equipment or cable is present, it shall provide notice beforehand to the Town.

9 Rates, Charges And Programming

9.1 Rate Regulation

Issuing Authority shall have the right to exercise rate regulation to the extent authorized by law, or to refrain from exercising such regulation for any period of time, at the sole discretion of the Issuing Authority. If and when exercising rate regulation, the Issuing Authority shall abide by the terms and conditions set forth by the FCC.

9.2 Continuity of Service

It shall be the right of all Subscribers to continue receiving Cable Service insofar as their financial and other obligations to the Licensee are honored.

9.3 Credits For Service Interruption

Pursuant to 207 CMR, Licensee shall grant a pro rata credit or rebate to any Subscriber whose entire Cable Service is interrupted for twenty-four (24) or more consecutive hours, if the interruption was not caused by the Subscriber and the Licensee knew or should have known of the service interruption. Pursuant to 207 CMR, if an entire tier or Premium Service of a Subscriber's Cable Service is interrupted for twenty-four (24) or more consecutive hours, the Licensee shall provide a pro rata credit or rebate for each tier or Premium Service interruption as provided in 207 CMR.

9.4 Publication And Non-Discrimination

All rates for residential Cable Service shall be published and non-discriminatory, although discounts may be made available to senior citizens and/or handicapped Subscribers, or through bulk accounts. A written schedule of all rates shall be available upon request during Normal Business Hours at the Licensee's business office. Nothing in this Renewal License shall be construed to prohibit the reduction or waiver of charges in conjunction with promotional campaigns for the purpose of attracting Subscribers.

9.5 Senior Citizen Discount

(a) For the term of this License only, for those eligible pursuant to the provisions below, the Senior Citizen or Handicapped Citizen Discount shall be ten percent (10%) off of the price of the Basic Service tier of service, and shall not apply to any other channels or tiers and shall not apply to packages or bundles.

(b) To be eligible, a resident must meet the following criteria: sixty-five (65) years of age or older or handicapped and head of household and in each case receiving one of the following: (i) Supplemental Security Income (SSI); (ii) Medicaid; (iii) Veterans' Services Benefits; (iv) the Town's income-based senior citizen real estate tax abatement, if any, pursuant to applicable law; or (v) any other suitable criteria that the Licensee and the Issuing Authority mutually agree upon.

(c) To establish eligibility, a resident shall bring or mail a photocopy of a valid driver's license, birth certificate or other document definitively establishing age, plus a photocopy of documentation definitively establishing receipt by the resident at time of application for this discount of any one of the programs listed in (i)-(v) of Section 9.5(b). A resident need establish eligibility for this discount only once to continue receiving it so long as they remain a Subscriber.

10 Franchise Fee

10.1 Amount of Fee

(a) Pursuant to MGL Chapter 166A §9, the Licensee shall pay to the Town, throughout the term of this Renewal License, a license fee equal to \$0.50 per Subscriber per year, or such higher amount as may in the future be allowed pursuant to law. The number of Subscribers, for purposes of this section, shall be calculated as of December thirty-first of the preceding calendar year.

(b) The Licensee shall not be liable for a total franchise fee pursuant to this Renewal License and applicable Law in excess of five (5) percent of its Gross Annual Revenues. Further, if in the future, license fee payments to the Town are based on a percentage of gross annual revenue and said payments are in excess of (5) five percent of Licensee's gross annual revenues, said payments will be decreased by the aggregate amount of the annual access funding and operating support provided to Town by Licensee in order to stay within the five (5) percent of Gross Annual Revenues cap specified herein.

10.2 Payment of Fee

Pursuant to M.G.L. c. 166A, § 9, the license fees shall be paid annually to the Town throughout the term of this Renewal License, not later than March 15th of each year, unless otherwise required by applicable law.

10.3 Other Payment Obligations and Exclusions

(a) The License Fee payments shall be in addition to and shall not constitute an offset or credit against any and all taxes or other fees or charges which the Licensee or any Affiliated Person or party shall be required to pay to the Town, or to any State or federal agency or authority, as required herein or by law; the payment of said taxes, fees or charges shall not constitute a credit or offset against the License Fee payments all of which shall be separate and distinct obligations of the Licensee and each Affiliated Person. The Licensee herein agrees that no such taxes, fees or charges shall be used as offsets or credits against the License Fee payments.

(b) In accordance with Section 622(h) of the Cable Act (47 U.S.C. § 542(h), nothing in the Cable Act or this Renewal License shall be construed to limit any authority of the Issuing Authority to impose a non-discriminatory tax, fee or other assessment of any kind on any Person (other than the Licensee) with respect to Cable Service or other communications Service provided by such Person over the Cable System for which charges are assessed to Subscribers but not received by the Licensee. For any twelve (12) month period, the fees paid by such Person with respect to any such Cable Service or any other communications Service shall not exceed five percent (5%) of such Person's gross revenues derived in such period from the provision of such service over the Cable System.

10.4 Accord and Satisfaction

No acceptance of any payment by the Issuing Authority shall be construed as a release or as an accord and satisfaction of any claim the Issuing Authority may have for additional sums payable as a franchise fee under this License.

10.5 Limitation on Recovery

In the event that any License payment or recomputed payment is not made on or before the dates specified herein, Licensee shall pay an interest charge, computed from such due date, at the prime interest rate. The period of limitation for recovery of any license fee payable hereunder shall be one (1) year from the date on which payment by the Licensee was due.

10.6 Audit and Limitation on Recovery

If the Issuing Authority has reason to believe that payment(s) due to the Town under this Renewal License are incorrect, the Licensee shall have thirty (30) business days after a request from the Issuing Authority to provide the Town with additional information documenting and verifying the accuracy of any such payment(s). In the event that the Issuing Authority does not believe that such documentation supports the accuracy of such payment(s), the Issuing Authority may conduct an audit of such payment(s). If, after such audit and re-computation, an additional fee is owed to the Town, such fee shall be paid within sixty (60) days after such audit and recomputation. In the event that any Franchise payment or recomputed payment is not made on or before the dates specified herein, Licensee shall pay an interest charge, computed from such due date, at the annual rate of the prime interest rate. The period of limitation for recovery of any franchise fee payable hereunder shall be three (3) years from the date on which payment by the Licensee was due.

11. Transfer of Franchise

11.1 Franchise Transfer

The Franchise granted hereunder shall not be transferred or assigned, without the prior consent of the Issuing Authority, such consent not to be unreasonably withheld or delayed. No such consent shall be required, however, for a transfer in trust, by mortgage, by other hypothecation, or by assignment of any rights, title, or interest of the Licensee in the Franchise or Cable System to secure indebtedness, consistent always with governing law and case interpretation except in the event of such mortgage or assignment resulting a the mortgagee or assignee having control of Licensee. Within thirty (30) days of receiving an application in accordance with applicable law for transfer, the Issuing Authority shall notify the Licensee in writing of any additional information it reasonably requires to determine the legal, financial and technical qualifications of the transferee. If the Issuing Authority has not taken action on the Licensee's request for transfer within one hundred twenty (120) days or any other time as specified by state or Federal law after receiving such request, consent by the Issuing Authority shall be deemed given.

11.2 Transfer to Affiliates

The foregoing requirements shall not apply to any sale, assignment or transfer to any Person that is owned or controlled by the Licensee, or any Person that owns or controls the Licensee. Licensee shall notify the Issuing Authority thirty (30) days prior to any such sale, assignment or transfer and must comply with all terms and conditions of this License.

12 Records, Reports, Tests And Maps

12.1 Reports Required

The Licensee's schedule of charges, contract or application forms for regular Subscriber service, policy regarding the processing of Subscriber complaints, delinquent Subscriber disconnect and reconnect procedures and any other terms and conditions adopted as the Licensee's policy in connection with its Subscribers shall be filed with the Issuing Authority upon request.

12.2 Records Required

The Licensee shall at all times maintain all records according to State and FCC regulations:

(a) Licensee shall keep all written complaints it receives on file in its business office for a minimum of two (2) years after receipt. Licensee shall on its monthly bill (or the back thereof) include its address and e-mail address for receipt of complaints.

(b) If requested by the Issuing Authority, the Licensee shall provide the Town with accurate strands maps of all existing trunk and feeder installations not later than forty-five (45) days after such request. Thereafter, upon request of the Issuing Authority, the Licensee shall allow the Issuing Authority access to inspect accurate as-built maps of all Cable System plant on the company's local premises, for review purposes only, which maps shall be updated to show changes in such installations. In the event Licensee maintains computer readable and GIS-compatible strand maps of the existing trunk and feeder, Licensee shall upon reasonable request provide same to the Town in a computer readable form.

12.3 Inspection of Records

Licensee shall permit any duly authorized representative of the Issuing Authority, upon receipt of advance written notice to examine during normal business hours and on a non-disruptive basis any and all records as is reasonably necessary to ensure Licensee's compliance with the Franchise. Such notice shall specifically reference the subsection of the Franchise that is under review so that the Licensee may organize the necessary books and records for easy access by the Issuing Authority. The Licensee shall not be required by this Renewal License to maintain any books and records for Franchise compliance purposes longer than three (3) years, except for service complaints, which shall be kept for one (1) year as specified above. The Licensee shall not be required to provide Subscriber information in violation of Section 631 of the Cable Act. The Issuing Authority agrees to treat as confidential any books; records or maps that constitute proprietary or confidential information to the extent such are deemed proprietary or confidential by applicable law or regulation and the Licensee make the Issuing Authority aware of such confidentiality. If the Issuing Authority believes it must release any such confidential books or records in the course of enforcing this Franchise, or for any other reason, it shall advise Licensee in advance so that Licensee may take appropriate steps to protect its interests. Until otherwise ordered by a court or agency of competent jurisdiction, the Issuing Authority agrees that, to the extent permitted by state and federal law, it shall deny access to any of Licensee's books and records marked confidential, as set forth above, to any Person.

12.4 Annual Performance Tests

Unless required otherwise by applicable State or federal law and/or regulation, the Licensee shall conduct, on an annual basis, performance tests to ensure compliance with applicable technical specifications. The costs of such tests shall be borne exclusively by the Licensee.

13 Community Programming

13.1 Service to Schools and Buildings

Upon written request of the Issuing Authority, the Licensee shall provide one (1) Subscriber Network Drop, one (1) Outlet with Basic Service and expanded basic service without charge, to municipal schools, police and fire stations, municipal libraries, and other municipal buildings specifically designated in writing by the Issuing Authority. In addition, upon written request of the Issuing Authority, Licensee shall provide one Subscriber Network Drop, outlet, and Basic and Expanded Service without charge to newly constructed or newly occupied municipal or public school buildings. The Issuing Authority or its designee shall be responsible for the additional cost of a non-standard installation – an aerial installation in excess of one hundred twenty-five feet (125') from the Licensee's feeder cable, and any underground installation, based on additional actual costs incurred in the installation. The Licensee shall continue to provide, install and maintain free basic and expanded basic to all Municipal buildings being served at the inception of this agreement, which is to include the Highway Department at 1 Hegan Street. Licensee shall not implement any such non-standard installation without the written consent of the customer.

13.2 Limitations on Use

The Cable Service provided pursuant to this Section shall not be used for commercial purposes and such outlets shall not be located in areas open to the public. The Issuing Authority shall take reasonable precautions to prevent any use of the Licensee's Cable System that results in the inappropriate use thereof or any loss or damage to the Cable System.

13.3 Public, Educational and Governmental Access Channels

The Licensee shall make available to the Issuing Authority or its Access Designee(s) sufficient bandwidth for three (3) channels for Public, Educational and Governmental ("PEG") access-programming use. Use of these channels by the Town or schools and organizations or producers shall be strictly non-commercial in nature. Underwriting of the costs of access program production is permitted provided the sponsor(s) do not advertise on the programs. Underwriter acknowledgments similar to those appearing on public broadcast stations shall be permitted. Channels to be maintained by licensee and signal quality must be maintained within FCC standards. Licensee shall provide one modulator for each of the three PEG channels

13.4 Public, Educational And Governmental Access Equipment/ Facilities Fund And Annual Grant

(a) The Licensee shall provide a one-time cash payment to the Town's special PEG Access account or Public Access corporation, or other Access Designee(s) if so designated by the Issuing Authority in writing, in the amount of eighteen thousand dollars (\$18,000.00) to be used to purchase, lease, and/or improve PEG Access equipment and facilities. Such payment shall be made within ninety (90) days of the Effective Date of this Renewal License. This grant shall be considered as an external cost for the purposes of rate regulation and may be passed on to the Subscribers and identified as a separate line item on the subscriber's monthly statement to the extent allowed by applicable law and regulation.

(b) For the term of the Renewal License, the Licensee shall provide an annual payment to the Issuing Authority, or its Designee, for PEG operations in the amount of ten thousand dollars (\$10,000.00) for a special PEG Account for PEG purposes, and not for non-PEG general fund purposes. Beginning with the second year of the Renewal term, said amount shall be increased three percent (3%) above the prior year amount each year during the term of the license. The first such annual payment shall be made no later than ninety (90) days after the Effective date of this Renewal License. Thereafter the Licensee shall make all subsequent annual cash grants no later than March 31st of each year. In no case shall this payment be counted against the equipment and facilities payment made pursuant to Section 13.4(a) above or against any license fee. This payment shall be considered as an external cost for the purposes of rate regulation and may be passed on to the subscribers and identified as a separate line item on the subscriber's monthly statement to the extent allowed by applicable law and regulation.

c) The Issuing Authority shall prepare an annual report for the preceding calendar year which records how the annual payment for PEG operations was spent, and what amount remained unspent at the end of the calendar year. This report shall be submitted to the Licensee annually within thirty (30) days of payment of the annual PEG grant.

13.5 Equipment Ownership And Maintenance

The Town, or its Access Designee, as determined by the Town, shall own all PEG access equipment and, accordingly, shall be responsible for maintenance, repair and replacement of all such PEG access equipment. Ownership of equipment currently used by the Town and owned by Licensee, if any, shall pass to the Town upon the effective date of the License in Section 15.10.

13.6 Editorial Control

Neither the Licensee nor the Issuing Authority may engage in any editorial control of the content of the access programming on the Cable System, except as otherwise required or permitted by applicable Law. In furtherance thereof, the Town or its Access Designee will require program producers (and other persons cablecasting public access programming) to assume individual responsibility for any program-based content and/or liability, subject to the Cable Act, FCC requirements or other applicable law. Nothing herein shall be construed to limit the Licensee's right or ability to cablecast local programming at the Licensee's sole discretion.

13.7 Access Channel Origination

a) The Licensee shall continue to provide, maintain and operate the existing network connecting Town buildings as a PEG Channel origination network, at no charge to the Town. This network, which will also be extended to the Old Town Hall building at 3 Main Street within one-hundred and twenty (120) days of the Effective Date of this Renewal License, will enable the upstream transmission of programming to the system headend for distribution to customers on both PEG Access channels. The PEG origination sites will be designated as follows: 1) the PEG Access studio at 3 Main Street; 2) the Town Hall at 3 Hollow Road; 3) the Elementary School at 41 Main Street; and 4) the church pavilion. The Town will be responsible for the entire cost – labor, materials and any additional equipment required – for any new PEG channel origination site.

b) The PEG Channel origination network shall be operated in compliance with the System Technical Specifications found in FCC Part 76, Subpart K, 76.601 et seq. In the event that there are technical problems with the PEG Channel origination network, the Licensee and the Issuing Authority shall negotiate, in good faith, a resolution of any such problems, consistent with Licensee's obligation in Section 13.7(a) to continue to provide, maintain and operate the existing network.

c) The PEG Channel origination network shall be interconnected with the Subscriber Network in order that signals originating from PEG Channel origination points can be sent upstream and then switched to a downstream Subscriber Network channel. There shall be no charge to the Town for such switching.

d) The Licensee shall provide and maintain all necessary processing equipment in the Cable System headend and/or hub site in order to switch upstream channels from the PEG Access Channel origination network to the designated downstream Access Channel. Licensee shall also provide modulators for the Access channels. Nothing herein shall require the Licensee to provide end-user equipment.

13.8 Access Coordinator

The Town shall designate a PEG Access Coordinator or Access Designee who shall be responsible for PEG operations, equipment purchase, equipment maintenance and management, production training, and other duties as assigned by the Issuing Authority.

13.9 Licensee Technical Training

The Licensee shall initially supply technical assistance as requested by the issuing Authority or its designee(s) but not to exceed forty (40) work-hours to select and install equipment and to review PEG Access operational practices. The Licensee shall also provide training for up to (3) three Town or school access personnel as designated by the Issuing Authority by having them take part in a Production Training course conducted by the Licensee. On the continuing basis throughout the Renewal License Term, the Licensee shall provide occasional technical assistance on an as-needed basis, not to exceed six times per year.

14. Enforcement Or Revocation

14.1 Determination Of Breach

In the event that the Issuing Authority has reason to believe that the Licensee has defaulted in the performance of any material provision of the Renewal License, except as excused by force majeure, the Issuing Authority shall notify the Licensee in writing, by certified mail, of the provision or provisions of which the Issuing Authority believes Licensee to be in default and the details relating thereto. The Licensee shall have thirty (30) days from the receipt of such notice to:

(a) Respond to the Issuing Authority in writing, contesting the Issuing Authority's assertion of default and providing such information or documentation as may be necessary to support the Licensee's position; or

(b) Cure any such default within thirty (30) days of notice thereof, or, in the event that by nature of the default, such default cannot be cured within such thirty (30) day period, to take reasonable steps to cure said default and diligently continue such efforts until said default is cured.

In the event that the Licensee fails to respond to such notice of default, to cure the default or to take reasonable steps to cure the default, the Issuing Authority shall promptly schedule a public hearing no sooner than fourteen (14) days after a determination has been made by the Issuing Authority that Licensee has not appropriately responded, cured, nor taken appropriate measures to attempt to cure the default, and written notice, by certified mail, of such has been delivered to the Licensee. The Licensee shall be provided reasonable opportunity to offer evidence and be heard at such public hearing. If the Issuing Authority determines after public hearing that a continuing state of default exists, and that its cure is unlikely or untimely, Issuing Authority may determine to pursue any of the remedies available to it under law.

14.2 Revocation Of Renewal License

In the event that the License fails to comply with any material provision of the Renewal License in any material fashion, the Issuing Authority may revoke the Renewal License granted, subject to the procedures of Law and the Renewal License and M.G.L. c 166A § 11, as it exists on the date hereof.

Upon revocation or termination, Issuing Authority may apply the provision of M.G.L. 166A § 5(f) and Section 627 of the Cable Act, regarding removal of the cable system.

14.3 Enforcement

Subject to applicable federal and state law, in the event the Issuing Authority, after the hearing set forth in subsection 14.1 above, determines that the Licensee is in default of any provision of the Franchise, the Issuing Authority may:

- A. Seek specific performance of any provision, which reasonably lends itself to such remedy, as an alternative to damages; or
- B. Commence an action at law for monetary damages or seek other equitable relief; or
- C. In the case of a default of a material provision of the Franchise, seek to revoke the Franchise itself in accordance with subsection 14.2 above.

No decision by the Issuing Authority or the Town to invoke any remedy under this License or under any statute, law or ordinance shall preclude the availability of injunctive relief, revocation remedies or other legal remedies at law, available under applicable laws.

14.4 Notice of Legal Action

Except in an emergency situation, in the event that the Licensee or the Issuing Authority intends to take legal action against the other party for any reason, it shall first (i) give the other party reasonable notice that an action will be filed, (ii) meet with the other party promptly before it files any such action, and (iii) negotiate the issue, which is the subject of any proposed legal action, in good faith with the other party and/or its representative(s).

14.5 No Waiver

(a) Neither failure on the part of the Issuing Authority, the Town or the Licensee to exercise nor delay in exercising, any right in this Renewal License shall operate as a waiver thereof, nor shall either single or partial exercise of any such right preclude any other right, all subject to the conditions and limitations contained in this Renewal License.

(b) The failure of the Issuing Authority or the Town to take any action in the event of any breach by the Licensee shall not be deemed or construed to constitute a waiver of or otherwise affect the right of the Issuing Authority or the Town to take any action permitted by this Renewal License at any other time in the event that such breach has not been cured, or with respect to any other breach by the Licensee.

15 Miscellaneous Provisions

15.1 Force Majeure

If by reason of *force majeure* either party is unable in whole or in part to carry out its obligations hereunder, said party shall not be deemed in violation or default during the continuance of such inability. The term "*force majeure*" as used herein shall mean the following: Acts of God; acts of public enemies; orders of any kind of the government of the United States of America or of the Commonwealth of Massachusetts or any of their departments, agencies, political subdivision, or officials, or any civil or military authority, whether legal or illegal; insurrections; riots; epidemics; landslides; lightening; earthquakes; fires; hurricanes; volcanic activity; storms; floods; washouts; droughts; civil disturbances; explosions; strikes; labor work actions and unavailability of essential equipment, personnel, services and/or materials beyond the reasonable control of the Licensee; and the inability of Licensee to obtain, on customary and reasonable terms, easements, permits or licenses for the attachment or placement of the System, or parts thereof, to any pole or underground conduit not owned by Licensee, or any other cause or event not reasonably within the control of the disabled party.

15.2 Action of Parties

In any action by the Issuing Authority or the Licensee that is mandated or permitted under the terms hereof, such party shall act in a reasonable, expeditious and timely manner. Furthermore, in any instance where approval or consent is required under the terms hereof, such approval or consent shall not be unreasonably withheld.

15.3 Notices

a) Every notice and/or request to be served upon the Issuing Authority shall be delivered by hand or sent by Federal Express or other express receipted delivery service or certified mail (postage prepaid) to the Board of Selectmen, Town of Wales, Town Hall, 3 Hollow Road, Wales, Massachusetts 01081, or such other address as the Issuing Authority may specify in writing to the Licensee. Every notice served upon the Licensee shall be delivered by hand or sent by Federal Express or other express receipted delivery service or certified mail (postage prepaid) to the VP/General Manager, Charter Communications, 95 Higgins Street, Worcester, Massachusetts 01606, with a copy sent to General Counsel, Charter Communications, Inc., Charter Plaza 12405 Powerscourt Drive, St. Louis, Missouri 63131, or such other address as the Licensee may specify in writing to the Issuing Authority. The delivery shall be equivalent to direct personal notice, direction or order, and shall be deemed to have been given at the time of receipt of such notice.

b) Subject to Section 15.3(a) above, all required notices shall be in writing.

15.4 Public Notice

Minimum public notice of any public meeting relating to this Franchise shall be in accordance with applicable law. 15.5 Severability

If any section, subsection, sentence, clause, phrase, or portion of this Franchise is, for any reason, held invalid or unconstitutional by any court of competent jurisdiction, such portion shall be deemed a separate, distinct and independent provision and such holding shall not affect the validity of the remaining portions of this Franchise.

15.5 Administration of Franchise

This Franchise is a contract and neither party may take any unilateral action that materially changes the explicit mutual promises and covenants contained herein. Any changes, modifications or amendments to this Franchise must be made in writing, signed by the Issuing Authority and the Licensee.

15.6 No Recourse Against The Issuing Authority

Pursuant to Section 635A (a) of the Cable Act, the Licensee shall have no recourse against the Issuing Authority, the Town and/or its officials, boards, commission, committees, advisors, designees, agents, and/or its employees other than injunctive relief or declaratory relief, arising from the regulation of cable service or from a decision of approval or disapproval with respect to a grant, renewal, transfer, or amendment of this Renewal License.

15.7 Jurisdiction

All provisions in this License shall apply to the Town, the Licensee and their successors and assigns. Jurisdiction and venue over any dispute, action or suit arising from this Renewal License shall be in any court of appropriate venue in the Commonwealth of Massachusetts and subject matter jurisdiction located within the Commonwealth of Massachusetts, and the parties by this instrument subject themselves to the personal jurisdiction of said court for the entry of any such judgment and for the resolution of any dispute, action, or suit.

15.8 Entire Agreement

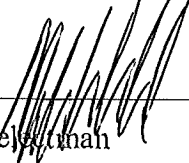
This Franchise sets forth the entire agreement between the parties respecting the subject matter hereof. All agreements, covenants, representations and warranties, express and implied, oral and written, of the parties with regard to the subject matter hereof are contained herein. No other agreements, covenants, representations or warranties, express or implied, oral or written, have been made by any party to another with respect to the matter of this Franchise. All prior and contemporaneous conversations, negotiations, possible and alleged agreements, representations, covenants and warranties with respect to the subject matter hereof are waived, merged herein and therein and superseded hereby and thereby.

15.9 Effective Date

The effective date of this Franchise shall be the date when both parties execute the Renewal License. This Franchise shall expire on the tenth anniversary of the Effective Date.

Considered and approved this 25 day of March, 2014.

Town of Wales



Selectman

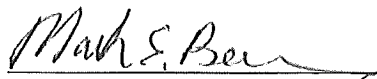


Selectman

Selectman

Accepted this 18th day of April, 2014, subject to applicable federal, state and local law.

Charter Communications Entertainment I, LLC
/k/a Charter Communications

Signature: 

Mark E. Brown
Vice President of State Government Affairs