

THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF THE ATTORNEY GENERAL
Petition of Charter Communications, D.T.C. 17-5

AG-1-1 Please state the current number of the Company's BST-only cable customers.

Response: *By: Business Intelligence team and Denise J. Williams*

See Exhibit 1.

AG-1-2 Referring to Request AG-1-1, please state the current number of BST-only cable customers for each community that is subject to rate regulation.

Response: *By: Business Intelligence team and Denise J. Williams*

See Exhibit 1.

AG-1-3 Referring to Request AG-1-1, please state the current number of BST-only cable customers that are being charged for the rental of a Standard Converter.

Response: *By: Business Intelligence team and Denise J. Williams*

See Exhibit 1.

AG-1-4 Referring to Request AG-1-1, please state the current number of BST-only cable customers that are being charged for the rental of an HD/DVR Converter.

Response: *By: Business Intelligence team and Denise J. Williams*

See Exhibit 1.

AG-1-5 Referring to Request AG-1-1, please state the current number of BST-only cable customers that are being charged for the rental of a Cable Card.

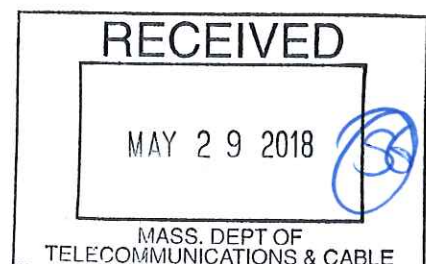
Response: *By: Business Intelligence team and Denise J. Williams*

See Exhibit 1.

AG-1-6 Referring to Request AG-1-1, please produce an example of the monthly bill sent to the same BST-only cable customer for each of the following months: December 2017; January 2018; February 2018; and March 2018. For this request, please redact the name and street address of the individual but do not redact the town/city name or ZIP code.

Response: *By: Billing team and Denise J. Williams*

See Exhibit 2.



**THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF THE ATTORNEY GENERAL
Petition of Charter Communications, D.T.C. 17-5**

AG-1-7 Referring to Request AG-1-1, please produce any and all communications to BST-only cable customers from the Company concerning the Company's recent conversion to all-digital systems.

Response: *By: Business Intelligence team and Denise J. Williams*

See Exhibit 3.

AG-1-8 Please state whether the reduction in federal corporate income tax on January 1, 2018, changes any of the data reported in the Company's petition in this proceeding. If it does change any of the data reported in the Company's petition, please state in detail (1) which data have changed and (2) what effect these changes have, if any, on the calculation of any of the Company's maximum

Response: *By: Denise J. Williams*

No, the reduction in federal corporate income tax on January 1, 2018 does not change any of the data reported in the current Form 1205 under review, which is based on year-end 2016 data.

Exhibit 1

AG-1-1 Response



AG-1-2 Response



- Auburn
- Belchertown
- Brimfield
- Brookfield
- Charlton
- Chicopee
- Dalton
- Dudley
- East Brookfield
- East Longmeadow
- Easthampton
- Hadley
- Hampden
- Harvard
- Holden
- Lee
- Lenox
- Ludlow
- Paxton
- Pepperell
- Pittsfield
- Richmond
- Southampton
- Spencer
- Stockbridge
- Sturbridge
- Upton
- Uxbridge
- West Boylston
- West Brookfield
- Wilbraham
- Worcester



AG-1-3 Response



AG-1-4 Response



AG-1-5 Response



Exhibit 2



December 16, 2017

Account Number: [REDACTED]

Security Code:

Service At:

CHICOPEE MA 01013 [REDACTED]

SPECTRUM NEWS

Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

NOTE: Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Summary

*Service from 12/24/17 through 01/23/18
details on following pages*

Previous Balance	88.42
Payments Received -Thank You!	-88.42
Adjustments	-8.76
Remaining Balance	-\$8.76
Spectrum TV™	16.99
Spectrum Internet™	54.99
Spectrum Voice™	19.99
Other Charges	4.47
Taxes, Fees and Charges	0.74
Current Charges	\$97.18
Total Due by 01/05/18	\$88.42

GOT NEW DEVICES? LET'S GET CONNECTED. From programming your remote to connecting wireless devices, we can help you set up virtually any device. **New TV?** Our step-by-step, illustrated guides will help you identify your remote and get you set up in minutes. **New wireless devices?** With our wireless connection tutorials, you can connect over 60 different devices to your Spectrum in-home wireless network, including game systems, streaming devices and more! Visit Spectrum.net/gadgets to get started.



Thank you for choosing Spectrum.

We appreciate your prompt payment and value you as a customer.

December 16, 2017



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0080 NO RP 16 12172017 YNNNNYYN 01 000123 0001

Account Number: [REDACTED]

Service At:

CHICOPEE MA 01013 [REDACTED]

CHICOPEE MA 01013 [REDACTED]

Total Due by 01/05/18

\$88.42

Amount you are enclosing

\$



Please Remit Payment To:

CHARTER COMMUNICATIONS
PO BOX 60187
LOS ANGELES CA 90060-0187



835013007110669800088427



Account Number: [Redacted]
Security Code: [Redacted]

Have questions about your bill?

Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0080 NO RP 16 12172017 YNNNNYYN 01 000123 0001

Charge Details

Previous Balance		88.42
Payment - Thank You	11/27	-88.42

Payments received after 12/16/17 will appear on your next bill.

Adjustments

MA Regulatory Credit - Adjustment	12/15	-8.76
Adjustments Total		-\$8.76

Remaining Balance		-\$8.76
-------------------	--	---------

Service from 12/24/17 through 01/23/18

Spectrum TV™

Basic TV Service		15.99
Digital Receiver		1.00
And Interactive Services		
		\$16.99

Fees & Charges		
FCC Admin Fee		0.08
Franchise Fee		0.45
State And Local Fee		0.11
Public Access/franchise Related Costs		0.10
		\$0.74

Spectrum TV™ Total		\$17.73
--------------------	--	----------------

Spectrum Internet™

Internet Service		54.99
Price reflects \$10.00 savings when bundled with TV		
		\$54.99

Spectrum Internet™ Total		\$54.99
--------------------------	--	----------------

Spectrum Voice™

Phone number (413)		
Unlimited Long Distance		19.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands		
		\$19.99

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total		\$19.99
-----------------------	--	----------------

Other Charges

Broadcast TV Surcharge		4.47
Other Charges Total		\$4.47

Current Charges		\$97.18
Total Due by 01/05/18		\$88.42

Billing Information

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: TELEPHONE SALES TAX \$0.30, FEES AND CHARGES: E911/DISABILITIES ACCESS FEE \$1.00, FEDERAL UNIVERSAL SERVICE FUND \$0.65.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Continued on the next page...

Local Spectrum Store: 516 Montgomery St, Chicopee MA 01020 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Sat - 9:00am to 1:00pm

Visit spectrum.net/locations for store locations. For questions or concerns, visit spectrum.net/support or call 1-855-757-7328.

**Your WAY can be the GREEN way!
GO GREEN with Spectrum.**

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to spectrum.net/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements



Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at spectrum.net/myaccount.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.





Account Number: XXXXXXXXXX
 Security Code: XXXXXX

Have questions about your bill?

Visit us at spectrum.net/billing
 Or, call us at 855-75-SPECTRUM (1-855-757-7328)
 8634 0080 NO RP 16 12172017 YNNNNYYN 01 000123 0001

Credit - A monthly credit will be applied to your statement as a result of a regulatory settlement with the Massachusetts D.T.C.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Interactive Guide Services - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

Complaint Procedures - If you disagree with your charges, you have 60 days from the billing date to register a complaint. During the dispute period, we will not terminate service provided you pay the undisputed portion of your bill.

Service Interruptions - We must restore loss of cable service within 24 hours of being notified, unless prevented by situations beyond our control. You may obtain credit for loss of cable service for more than 24 continuous hours by notifying us of your service loss.

Franchise Administrator - City of Chicopee, MA Dept of Telecom & Cable Consumer Division 1000 Washington St, Suite 820 Boston MA 02118-6500 Phone: (800) 392-6066 or (617) 305-3531

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

Spectrum Voice Provider - Charter Advanced Services (MA), LLC

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.



Account:
Security Code:

Have questions about your bill?
Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0080 NO RP 16 12172017YNNNNYYN 01 000123 0001

OPEN

UP EVEN MORE POSSIBILITIES WITH SPECTRUM BUSINESS.



CHOOSE THE SERVICES YOUR BUSINESS NEEDS AND SAVE

- Free WiFi* for your customers, modem, desktop security, data backup and more
Over 99.9% network reliability**
Free unlimited long distance and 30+ calling features included
\$500 contract buyout†
30-Day Money-Back Guarantee‡

60Mbps Internet only
\$59.99 /mo. for 1 year*
UP TO 4X FASTER THAN 15MBPS DSL.†

60Mbps Internet + Voice
\$74.98 /mo. for 1 year**
BUNDLE AND SAVE. Plus, keep your existing number and equipment.

100Mbps Internet + Voice
\$109.98 /mo. for 2 years***
The fastest Internet and reliable Voice at the best price. 2-YEAR PRICE LOCK + FREE INSTALL†

NO CONTRACTS • NO ADDED TAXES • NO HIDDEN FEES

CALL 855-468-8258 or visit Business.Spectrum.com today

Limited-time offer, subject to change. Qualified new business customers only. Must not have subscribed to applicable services within the previous 30 days and have no outstanding obligation to Charter. *\$59.99/mo.: Spectrum Business 60Mbps Internet only for 12 months. **\$74.98/mo.: Spectrum Business 60Mbps Internet & Voice w/ one phone line for 12 months, includes \$15 monthly Internet savings w/ bundle. ***\$109.98/mo.: Spectrum Business 100Mbps Internet and Voice with one phone line for 24 months, includes \$20 Internet discount with bundle for year 1, \$40 Internet discount with bundle for year 2, \$10 Voice discount with bundle for year 2, and free standard installation (\$99 value). Spectrum Business Internet includes web hosting, email addresses, desktop security, and cloud backup. Internet speed may not be available in all areas. Actual speeds may vary. Charter Internet modem is required and included in price; Internet taxes are included in price except where required by law (TX, WI, NM, OH and WV), installation and other equipment taxes and fees may apply. Charter Business Voice includes one business phone line with calling features and unlimited local and long distance within the U.S., Puerto Rico, and Canada. Phone offer includes taxes, fees, and surcharges. Other Phone services may have applicable taxes and fees. Installation and other equipment taxes and fees may apply. †2 Year Price Guarantee and Free Installation. Requires 100Mbps Internet and one Voice line. Standard pricing applies after promotional period. **99.9% reliability is based on weekly reliability, Jan - Dec 2016. †View Business.Spectrum.com/guarantee for details about the 30-Day Customer Satisfaction Guarantee. ‡FREE WiFi includes Spectrum WiFi service (public WiFi) and is only available for businesses with public seating or lobby area. Free WiFi not available in all areas. †Contract Buyout offer is valid up to \$900. Visit Business.Spectrum.com/contractbuyout for details. †\$180 savings is based on Spectrum Business promotional rates of 60Mbps Internet and Voice with one phone line vs. Spectrum Business standard rates over 12 months. ††\$900 Savings based on Spectrum Business promo rates for 100Mbps Internet & Voice w/ one phone line w/ a free Standard installation over a 2-yr. period vs. Spectrum Business Standard rates & the cost of Standard installation (valued at \$99). †Up to 4X Speed comparison based on Spectrum Business Internet Plus w/ 60Mbps download speed, & comparably priced 15Mbps DSL Internet (downloads only) from other providers in Spectrum markets, as indicated on providers' websites as of 8/4/17. Standard pricing applies after promotional period. Services are subject to all applicable service terms and conditions, which are subject to change. Services and promotional offers not available in all areas. Restrictions apply. Call for details. © 2017 Charter Communications, Inc. SAAHFOAH



January 16, 2018
Account Number:
Security Code:
Service At:

CHICOPEE MA 01013

SPECTRUM NEWS

Have questions about your bill?
Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

NOTE: Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Summary *Service from 01/24/18 through 02/23/18 details on following pages*

Previous Balance	88.42
Payments Received -Thank You!	-88.42
Adjustments	-8.76
Remaining Balance	-8.76
Spectrum TV™	16.99
Spectrum Internet™	54.99
Spectrum Voice™	19.99
Other Charges	4.47
Taxes, Fees and Charges	0.74
Current Charges	\$97.18
Total Due by 02/05/18	\$88.42

At Spectrum, we continue to enhance our services, offer more of the best entertainment choices and deliver the best value. We are committed to offering you products and services we are sure you will enjoy.

Important Billing Update
Effective with your next billing statement, pricing will be adjusted for:

- Basic TV Service from \$15.99 to \$16.99.
- Broadcast TV Surcharge from \$4.47 to \$7.12. This reflects costs incurred from local Broadcast TV stations.
- Public Access Fee from \$0.10 to \$0.52.
- Your bundled equipment rate will not increase. However, the Spectrum Receiver portion will change from \$1.00 to \$0.69 and Interactive Guide Service fee from \$5.99 to \$6.30. An Interactive Guide Service charge will not apply to customers subscribing to the Basic Service tier only.



Thank you for choosing Spectrum.
We appreciate your prompt payment and value you as a customer.

January 16, 2018



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0080 NO RP 16 01172018 YNNNNYNN 01 000141 0001

Account Number:
Service At:

CHICOPEE MA 01013

Total Due by 02/05/18 **\$88.42**
Amount you are enclosing \$

CHICOPEE MA 01013



Please Remit Payment To:
CHARTER COMMUNICATIONS
PO BOX 60187
LOS ANGELES CA 90060-0187

835013007110669800088427



Account Number:
 Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0080 NO RP 16 01172018 YNNNNYNN 01 000141 0001

Charge Details

Previous Balance		88.42
Payment - Thank You	12/28	-88.42

Payments received after 01/16/18 will appear on your next bill.

Adjustments

MA Regulatory Credit - Adjustment	01/15	-8.76
Adjustments Total		-\$8.76

Remaining Balance		-\$8.76
-------------------	--	---------

Service from 01/24/18 through 02/23/18

Spectrum TV™

Basic TV Service	15.99
Digital Receiver	1.00
And Interactive Services	
	\$16.99

Fees & Charges		
FCC Admin Fee	0.08	
Franchise Fee	0.45	
State And Local Fee	0.11	
Public Access/franchise Related Costs	0.10	
	\$0.74	

Spectrum TV™ Total	\$17.73
--------------------	---------

Spectrum Internet™

Internet Service	54.99
Price reflects \$10.00 savings when bundled with TV	
	\$54.99

Spectrum Internet™ Total	\$54.99
--------------------------	---------

Spectrum Voice™

Phone number (413)	
Unlimited Long Distance	19.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	\$19.99

Call Detail		Amount
Calling Plan		
Directory Assistance	13 Calls	0.00
Call Detail Total		\$0.00

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total	\$19.99
-----------------------	---------

Other Charges

Broadcast TV Surcharge	4.47
Other Charges Total	\$4.47

Current Charges	\$97.18
Total Due by 02/05/18	\$88.42

Messages continued from page 1

DON'T MISS A MOMENT OF THE WINTER OLYMPICS FEBRUARY 8-25. Catch all your favorite events at home and on-the-go on the networks of NBC Universal with Spectrum TV™. Watch live on your TV and at SpectrumTV.com, stream on your devices anywhere in your home with the Spectrum TV App and take every event on-the-go with the NBC Sports app. Plus, enjoy On Demand with pre-games coverage and more. Visit Spectrum.net/NBCOlympics to learn more.

Billing Information

Continued on the next page.

Local Spectrum Store: 516 Montgomery St, Chicopee MA 01020 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Sat - 9:00am to 1:00pm

Visit spectrum.net/locations for store locations. For questions or concerns, visit spectrum.net/support or call 1-855-757-7328.

**Your WAY can be the GREEN way!
GO GREEN with Spectrum.**

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to spectrum.net/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

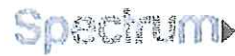
Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at spectrum.net/myaccount.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.





Account Number: XXXXXXXXXX
Security Code: XXXXXX

Have questions about your bill?

Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0080 NORP 16 01172018 YNNNNYNN 01 000141 0001

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: TELEPHONE SALES TAX \$0.30, FEES AND CHARGES: E911/DISABILITIES ACCESS FEE \$1.00, FEDERAL UNIVERSAL SERVICE FUND \$0.67.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Credit - A monthly credit will be applied to your statement as a result of a regulatory settlement with the Massachusetts D.T.C.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@charter.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Interactive Guide Services - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

Complaint Procedures - If you disagree with your charges, you have 60 days from the billing date to register a complaint. During the dispute period, we will not terminate service provided you pay the undisputed portion of your bill.

Service Interruptions - We must restore loss of cable service within 24 hours of being notified, unless prevented by situations beyond our control. You may obtain credit for loss of cable service for more than 24 continuous hours by notifying us of your service loss.

Franchise Administrator - City of Chicopee, MA Dept of Telecom & Cable Consumer Division 1000 Washington St, Suite 820 Boston MA 02118-6500 Phone: (800) 392-8066 or (617) 305-3531

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

Spectrum Voice Provider - Charter Advanced Services (MA), LLC

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.





Account: _____
Security Code: _____

Have questions about your bill?
Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0080 NO RP 16 01172018 YNNNNYNN 01 000141 0001

OPEN

UP EVEN MORE POSSIBILITIES WITH SPECTRUM BUSINESS.



CHOOSE THE SERVICES YOUR BUSINESS NEEDS AND SAVE

- Free WiFi* for your customers, modem, desktop security, data backup and more
- Free unlimited long distance and 30+ calling features included
- Over 99.9% network reliability**
- \$500 contract buyout†
- 30-Day Money-Back Guarantee**

100Mbps Internet only

\$59.99 /mo. for 1 year*

OVER 6X FASTER THAN 15MBPS DSL.†

100Mbps Internet + Voice

\$74.98 /mo. for 1 year**

BUNDLE AND SAVE. Plus, keep your existing number and equipment.

SAVE \$180 ON YOUR FIRST YEAR!

BEST VALUE **200Mbps Internet + Voice**

\$109.98 /mo. for 2 years***

The fastest Internet and reliable Voice at the best price.

2-YEAR PRICE LOCK + FREE INSTALL!†

SAVE \$180 ON YOUR FIRST YEAR!

NO CONTRACTS • NO ADDED TAXES • NO HIDDEN FEES

CALL 855-728-4616
or visit Business.Spectrum.com today

Limited-time offer; subject to change. Qualified new business customers only. Must not have subscribed to applicable services within the previous 30 days and have no outstanding obligation to Charter. *\$59.99/ mo. Spectrum Business 100Mbps Internet only for 12 months. **\$74.98/mo.: Spectrum Business 100Mbps Internet & Voice w/ one phone line for 12 months, includes \$15 monthly Internet savings w/ bundle. ***\$109.98/mo.: Spectrum Business 200Mbps Internet & Business Voice w/ one phone line for 24 months, includes \$20 monthly Internet discount in yr. 1 w/ bundle, \$40 monthly Internet Discount in yr. 2 w/ bundle, & \$10 monthly Voice discount in yr. 2 w/ bundle, & free Standard installation (valued at \$99). Internet speed may not be avail. in all areas. Actual speeds may vary. Charter Internet modem is req'd & included in price. Internet taxes, fees, & surcharges are included in price (except TX, WI, NM, OH & WV). Spectrum Business Voice includes one business phone line w/ calling features & unlimited local & long distance w/ in the U.S., Puerto Rico, & Canada. Phone offer includes taxes, fees, & surcharges. Other Phone services may have applicable taxes & fees. Installation & other equipment taxes & fees may apply. †2 Year Price Guarantee and Free Installation: Requires 200Mbps Internet and one Voice line. Standard pricing applies after promotional period. ** 99.9% reliability is based on weekly reliability, Jan - Dec 2016. †View Business.Spectrum.com/guarantee for details about the 30-Day Customer Satisfaction Guarantee. †FREE WiFi includes Spectrum WiFi service (public WiFi) and is only available for businesses with public seating or lobby area. Free WiFi not available in all areas. †Contract Buyout offer is valid up to \$500. Visit Business.Spectrum.com/contractbuyout for details. †\$180 Savings based on Spectrum Business promo rates for 100Mbps Internet & Voice w/ one phone line vs. Spectrum Business Standard rates over 12 months. †**\$900 Savings based on Spectrum Business promo rates for 200Mbps Internet & Voice w/ one phone line w/ a free Standard installation over a 2-yr. period vs. Spectrum Business Standard rates & the cost of Standard installation (valued at \$99). †6X Speed comparison based on Spectrum Business Internet Plus w/ 100Mbps download speed, & comparably priced 15Mbps DSL Internet (downloads only) from other providers in Spectrum markets, as indicated on providers' websites as of 8/4/17. Standard pricing applies after promotional period. Services are subject to all applicable service terms and conditions, which are subject to change. Services and promotional offers not available in all areas. Restrictions apply. Call for details. © 2017 Charter Communications, Inc. SABHF2KK



February 16, 2018

Account Number: [REDACTED]

Security Code:

Service At:

CHICOPEE MA 01013 [REDACTED]

Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary

*Service from 02/24/18 through 03/23/18
details on following pages*

Previous Balance	88.42
Payments Received -Thank You!	-88.42
Remaining Balance	\$0.00
Spectrum TV™	17.68
Spectrum Internet™	54.99
Spectrum Voice™	19.99
Other Charges	7.12
Taxes, Fees and Charges	1.24
Current Charges	\$101.02
Total Due by 03/08/18	\$101.02

SPECTRUM NEWS

NOTE, Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit Spectrum.net/autopay.

STAY SAFE ONLINE WITHOUT THE HASSLES. Our easy-to-use Security Suite will keep your computers safe from viruses, spyware and hackers. And it's FREE for Spectrum Internet™ customers. Get real-time protection and automatic updates, set online parental controls and more. Visit Spectrum.net/security to download today.

PLANNING A MOVE? LET US MAKE IT EASIER. Packing and moving can be a lot of work, but when you call Spectrum, a representative will transfer all your services to your new address with no hassles. Call 1-844-242-1478 or visit Spectrum.com/easy2move to get started today.



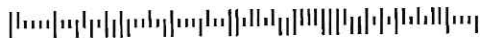
Thank you for choosing Spectrum.

We appreciate your prompt payment and value you as a customer.



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0080 NO RP 16 02172018 NNNNNYNY 01 000227 0002

CHICOPEE MA 01013 [REDACTED]



February 16, 2018

Account Number: [REDACTED]

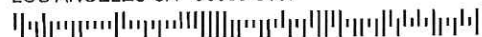
Service At:

CHICOPEE MA 01013 [REDACTED]

Total Due by 03/08/18	\$101.02
Amount you are enclosing	\$

Please Remit Payment To:

CHARTER COMMUNICATIONS
PO BOX 60187
LOS ANGELES CA 90060-0187



835013007110669800101022



Account Number: [Redacted]
Security Code: [Redacted]

Have questions about your bill?

Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0080 NO RP 16 02172018 NNNNNYNY 01 000227 0002

Charge Details

Previous Balance		88.42
Payment - Thank You	01/29	-88.42
Remaining Balance		\$0.00

Payments received after 02/16/18 will appear on your next bill.
Service from 02/24/18 through 03/23/18

Spectrum TV™

Basic TV Service	16.99
Digital Receiver	0.69
And Interactive Services	
Total	\$17.68

Fees & Charges		
FCC Admin Fee	0.08	
Franchise Fee	0.53	
State And Local Fee	0.11	
Public Access/franchise Related Costs	0.52	
Total	\$1.24	

Spectrum TV™ Total \$18.92

Spectrum Internet™

Internet Service	54.99
Price reflects \$10.00 savings when bundled with TV	
Total	\$54.99

Spectrum Internet™ Total \$54.99

Spectrum Voice™

Phone number (413)	
Unlimited Long Distance	19.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
Total	\$19.99

Call Detail

Spectrum Voice™ Continued

Calling Plan		Amount
Directory Assistance	11 Calls	0.00
Call Detail Total		\$0.00

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total \$19.99

Other Charges

Broadcast TV Surcharge	7.12
Other Charges Total	\$7.12

Current Charges \$101.02
Total Due by 03/08/18 \$101.02

Billing Information

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: TELEPHONE SALES TAX \$0.30. FEES AND CHARGES: E911/DISABILITIES ACCESS FEE \$1.00, FEDERAL UNIVERSAL SERVICE FUND \$0.67.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Continued on the next page...

Local Spectrum Store: 516 Montgomery St, Chicopee MA 01020 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Sat - 9:00am to 1:00pm

Visit spectrum.net/locations for store locations. For questions or concerns, visit spectrum.net/support or call 1-855-757-7328.

**Your WAY can be the GREEN way!
GO GREEN with Spectrum.**

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to spectrum.net/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements



Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at spectrum.net/myaccount.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.





Account Number: [REDACTED]
Security Code: [REDACTED]

Have questions about your bill?
Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0080 NO RP 16 02172018 NNNNNYNY 01 000227 0002

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@charter.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Interactive Guide Services - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

Complaint Procedures - If you disagree with your charges, you have 60 days from the billing date to register a complaint. During the dispute period, we will not terminate service provided you pay the undisputed portion of your bill.

Service Interruptions - We must restore loss of cable service within 24 hours of being notified, unless prevented by situations beyond our control. You may obtain credit for loss of cable service for more than 24 continuous hours by notifying us of your service loss.

Franchise Administrator - City of Chicopee, MA Dept of Telecom & Cable Consumer Division 1000 Washington St, Suite 820 Boston MA 02118-6500 Phone: (800) 392-6066 or (617) 305-3531

Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

Spectrum Voice Provider - Charter Advanced Services (MA), LLC

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.



Account:
 Security Code:



Have questions about your bill?
 Visit us at spectrum.net/billing
 Or, call us at 855-75-SPECTRUM (1-855-757-7328)
 8634 0080_NO RP 16 02172018 NNNNNYNY 01 000227 0002

OPEN

UP EVEN MORE POSSIBILITIES WITH SPECTRUM BUSINESS.



CHOOSE THE SERVICES YOUR BUSINESS NEEDS AND SAVE

- Free WiFi* for your customers, modem, desktop security, data backup and more
- Over 99.9% network reliability**
- Free unlimited long distance and 30+ calling features included
- \$500 contract buyout⁴
- 30-Day Money-Back Guarantee⁵

100Mbps Internet only

\$59⁹⁹ /mo. for 1 year*

OVER 6X FASTER THAN 15MBPS DSL.¹

100Mbps Internet + Voice

\$74⁹⁸ /mo. for 1 year**

BUNDLE AND SAVE. Plus, keep your existing number and equipment.

BEST VALUE **200Mbps Internet + Voice**

\$109⁹⁸ /mo. for 2 years***

The fastest Internet and reliable Voice at the best price. **2-YEAR PRICE LOCK + FREE INSTALL!**

NO CONTRACTS • NO ADDED TAXES • NO HIDDEN FEES

CALL 855-246-0217
 or visit Business.Spectrum.com today

Limited-time offer, subject to change. Qualified new business customers only. Must not have subscribed to applicable services within the previous 30 days and have no outstanding obligation to Charter. *\$59.99/mo.: Spectrum Business 100Mbps Internet only for 12 months. **\$74.98/mo.: Spectrum Business 100Mbps Internet & Voice w/ one phone line for 12 months, includes \$15 monthly internet savings w/ bundle. ***\$109.98/mo.: Spectrum Business 200Mbps Internet & Business Voice w/ one phone line for 24 months, includes \$20 monthly internet discount in yr. 1 w/ bundle, \$40 monthly internet discount in yr. 2 w/ bundle, & \$10 monthly voice discount in yr. 2 w/ bundle, & free standard installation (valued at \$99). Internet speed may not be avail. in all areas. Actual speeds may vary. Charter internet modem is req'd & included in price; internet taxes, fees, & surcharges are included in price (except TX, WJ, NM, OH & WV). Spectrum Business Voice includes one business phone line w/ calling features & unlimited local & long distance w/ in the U.S., Puerto Rico, & Canada. Phone offer includes taxes, fees, & surcharges. Other phone services may have applicable taxes & fees. Installation & other equipment taxes & fees may apply. 12 Year Price Guarantee and Free Installation; Requires 200Mbps Internet and one voice line. Standard pricing applies after promotional period. **99.9% reliability is based on weekly reliability, Jan - Dec 2016. 1 View Business.Spectrum.com/guarantee for details about the 30-Day Customer Satisfaction Guarantee. *FREE contract buyout for details. **\$180 Savings based on Spectrum Business promo rates for 100Mbps Internet & Voice w/ one phone line vs. Spectrum Business Standard rates over 12 months. ***\$900 Savings based on Spectrum Business promo rates for 200Mbps Internet & Voice w/ one phone line w/ a free standard installation over a 2-yr. period vs. Spectrum Business Standard rates & the cost of Standard installation (valued at \$99). 4X Speed comparison based on Spectrum Business Internet Plus w/ 100Mbps download speed, & comparably priced 15Mbps DSL Internet (downloads only) from other providers in Spectrum markets, as indicated on providers' websites as of 8/4/17. Standard pricing applies after promotional period. Services are subject to all applicable service terms and conditions, which are subject to change. Services and promotional offers not available in all areas. Restrictions apply. Call for details. © 2018 Charter Communications, Inc. SACHF2X1



March 16, 2018
Account Number:
Security Code:
Service At:

CHICOPEE MA 01013

Have questions about your bill?
Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary *Service from 03/24/18 through 04/23/18
details on following pages*

Previous Balance	101.02
Payments Received -Thank You!	-101.02
Remaining Balance	\$0.00
Spectrum TV™	17.68
Spectrum Internet™	54.99
Spectrum Voice™	19.99
Other Charges	7.12
Taxes, Fees and Charges	1.24
Current Charges	\$101.02
Total Due by 04/05/18	\$101.02

SPECTRUM NEWS

NOTE: Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit Spectrum.net/autopay.

Turn any device into a TV instantly. Spectrum TV™ gives you access to more than 80 available channel apps so you can stream live TV and the latest must-watch shows, movies and sports from all your devices wherever you go. Visit Spectrum.net/onthego to start watching.

PLANNING A MOVE? LET US MAKE IT EASIER. Packing and moving can be a lot of work, but when you call Spectrum, a representative will transfer all your services to your new address with no hassles. Call 1-877-970-4526 or visit Spectrum.com/easy2move to get started today.



Thank you for choosing Spectrum.
We appreciate your prompt payment and value you as a customer.

March 16, 2018



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0080 NO RP 16 03172018 NNNNNYYN 01 000211 0002

Account Number:
Service At:

CHICOPEE MA 01013

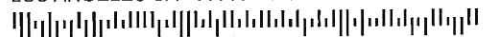
Total Due by 04/05/18 **\$101.02**
Amount you are enclosing \$

CHICOPEE MA 01013



Please Remit Payment To:

CHARTER COMMUNICATIONS
PO BOX 60187
LOS ANGELES CA 90060-0187



835013007110669800101022



Account Number: [Redacted]
Security Code: [Redacted]

Have questions about your bill?
Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8634 0080 NO RP 16 03172018NNNNNYN 01 000211 0002

Charge Details

Previous Balance		101.02
Payment - Thank You	02/26	-101.02
Remaining Balance		\$0.00

Payments received after 03/16/18 will appear on your next bill.
Service from 03/24/18 through 04/23/18

Spectrum TV™

Basic TV Service	16.99
Digital Receiver	0.69
And Interactive Services	
	\$17.68

Fees & Charges		
FCC Admin Fee	0.08	
Franchise Fee	0.53	
State And Local Fee	0.11	
Public Access/franchise Related Costs	0.52	
	\$1.24	

Spectrum TV™ Total **\$18.92**

Spectrum Internet™

Internet Service	54.99
Price reflects \$10.00 savings when bundled with TV	
	\$54.99

Spectrum Internet™ Total **\$54.99**

Spectrum Voice™

Phone number (413)	
Unlimited Long Distance	19.99
Pkg Includes: Phone Line, Modem, Up To 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	\$19.99

Call Detail

Spectrum Voice™ Continued

Calling Plan		Amount
Directory Assistance	10 Calls	0.00
Call Detail Total		\$0.00

For additional call details and terms of service, please visit spectrum.net/calldetails.

Spectrum Voice™ Total **\$19.99**

Other Charges

Broadcast TV Surcharge	7.12
Other Charges Total	\$7.12

Current Charges	\$101.02
Total Due by 04/05/18	\$101.02

Billing Information

Tax and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit spectrum.net/taxesandfees for more information.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: TELEPHONE SALES TAX \$0.31. FEES AND CHARGES: E911/DISABILITIES ACCESS FEE \$1.00, FEDERAL UNIVERSAL SERVICE FUND \$0.69.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Continued on the next page...

Local Spectrum Store: 516 Montgomery St, Chicopee MA 01020 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Sat - 9:00am to 1:00pm

Visit spectrum.net/locations for store locations. For questions or concerns, visit spectrum.net/support or call 1-855-757-7328.

Your WAY can be the GREEN way! GO GREEN with Spectrum.

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to spectrum.net/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements



Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at spectrum.net/myaccount.

Pay by Mail - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.





Account Number: [REDACTED]
Security Code:

Have questions about your bill?
Visit us at spectrum.net/billing
Or, call us at 855-75-SPECTRUM (1-855-757-7328)
8534 0080 NO RP 16 03172018 NNNNNNYN 01 000211 0002

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@charter.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

Insufficient Funds Payment Policy - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

Interactive Guide Services - Provides access to the electronic program guide - to receive program information, perform efficient channel surfing, use parental controls and access to order Pay-Per-View & On Demand (where available).

Complaint Procedures - If you disagree with your charges, you have 60 days from the billing date to register a complaint. During the dispute period, we will not terminate service provided you pay the undisputed portion of your bill.

Service Interruptions - We must restore loss of cable service within 24 hours of being notified, unless prevented by situations beyond our control. You may obtain credit for loss of cable service for more than 24 continuous hours by notifying us of your service loss.

Franchise Administrator - City of Chicopee, MA Dept of Telecom & Cable Consumer Division 1000 Washington St, Suite 820 Boston MA 02118-6500 Phone: (800) 392-6066 or (617) 305-3531

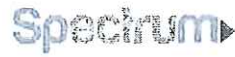
Voice Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Voice service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit spectrum.net/taxesandfees.

Spectrum Voice Provider - Charter Advanced Services (MA), LLC

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.





Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0080 NO RP 16 03172018NNNNNYN 01 000211 0002

Account:
 Security Code:



ATTENTION BUSINESS OWNERS

As a preferred Spectrum customer, your business qualifies for Faster Internet and fully featured Voice to keep your employees productive, sales growing and your business ahead of the competition.

X DON'T SETTLE FOR BAD BUSINESS...

- Slow Internet speeds
- Overpriced phone service
- Unreliable service and slowdowns
- Contracts and hidden fees
- Poor customer service

SPECTRUM BUSINESS IS GOOD BUSINESS

- The fastest Internet starting speeds for the price—up to 100Mbps
- FREE WiFi for your customers,* modem, email addresses, desktop security, data backup and more
- Free local and long distance and 30+ calling features included
- Over 99.9% network reliability[‡]
- \$500 buyout of your current contract[‡]
- 30-day money-back guarantee[‡]
- 24/7 U.S.-based customer service

Speeds up to 200Mbps available.



100Mbps BUSINESS INTERNET

\$44.99
/mo when bundled for one year*

4X FASTER THAN 25MBPS DSL[†]

ADVANCED BUSINESS VOICE

\$29.99
/line per mo for one year**

UNLIMITED LONG DISTANCE CALLING

NO CONTRACTS • NO ADDED TAXES • NO HIDDEN FEES



For business services, call **855-767-0059**
or visit Business.Spectrum.com today

Limited-time offer; subject to change. Qualified new business customers only. Must not have subscribed to applicable services w/ in the last 30 days & have no outstanding obligation to Charter. *\$44.99 Internet offer is for 12 mos. when bundled w/ TV or Voice & incl. Spectrum Business Internet Plus. Internet speed may not be avail. in all areas. Actual speeds may vary. Spectrum Internet modem is req'd & included in price; Internet taxes are included in price except where req'd by law (TX, WI, NM, OH & WV). **\$29.99 Voice offer is for 12 mos. & incl. one business phone line w/ unlimited local & long distance w/ in the U.S., Puerto Rico, & Canada. Taxes, fees, & surcharges included. Other Phone services may have applicable taxes & fees. †4X Speed comparison based on Spectrum Business Internet Plus w/ 100Mbps download speed, & comparably priced 25Mbps DSL. Internet (downloads only) from other providers in Spectrum markets, as indicated on providers' websites as of 12/13/17. ‡Free WiFi incl. Spectrum WiFi service (public WiFi) & is only avail. for businesses w/ public seating or lobby area. Free WiFi not avail. in all areas. §99.9% reliability based on weekly reliability, Dec 2017 - Jan 2018. †View Business.Spectrum.com/guarantee for details about the 30-Day Customer Satisfaction Guarantee. ‡Contract Buyout offer is valid up to \$500. Visit Business.Spectrum.com/contractbuyout for details. Standard pricing applies after promo. period. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo. offers not avail. in all areas. Installation & other equipment taxes & fees may apply. Restrictions apply. Call for details. © 2018 Charter Communications, Inc. BMA-1803-SS13-OAP-GM SA1F33K

Exhibit 3

The following attachments present Charter's mass communications to BST-only cable customers concerning the company's recent conversion to all digital systems.

For the convenience of the Office of the Attorney General, Charter has identified relevant distribution dates applicable to "Lee" conversion campaign. Similar schedules would be followed for other local system campaigns.

Attachment A

Direct Mail
(Lee – 11/2/17 and 11/21/17)



Your TV service is going 100% digital!

See important information below.

Dear Spectrum Customer,

Thank you for being a Spectrum customer. We are proud to be America's fastest-growing TV, Internet and Voice provider. Our employees are committed to delivering best-in-class products and customer service, all at a great price. To deliver even more value to you, we are converting your TV service to a 100% digital format.

You will be required to have a digital receiver on each TV in your home by December 5, 2017. To help with this transition, we will supply you with up to two Spectrum Receivers at no cost for 24 months*.

What is happening to your service?

Spectrum is upgrading its entire channel lineup to a digital-only signal. This change will allow us to deliver you an increase in HD channels as well as improve all TV channels with even better picture and sound quality. These changes will also allow us to offer you a more expansive channel lineup, increase your Internet speed, and provide exciting new products and services for you to enjoy—including access to thousands of FREE On Demand choices.

Who will be affected?

Any customer who subscribes to TV service and connects their cable line directly into the back of their TV will lose picture on all channels.**

What will happen to your current TV channels?

Some channels will be added, other current channels will be moving to new locations and some channels will be removed, consistent with your level of service.

For your convenience, please find your new channel lineup on the following pages. It outlines the changes and will serve as a handy reference guide so you can easily find all of your new channels.

If you would like to add channels, we offer great packages at great prices. We will work with you to find the TV package that best fits your needs.

What should you do?

If you have an existing set-top-box, digital transport adapter (DTA), or retail device with a CableCARD on each TV you are watching, you should be unaffected by this change. If you connect your cable line directly into the back of your TV, you will need to order a self-installation kit. You'll find all the equipment your TVs need to be 100% digital-ready, plus simple step-by-step instructions so you can easily make the upgrade in minutes - no technician necessary.

See the important notice on the right to learn how to order your self-installation kit today.

How to request a self-installation kit:

1. Visit Spectrum.com/digitalnow today to easily order — it should only take a few minutes (see back for more details)
2. Call 1-844-278-3409 to speak with a Spectrum Representative
3. Go to your nearest Spectrum Store:

Colonie Center
131 Colonie Center, Albany, NY 12205
Monday thru Friday 9:00am - 9:30pm
Saturday 9:00am - 9:30pm
Sunday 11:00am - 6:00pm

Extended Hours
11/13/2017 - 03/25/2018
Monday thru Friday 9:00am - 10:00pm
Saturday 9:00am - 9:30pm
Sunday 10:00am - 6:00pm

Pittsfield
4 Federico Drive, Pittsfield, MA 01201
Monday thru Friday 9:00am - 6:00pm
Saturday 9:00am - 1:00pm

Extended Hours
11/13/2017 - 03/18/2018
Monday thru Friday 8:00am - 7:00pm
Saturday 9:00am - 5:00pm

Lee
20 Silver Street, Lee, MA 01238
Monday thru Friday 9:00am - 6:00pm

Extended Hours
11/13/2017 - 12/18/2017
Monday thru Friday 8:00am - 7:00pm
Saturday 9:00am - 5:00pm

Need additional info or help? Call 1-844-278-3409.

¿Necesitas más información o ayuda? Llama al 1-844-278-3409.

Add up to two Spectrum Receivers at no cost for 24 months* today, and see how we are redefining what a cable company can be.

Sincerely,

Kathleen Griffin
VP, Marketing Communications


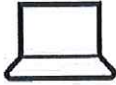

Offer expires April 4, 2018. Offer valid to qualified residential customers who have no outstanding obligation to Charter. *Standard rates apply after promotional period ends. Standard rates will apply for installation, taxes, fees, surcharges and additional equipment. **Customers using their own digital equipment, such as a QAM tuner, will not allow for continued viewing of cable channels; a Spectrum Receiver will be required. Channel and HD programming availability based on level of service. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. Service is subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions may apply. Call for full details. ©2017 Charter Communications.

10-28-B1-DM#1 RES-B 10/31/17 LEE CUT #4

Order your Spectrum Receivers online today in just
4 EASY STEPS

<p>1. GO TO</p> <p>Spectrum.com/digitalnow</p> <p><i>It's easy to order your new receivers. The process should only take a few minutes.</i></p>	<p>2. ENTER</p> <ul style="list-style-type: none"> • Phone number • Last name • ZIP code • Email address
<p>3. CHOOSE</p> <p>Select the number of Spectrum Receivers you are requesting</p>	<p>4. COMPLETE</p> <p>Follow the online instructions to finalize your order</p> <p><i>Orders are typically delivered in 3-5 business days.</i></p>

GET MORE ADVANCED SERVICES AT A BETTER VALUE

 <p>SPECTRUM TV™</p> <p>THE ULTIMATE TV EXPERIENCE</p> <ul style="list-style-type: none"> • The best picture quality with the most FREE HD • FREE On Demand movies, shows and Primetime favorites • Watch live TV anywhere in your home and on-the-go on your portable devices 	 <p>SPECTRUM INTERNET™</p> <p>FASTER INTERNET</p> <ul style="list-style-type: none"> • The fastest Internet STARTING speeds available for the price • FREE Internet modem • Unlimited bandwidth with no data caps or extra fees 	 <p>SPECTRUM VOICE™</p> <p>RELIABLE, UNLIMITED CALLING</p> <ul style="list-style-type: none"> • Unlimited calling in the U.S., Canada, Mexico, Puerto Rico and more • Keep your current phone number when you switch • No added taxes or fees like the phone company charges you
---	--	---

On December 5, 2017, Charter will start encrypting the Basic Service Tier offering on your cable system. If you have a set-top box, digital transport adapter (DTA), or a retail CableCARD device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving the Basic Service Tier offering on any TV without digital equipment, you will lose the ability to view any channels on that TV. If you are affected, you should contact Charter to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary depending on your situation. If you are a Basic Service Tier offering customer and receive the service on your TV without digital equipment, Charter will provide you up to two devices for two years (five years if you also receive Medicaid). If you subscribe to a higher level of service and receive the Basic Service Tier offering on a secondary TV without digital equipment, Charter will provide you one device for one year. You can learn more about this equipment offer and eligibility at Spectrum.com/digitalnow or by calling 1-844-278-3409. To qualify for any equipment at no additional charge or service fee, you must request the equipment between November 28, 2017 and April 4th, 2018 and satisfy all other eligibility requirements. TV: Programming may vary. Channels, Tiers and Packaging subject to change. Services not available in all areas. Digital set-top box or CableCARD required to view programming channels. Digital set-top box required to view PPV and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide. Account credentials may be required to stream some TV content online. INTERNET: Available Internet speeds may vary by address. VOICE: Unlimited calling includes calls within the U.S., Canada, Mexico, Puerto Rico, Guam, the Virgin Islands and more. Taxes and fees included in price. ©2017 Charter Communications.





FINAL NOTICE

Your TV service is going 100% digital!

See important information below.

Dear Customer,

Thank you for being a Spectrum customer. We are proud to be America's fastest-growing TV, Internet and Voice provider. Our employees are committed to delivering best-in-class products and customer service, all at a great price. To deliver even more value to you, we are converting your TV service to a 100% digital format.

You will be required to have a digital receiver on each TV in your home by March 6, 2018. To help with this transition, we will supply you with up to two Spectrum Receivers at no cost for 24 months*.

What is happening to your service?

Spectrum is upgrading its entire channel lineup to a digital-only signal. This change will allow us to deliver you an increase in HD channels as well as improve all TV channels with even better picture and sound quality. In addition, we will be able to offer you a more expansive lineup of channels, increase your Internet speed, and provide exciting new products and services for you to enjoy—including access to thousands of FREE On Demand choices.

Who will be affected?

Any customer who subscribes to TV service and connects their cable line directly into the back of their TV will lose picture on all channels.**

What will happen to your current TV channels?

Some channels will be added, other current channels will be moving to new locations and some channels will be removed, consistent with your level of service.

For your convenience, please find your new channel lineup on the following pages. It outlines the changes and will serve as a handy reference guide so you can easily find all of your new channels. If you would like to add channels, we offer great packages at great prices. We will work with you to find the TV package that best fits your needs.

What should you do?

If you have an existing set-top-box, digital transport adapter (DTA), or retail device with a CableCARD on each TV you are watching, you should be **unaffected** by this change. If you **connect** your cable line directly into the back of your TV, you will **need** to order a self-installation kit. You'll find all the equipment your TVs need to be 100% digital-ready, plus simple step-by-step instructions so you can easily make the upgrade in minutes - no technician necessary.

See the important notice on the right to learn how to order your self-installation kit today.

Need additional info or help? Call 1-844-278-3409.

¿Necesitas más información o ayuda? Llama al 1-844-278-3409.

Add up to two Spectrum Receivers at no cost for 24 months* today, and see how we are redefining what a cable company can be.

Sincerely,

Kathleen Griffin
VP, Marketing Communications

IMPORTANT NOTICE

How to request a self-installation kit:

1. Visit Spectrum.com/digitalnow today to easily order — it should only take a few minutes (see back for more details)
2. Call 1-844-278-3409 to speak with a Spectrum Representative
3. Go to your nearest Spectrum Store:

Schenectady
1021 Highbridge Road, Schenectady, NY 12303
Monday thru Friday 8:00am - 7:00pm
Saturday 9:00am - 5:00pm

Expanded Hours
11/6/17 - 03/18/18
Monday thru Friday 8:00am - 7:00pm
Saturday 9:00am - 5:00pm

Pittsfield
4 Federico Drive, Pittsfield, MA 01201
Monday thru Friday 9:00am - 6:00pm
Saturday 9:00am - 1:00pm

Expanded Hours
11/13/17 - 3/18/18
Monday thru Friday 8:00am - 7:00pm
Saturday 9:00am - 5:00pm

Colonie Center
131 Colonie Center, Albany, NY 12205
Monday thru Friday 9:00am - 9:30pm
Saturday 9:00am - 9:30pm
Sunday 11:00am - 6:00pm

Expanded Hours
11/13/17 - 3/25/18
Monday thru Friday 9:00am - 10:00pm
Saturday 9:00am - 9:30pm
Sunday 10:00am - 6:00pm

Order your Spectrum Receivers online today in just

4 EASY STEPS

<p>1. GO TO</p> <p>Spectrum.com/digitalnow</p> <p><i>It's easy to order your new receivers. The process should only take a few minutes.</i></p>	<p>2. ENTER</p> <ul style="list-style-type: none"> ▪ Phone number ▪ Last name ▪ ZIP code ▪ Email address
<p>3. CHOOSE</p> <p>Select the number of Spectrum Receivers you are requesting</p>	<p>4. COMPLETE</p> <p>Follow the online instructions to finalize your order</p> <p><i>Orders are typically delivered in 3-5 business days.</i></p>

GET MORE ADVANCED SERVICES AT A BETTER VALUE



SPECTRUM TV™

THE ULTIMATE TV EXPERIENCE

- The best picture quality with the most **FREE** HD
- **FREE** On Demand movies, shows and Primetime favorites
- Watch live TV anywhere in your home and on-the-go on your portable devices



SPECTRUM INTERNET™

FASTER INTERNET

- The fastest Internet **STARTING** speeds available for the price
- **FREE** Internet modem
- Unlimited bandwidth with no data caps or extra fees



SPECTRUM VOICE™

RELIABLE, UNLIMITED CALLING

- Unlimited calling in the U.S., Canada, Mexico, Puerto Rico and more
- Keep your current phone number when you switch
- No added taxes or fees like the phone company charges you

On March 6, 2018, Charter will start encrypting the Basic Service Tier offering on your cable system. If you have a set-top box, digital transport adapter (DTA), or a retail CableCARD device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving the Basic Service Tier offering on any TV without digital equipment, you will lose the ability to view any channels on that TV. If you are affected, you should contact Charter to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary depending on your situation. If you are a Basic Service Tier offering customer and receive the service on your TV without digital equipment, Charter will provide you up to two devices for two years (five years if you also receive Medicaid). If you subscribe to a higher level of service and receive the Basic Service Tier offering on a secondary TV without digital equipment, Charter will provide you one device for one year. You can learn more about this equipment offer and eligibility at Spectrum.com/digitalnow or by calling 1-844-278-3409. To qualify for any equipment at no additional charge or service fee, you must request the equipment between February 27, 2018 and July 4, 2018 and satisfy all other eligibility requirements. TV: Programming may vary. Channels, Tiers and Packaging subject to change. Services not available in all areas. Digital set-top box or CableCARD required to view programming channels. Digital set-top box required to view PPV and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide. Account credentials may be required to stream some TV content online. INTERNET: Available Internet speeds may vary by address. VOICE: Unlimited calling includes calls within the U.S., Canada, Mexico, Puerto Rico, Guam, the Virgin Islands and more. Taxes and fees included in price. ©2018 Charter Communications.

Spectrum ▶

Attachment B

Auto Call Scripts
(Lee – 11/2/17 and 11/22/17)

2017 All Digital Auto Call Scripts

Residential Phone # variable: TWC Markets /BHN Markets

TWC 1-844-278-1927

BHN 1-855-890-1101

Residential Auto Call #1 T-33

Live & Machine Answer Script Message

Hello, this is Spectrum, your cable provider, with an important message. We are upgrading your TV service to a 100% all digital format. This means you will be required to have a digital receiver on all of your TVs. Please look for a letter we recently sent to you for important information regarding this change. Or you may call **1 XXX XXX XXXX**. Thank you for being a Spectrum customer.

Residential Auto Call #2 T-12

Live Answer Script

Hello, this is Spectrum, your cable provider, with an important message. We are upgrading your TV service to a 100% all digital format. This means you will be required to have a digital receiver on all of your TVs. Please visit your local Spectrum Store today to pick up your equipment. For more information "PRESS 1" now or call **1 XXX XXX XXXX**. Thank you for being a Spectrum customer.

Residential Auto Call #2 T-12

Machine Answer Script

Hello, this is Spectrum, your cable provider, with an important message. We are upgrading your TV service to a 100% all digital format. This means you will be required to have a digital receiver on all of your TVs. Please look for a letter we recently sent to you for important information regarding this change. Or you may call **1 XXX XXX XXXX**. Thank you for being a Spectrum customer.

Attachment C

Bill Message Script
(Lee – Approx. 11/5/17)

2017 All Digital Statement Message Scripts – Resi

Residential T-30 TWC

Spectrum is going 100% digital in your area. We are upgrading your TV service to 100% digital to bring you better picture quality, more channels and great entertainment options. Starting on or about **[[month day, year]]** all channels will be delivered digitally and your television will require a digital receiver in order to watch these channels. For more information call 844-278-3408 to learn more about how to receive your equipment.

Charter será 100% digital en su área. Clientes de Spectrum, estamos mejorando su servicio de TV para que sea 100% digital y así brindarles una mejor calidad de imagen, más canales y excelentes opciones de entretenimiento. A partir o alrededor del **[[month day, year]]** todos los canales se transmitirán digitalmente y su televisor necesitará un descodificador digital para recibir estos canales. A fin de obtener más información, llame al 877-906-9137 para conocer más acerca de dónde recoger su equipo.

Attachment D

E-mail
(Lee – 11/14/17)

See important information below.

[View as web page](#)

Spectrum

YOUR TV SERVICE IS GOING 100% DIGITAL

Dear Customer,

As we detailed in a letter recently mailed to your home, we are converting your TV service to a 100% digital format. This change will allow us to improve all TV channels with even better picture and sound quality.

You will be required to have a digital receiver on each TV in your home by December 5, 2017.
You may be eligible for a special offer on the equipment required.

What should you do?

- If you have an existing set-top box, digital transport adapter (DTA) or retail device with a CableCARD on each TV you are watching, you should be unaffected by this change.
- If you connect your cable line directly into the back of your TV, you will need to order a self-installation kit. In it you'll find all the equipment your TVs need to be 100% digital-ready, plus simple step-by-step instructions so you can easily make the upgrade in minutes—no technician necessary. You can easily order your self-installation kit at Spectrum.com/digitalnow. The ordering process should only take a few minutes.

[ORDER NOW](#) 

Need additional info or help? Call [1-800-892-4357](tel:1-800-892-4357).
¿Necesitas más información o ayuda? Llama al [1-800-892-4357](tel:1-800-892-4357).

Sincerely,



Kathleen Griffin
VP, Marketing Communications

© 2017 Charter Communications. All rights reserved. | [Privacy Policy](#)

This message was sent by Charter Communications. Please do not reply to this email as this email address is not monitored.

Attachment E

Newspaper Legal Notice
The Berkshire Eagle
(Lee – 10/26/17 and 11/22/17)

**IMPORTANT INFORMATION
ABOUT YOUR SPECTRUM
CHANNEL LINEUP**

Communities Served: Brunswick; East Greenbush; Nassau; North Greenbush; Poestenkill; Rensselaer; Sand Lake & Schodack, NY, Great Barrington; Lee; Lenox & Sheffield, MA On or after 12/05/17 Charter will start encrypting the Starter, Spectrum Basic, Standard, and Spectrum Select Service Tier offerings on your cable system. If you have a set-top box, digital transport adapter (DTA), or a retail CableCARD device connected to each of your TVs, you should be unaffected by this change. However, if you are currently receiving the Starter, Spectrum Basic, Standard, or Spectrum Select Service Tier offerings on any TV without equipment supplied by Charter, you will lose the ability to view any channels on that TV. If you are affected, you should contact Charter to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary: If you are a Starter or Spectrum Basic Service Tier customer and receive the service on your TV without Charter-supplied equipment, you are entitled to up to two devices for two years (five years if you also receive Medicaid). If you subscribe to a higher level of service and receive the Standard or Spectrum Select Service Tier offering on a secondary TV without Charter-supplied equipment, you are entitled to one device for one year. You can learn more about this equipment offer and eligibility for Residential at Spectrum.com/digitalnow or by calling 800-892-4357, or for Commercial at Business.Spectrum.com/DigitalNow or by calling 855-890-1101. To qualify for any equipment at no additional charge or service fee, you must request the equipment no later than the 120th day after the date your service is encrypted and satisfy all other eligibility requirements.

10/26/2017

**IMPORTANT INFORMATION
ABOUT YOUR
SPECTRUM CHANNEL LINEUP**

Communities Served: Towns of Great Barrington, Lee, Lenox, Sheffield & Stockbridge, MA; Towns of Brunswick, East Greenbush, Nassau, North Greenbush, Poestenkill, Rensselaer, Sand Lake, Schodack, Troy, NY; Village of Nassau, NY

On or after December 5, 2017, Charter will start encrypting the Starter, Spectrum Basic, Standard, and Spectrum Select Service Tier offerings on your cable system. If you have a set-top box, digital transport adapter (DTA), or a retail CableCARD device connected to each of your TVs, you should be unaffected by this change. However, if you are currently receiving the Starter, Spectrum Basic, Standard, or Spectrum Select Service Tier offerings on any TV without equipment supplied by Charter, you will lose the ability to view any channels on that TV. If you are affected, you should contact Charter to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary: If you are a Starter or Spectrum Basic Service Tier customer and receive the service on your TV without Charter-supplied equipment, you are entitled to up to two devices for two years (five years if you also receive Medicaid). If you subscribe to a higher level of service and receive the Standard or Spectrum Select Service Tier offering on a secondary TV without Charter-supplied equipment, you are entitled to one device for one year. You can learn more about this equipment offer and eligibility for Residential at Spectrum.com/digitalnow or by calling 800-892-4357, or for Commercial at Business.Spectrum.com/DigitalNow or by calling 855-890-1101. To qualify for any equipment at no additional charge or service fee, you must request the equipment no later than the 120th day after the date your service is encrypted and satisfy all other eligibility requirements.

11/22/17

Attachment F

Website Notice
(Lee – starting 10/24/17)

Browser: <https://www.spectrum.com/digitalnow>

Charter Communications

File Edit View Favorites Tools Help

Home All Digital - All Documents All Digital

Spectrum Shop Manage Account Support

Check Availability


Packages | Internet | Cable TV | Phone | Latino | Business

*Street Address Apt/Unit # *Zip Code GO

Say No To Contracts
Switch to Spectrum Triple Play and we'll buy out your current contract up to \$500!
[Learn More >](#)

SPECTRUM IS GOING 100% DIGITAL
Type in your zip code so we can better assist you.

Zip Code



75%

Spectrum Shop Manage Account Support

Check Availability


Packages | Internet | Cable TV | Phone | Latino | Business

*Street Address Apt/Unit # *Zip Code GO

Say No To Contracts
Switch to Spectrum Triple Play and we'll buy out your current contract up to \$500!
[Learn More >](#)

Your TV service is going 100% digital.

Get your Spectrum Receiver today.



Upgrade and get great benefits like these:

- An increase in HD channels
- Watch your favorite shows, sports, movies and more in crystal-clear HD
- Add DVR service* to record, pause and rewind live TV
- Use an on-screen Interactive Program Guide so you can find what you want to watch even faster
- Easy-to-use parental controls let you decide who can watch what shows

How to go 100% digital

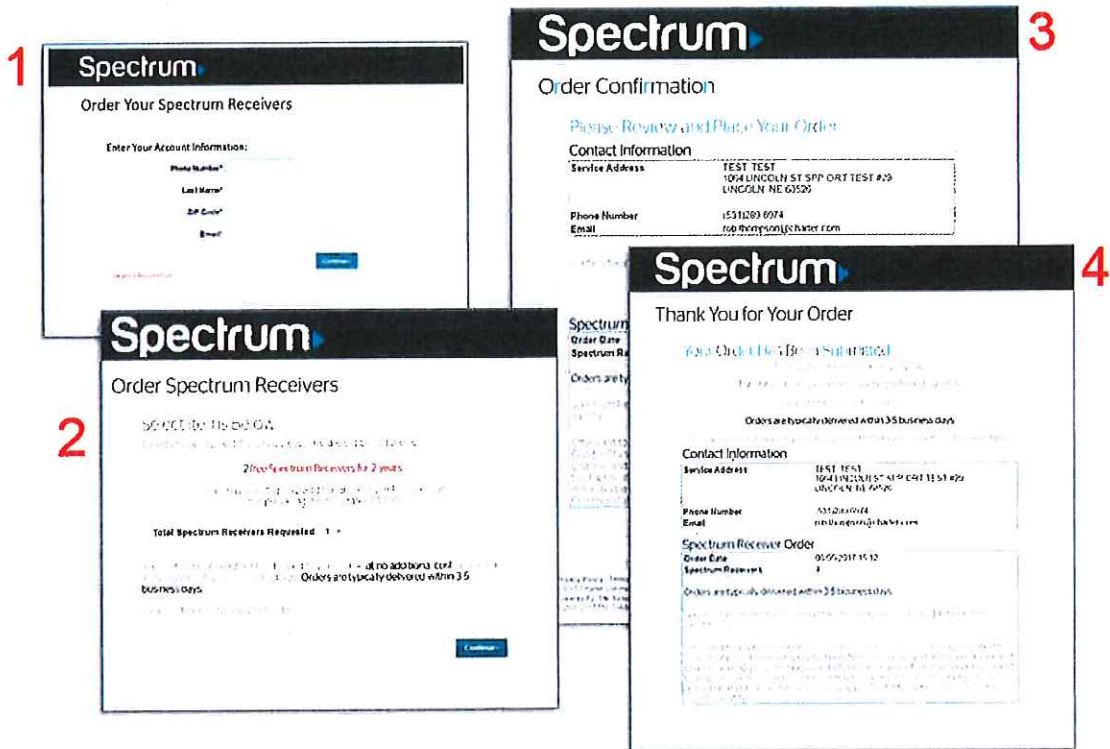
It's easier than you imagined:

Select the easiest method to order your Spectrum Receiver(s) and self-installation kit below. We'll ship directly to your home at no additional cost.

- Order your Spectrum Receiver(s)
 - Order online quickly and easily. The process should only take a few minutes. All you need is your name, phone number, zip code, and e-mail address.
 - Call 1-844-278-3906 and speak to a Spectrum Representative.
 - Visit your nearest Charter Store. [See locations](#)
- Plug your Spectrum Receiver into your TV.
- Sit back and experience the best TV!

Need additional info or help?
Call 1-844-278-3906
24 hours a day, 7 days a week
[View Frequently Asked Questions here](#)

Online Ordering



Attachment G

**Video on System
Sample Slides**
*(Lee – starting 11/3/17,
force tune starting 11/14/17)*

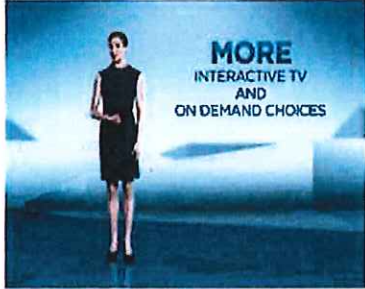


Spectrum

JULY 11, 2017
SPECTRUM TV IS ALL DIGITAL



OVER 200
HD CHANNELS



MORE
INTERACTIVE TV
AND
ON DEMAND CHOICES



SD RECEIVER
HD RECEIVER
DIGITAL TV ADAPTER

NO ADDITIONAL ACTION
IS REQUIRED



YOU'RE PROBABLY NOT
GETTING DIGITAL TV



VISIT
Spectrum.com/digitalnow
OR CALL
844-278-3896



EACH KIT
COMES WITH ALL DIGITAL
EQUIPMENT NEEDED

Spectrum.com/digitalnow



LINCOLN
5400 S 16TH ST
LINCOLN, NE 68512

LINCOLN ANNEX
1620 NORMANDY CT
LINCOLN, NE 68512

BEATRICE
2227 E COURT ST
BEATRICE, NE 68500

Spectrum.com/digitalnow

Charter
COMMUNICATIONS

Attachment H

**Video on System
Slate**
(Lee – starting 12/5/17)



Spectrum's network is now all digital.

This channel has moved to a new location.

Please go to www.spectrum.com/digitalnow for
a complete list of channel locations.

Spectrum 