Charter
COMMUNICATIONS

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BOARD OF SELECTMEN

cc: Cable

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

March 15, 2016

Mr. Michael Guzinski
Town Administrator
Town of Douglas
29 Depot Street
Douglas, MA 01516

~~Dear Issuing Authority:~~

We very much appreciate the opportunity to provide cable service to the residents of your community, and look forward to working with you in the future.

Pursuant to our License Agreement and as required by the Massachusetts Department of Telecommunications and Cable, I have enclosed the following:

- Billing Practices and Equipment Notice (Annual Customer Notification)
- Sample Subscriber Bill
- Sample Subscriber Work Order
- Channel Line-up Card with Rate Information

This information is for your files, and is also being filed with the Massachusetts Department of Telecommunications and Cable.

If you have any questions regarding this information, please contact me at 774-243-9735 or via email at Tom.Cohan@charter.com.

Sincerely,

Thomas P. Cohan
Director of Government Affairs

888.GET.CHARTER
www.charter.com

301 Barber Avenue
Worcester, Massachusetts 01606

You or Your account by telephone or online at www.charter.com, depending upon the information You have provided.

Does Charter protect children's privacy?

Charter is concerned about children's privacy and does not knowingly collect personally identifiable information from anyone under the age of 13 over its Service unless otherwise expressly identified. At those specific parts of our Service, Charter will provide a special notice or other information describing the additional privacy protections that may apply. Charter urges children to always obtain a parent or legal guardian's permission before sending any information about themselves over the Internet and urges parents and legal guardians to be vigilant regarding children's Internet usage. Other services or web pages accessed through Charter's Service may have different policies on collection of information pertaining to children and You should consult their privacy policies and read their notices if You have any concerns about the collection or use of such information by those entities.

How does Charter use cookies and web beacons?

A cookie is a small file that stores information in Your browser on Your computer. Charter places cookies in Your browser that contain some of the information You provide when You register with us and when You set up a personalized service or customize Your settings and preferences on our websites. Charter does not store highly sensitive personal information such as Your password, e-mail address or credit card number in cookies. Cookies enable Charter to summarize overall usage patterns for analysis. In addition, Charter uses cookies to provide personalized services such as saving Your astrological sign on Charter.net. Charter may also use cookies to provide a more useful online experience, such as allowing You to quickly enter a sweepstakes if You're already logged on.

A web beacon is an invisible graphic on a web page that is programmed to collect non-personally identifiable information about Your use of a given site. Like cookies, web beacons allow Charter and its technology providers to summarize overall usage patterns for our analysis and provide personalized services. Charter does not share or provide personally identifiable information we may collect, such as names, e-mail addresses and phone numbers with our advertisers without Your express permission. However, Charter may provide site usage information linked to Your personally identifiable information to law enforcement or others in compliance with valid legal process or in other situations as stated in the "Who Sees the Information Collected by Charter?" paragraphs above.

You may opt-out of the cookies delivered by Charter on its websites by changing the setting on Your browser. Depending on Your privacy settings, please be aware that this may disable all cookies delivered to Your browser, not just the ones delivered by Charter. Because a "Do Not Track" protocol has not yet been finalized, Charter's information collection and disclosure practices, and the choices that we provide to consumers, will continue to operate as described in this Privacy Policy, whether or not a Do Not Track signal is received.

Targeted Advertisements

Charter wants to make the advertisements it provides more relevant to You. Charter collects and uses non-personal information, such as information about your visits to our websites, ZIP Code, IP address and information from third parties. We may also combine that information with personally identifiable information, such as information You provide Charter and from Your Charter account. (See "What type of Information does Charter Collect"). In addition, Charter may partner with third-party advertising companies who may utilize cookies, web beacons, or other technology to deliver or facilitate the delivery of targeted advertisements.

Charter also uses third-party advertising companies to identify and present tailored online advertisements for its goods and services and uses anonymous ZIP Codes to geographically target online advertisements for our other clients. Charter will not provide our online partners with access to Your name, address, e-mail address, telephone number or other personally identifiable information without Your permission. When targeted online advertisements displayed on third-party websites are based on Your personally identifiable information or general location derived from your Charter IP address, You may opt-out by going to http://unsubscribe.charter.com and updating Your privacy preferences. After doing so, we recommend that You also remove any unwanted cookies from Your browser. For more information on how to adjust these settings go to Charter.com > Support > Internet Help.

Some of the advertisements You see on cable channels are placed by us. Some of those advertisements are placed in particular shows or channels; others are shown in particular geographic areas. Some of our cable advertisements will ask for Your permission to take certain actions, like mail You information or allow the advertiser to contact You; if You grant permission, we will use Your personal information for the permitted purposes only. In some areas we will be able to target cable advertisements to Your household that will be more relevant to Your interests based on information You provide us or information that we receive from third parties. When those cable advertisements are directed to You based on Your personal information, You can elect not to receive them. You may opt-out by going to http://unsubscribe.charter.com and updating Your privacy preferences.

If you change or get a new account, You will need to review all of Your opt-out choices.

What can I do if I believe Charter has violated my rights?

You may enforce the limitations imposed on us by federal law with respect to the collection and disclosure of personally identifiable subscriber information about You, through a civil action under federal law, in addition to other rights and remedies that may be available to You under federal or other applicable laws.

What if I have any questions?

If You have any questions about our privacy protections and policies, please contact Your local customer service office. You can find the phone number for Your local customer service office on Your monthly bill statement or by visiting Charter's website at www.charter.com.

IMPORTANT NOTE:

This Policy does not apply to Your use of any Charter website. You should review the privacy policy applicable to each site, which is available under the "Your Privacy Rights" or "Privacy Policy" section of each Charter website. This Policy also does not apply to those commercial customers who subscribe to Charter Business' commercial video programming, high-speed Internet and/or telephone service or any other commercial customer. The Commercial Subscriber Privacy Policy is available under the "Your Privacy Rights" section of www.charter.com.

Effective: December 16, 2013

Charter Residential Customer Proprietary Network Information (CPNI) Policy

The following CPNI Policy is in addition to requirements set forth in Charter's Residential Subscriber Privacy Policy and is subject to some permitted uses and disclosures of Your name, address, and/or telephone number outlined in the Privacy Policy. The information that we have (1) relating to the quantity, technical configuration, type, destination, location, and amount of Your use of telephone service, and / or (2) contained on Your telephone bill concerning the telephone services that You receive is subject to additional privacy protections. That information, when matched to Your name, address, and telephone number is known as "Customer Proprietary Network Information," or CPNI for short. Examples of CPNI include information typically available from details on a customer's monthly telephone bill -- the type of line, technical characteristics, class of service, current telephone charges, long distance and local service billing records, directory assistance charges, usage data, and calling patterns. As a subscriber to our telephone services, You have the right, and Charter has a duty, under federal law to protect the confidentiality of CPNI. Charter offers many communications-related services, such as, for example, Charter Internet services. From time to time we would like to use the CPNI information we have on file to provide You with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to Your specific needs. We would like Your approval so that we, our agents, affiliates, joint venture partners, and independent contractors may use this CPNI to let You know about communications-related services other than those to which You currently subscribe that we believe may be of interest to You. You do have the right to restrict this use of CPNI.

IF WE DO NOT HEAR FROM YOU WITHIN 30 DAYS OF THIS NOTIFICATION, WE WILL ASSUME THAT YOU APPROVE OUR USE OF YOUR CPNI FOR THE PURPOSES OF PROVIDING YOU WITH INFORMATION ABOUT OTHER COMMUNICATIONS-RELATED SERVICES. YOU HAVE THE RIGHT TO DISAPPROVE OUR USE OF YOUR CPNI, AND MAY DENY OR WITHDRAW OUR RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING THE TELEPHONE NUMBER REFLECTED ON YOUR MONTHLY BILLING STATEMENT OR 1-888-GET-CHARTER. We will also honor any restrictions applied by state law, to the extent applicable. Charter also offers various other services that are not related to the communications services to which You subscribe. Under the CPNI rules, some of those services, such as Charter video services, are considered to be non-communications related services. Occasionally, You may be asked during a telephone call with one of our representatives for Your oral consent to Charter's use of Your CPNI for the purpose of providing You with an offer for products or services not related to the telephone services to which You subscribe. If You provide Your oral consent for Charter to do so, Charter may use Your CPNI for the duration of such telephone call in order to offer You additional services. Any action that You take to deny or restrict approval to use Your CPNI will not affect our provision to You, now or in the future, of any service to which You subscribe. You may disregard this notice if You previously contacted us in response to a CPNI Notification and denied use of Your CPNI for the purposes described above. Any denial of approval for use of Your CPNI outside of the service to which You already subscribe is valid until such time as Your telephone services are discontinued or You affirmatively revoke or limit such approval or denial. The CPNI Policy above may be required by law to apply to our Voice over Internet Protocol, or, IP voice services.

Effective: May 4, 2009

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Charter
COMMUNICATIONS

2015 Residential Subscriber Privacy Policy

Charter takes the protection of our subscribers' ("You," "Your" or "Customer(s)") privacy seriously. The following privacy policy ("Policy") applies to those Charter residential Customers who subscribe to Charter's residential video programming, high-speed Internet and/or telephone service (individually and collectively the "Service") and describes the Customer information that Charter collects and retains, how Charter uses and protects it, the limited cases where Charter may disclose some or all of that information, and Your rights under the Cable Communications Policy Act of 1984 ("Cable Act"). Depending upon the Charter Service to which You subscribe, parts of this Policy may not be applicable to You. Charter values Your privacy and considers all personally identifiable information contained in our business records to be confidential. Please review this Policy and, if You are a Charter telephone service subscriber, the attached Customer Proprietary Network Information ("CPNI") Policy (the "CPNI Policy"), in conjunction with Your service agreement, terms of service and acceptable use policy ("Your Service Agreement"). Charter will provide You copies of this Policy annually and the CPNI Policy at least once every two years, whether or not we have revised the policies. We may modify this Policy at any time. The most current version of this Policy can be found on www.charter.com. If you find the changes unacceptable and if those changes materially and adversely impact Your use of the Service, You may have the right to cancel Your Service under Your Service Agreement. If You continue to use the Service following the posting of a revised Policy, we will consider that to be Your acceptance of and consent to the Policy as revised.

What type of Information does Charter collect?

Charter collects both personally identifiable information and non-personal information about You when You subscribe to our Service. Charter uses its system to collect personally identifiable information about You: (a) when it is necessary to provide our services to You; (b) to prevent unauthorized reception of our services; and (c) as otherwise provided in this Policy. Charter will not use the system to collect Your personally identifiable information for other purposes without Your prior written or electronic consent. Charter also collects personally identifiable and non-personal information about You when You voluntarily provide information to Charter, as may be required under applicable law, and from third parties, as described in this Policy.

Personally identifiable information is any information that identifies or can potentially be used to identify, contact, or locate You. This includes information that is used in a way that is personally identifiable, including linking it with identifiable information from other sources, or from which other personally identifiable information can easily be derived, including, but not limited to, name, address, phone or fax number, email address, spouses or other relatives' names, driver's license or state identification number, financial profiles, social security number, bank account information, and credit card information. Personally identifiable information does not include information that is collected anonymously (i.e., without identification of the individual or household) or demographic information not connected to an identified individual or household.

Non-personal information, which may or may not be aggregated information about our Customers and may include information from third parties, does not identify individual Customers. Charter may combine third party data with our business records as necessary to better serve our Customers. Examples of non-personal information include IP addresses, MAC addresses or other equipment identifiers, among other data. Our systems may automatically collect certain non-personal information when You use an interactive or transactional service. This information is generally required to provide the service and is used to carry out requests a Customer makes through a remote control or set-top box.

We may also collect and maintain information about Your account, such as billing, payment and deposit history; maintenance and complaint information; correspondence with or from You; information about the service options that You have chosen; information the equipment You have, including specific equipment identifiers; and information about Your use of our services, including the type, technical arrangement, quantity, destination and amount of use of certain of those services, and related billing for those services.

Charter also collects customer-provided customization settings and preferences. By using our service, You consent to our collection of this information and other information communicated to Charter such as correspondence, responses to surveys or emails, information provided in chat sessions with us, registration information, or participation in promotions or contests.

If You subscribe to our video service, then in certain of our systems, our set-top boxes automatically collect information that may be used to determine which programs are most popular, how many set-top boxes are tuned to watch a program to its conclusion and whether commercials are being watched, as well as other audience-measurement focused information. Our processes are designed to track this information and audience statistics on an anonymous basis. Information such as channel tuning, the time the channel is changed, and when the set-top box is "on" or "off" is collected at a secure database in an anonymous format. Charter, or our contractors or agents, may from time to time share the anonymous information with our advertisers, content providers, or other third parties with whom we have a relationship. We will not provide our advertisers, content providers, or these other third parties with personally identifiable information about You unless we have received Your consent first, except as required by law. (See "Who sees the information collected by Charter?")

Why does Charter collect personally identifiable information?

Charter collects and uses personally identifiable information to:

- properly deliver our Services to You;
- provide You with accurate and high quality customer service;
- perform billing, invoicing and collections;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of Charter's Services or violations of our policies or terms of service;
- keep You informed of new or available products and services;
- better understand how the Service is being used and to improve the Service;
- manage and configure our device(s), system(s) and network(s);
- maintain our accounting, tax and other records; and
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business.

You acknowledge and agree that all communications between You and Charter may be recorded or monitored by Charter for quality assurance or other purposes.

If You use an interactive or transactional service, for example, responding to a survey or ordering a pay-per-view event, the system will collect certain additional personally identifiable information, such as account and billing information or Customer-provided locale and service preferences, to properly bill You for the services purchased and to provide You with a more personalized experience. In addition, certain information such as Your connections to our system is automatically collected to, for example, make it possible for Your digital boxes to receive and process the signals for the services You order.

Charter may also collect personally identifiable information from third parties to enhance our customer database for use in marketing and other activities. Charter also collects personally identifiable information from third parties to verify information You have provided us and collects personally identifiable information from credit reporting agencies to, for example, determine Your creditworthiness, credit score, and credit usage. Charter also may maintain research records containing information obtained through voluntary subscriber interviews or surveys.

If You subscribe to our high-speed Internet service, Charter transmits personally identifiable and non-personal identifiable information about You over the Service when You send and receive e-mail and instant messages, transfer and share files, make files accessible, visit websites, or otherwise use the Service and its features. Our transmission of this information is necessary to allow You to use the Service as You have chosen and to render the Service to You.

Who sees the information collected by Charter?

Charter will only disclose personally identifiable information to others if: (a) Customer provides written or electronic consent in advance, or (b) it is permitted or required under federal or applicable state law. Specifically, federal law allows Charter to disclose personally identifiable information to third parties:

- when it is necessary to provide Charter's services or to carry out Charter's business activities;
- as required by law or legal process; or
- for mailing list or other purposes, subject to Your ability to limit this last type of disclosure.

To provide services and carry out our business activities, certain authorized people have access to Your information, including our employees, entities affiliated through common ownership or control with Charter and third parties that provide and/or include: billing and collection services; installation, repair and customer service subcontractors or agents; program guide distributors; software vendors; program and other service suppliers for audit purposes, marketers of Charter's products and services; third party auditors; our attorneys and accountants; and/or strategic partners offering or providing products or services jointly or on behalf of Charter. The frequency of disclosures varies according to business needs, and may involve access on a regular basis. Charter restricts third parties' use of Your information to the purposes for which it is disclosed and prohibits third parties from further disclosure or use of Your personally identifiable information obtained from us, whether for that third party's own marketing purposes or otherwise.

Unless You object in advance, federal law also allows Charter to disclose through "mailing lists," personally identifiable information, such as Your name, address and the level of Your service subscription, to non-affiliated entities, including advertisers and marketing entities, for non-service related purposes, including product advertisement, direct marketing and research. Under no circumstances will Charter disclose to these advertising entities the extent of Your viewing habits or the transactions You make over the system. Charter, or our contractors or agents, may from time to time share non-personal and/or aggregate information such as the number of Service subscribers who match certain statistical profiles (for example, the number of subscribers in various parts of the country) with our advertisers, content providers, or other third parties with whom we have a relationship.

We may provide anonymous data to third parties who may combine it with other information to conduct more comprehensive audience analysis for us and for television advertisers. This data helps program networks and cable operators decide on which programs, channels, and advertising to carry. Charter may also use that information to distribute targeted advertising to You without having disclosed any of Your personally identifiable information to the advertisers. These advertisements may invite interactive or transactional follow-up from You. By using any of Charter's interactive services, You consent to our collection of this additional information. Unless You consent first or except as required by law, only anonymous information is disclosed to audience measurement services.

As part of its business activities, if Charter enters into a merger, acquisition, or sale of all or a portion of our assets, Charter may transfer Customers' personally identifiable and non-personal information as part of the transaction.

If You subscribe to our telephone service, Your name, address and/or telephone number may be transmitted via Caller ID, published and distributed in affiliated or unaffiliated telephone directories, and available through affiliated or unaffiliated directory assistance operators. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in the telephone directories or directory assistance services, although we cannot guarantee that errors will never occur. Please note that Caller ID blocking may not prevent the display of Your name and/or telephone number when You dial certain business numbers, 911, 900 numbers or toll-free 800, 866, 877 or 888 numbers.

If allowed by and after complying with any federal law requirements, Charter may disclose personally identifiable information about Customer to representatives of government or to comply with valid legal process, except as provided below, disclosures shall not include records revealing Customer's selection of video programming. Disclosures to representatives of government may be made pursuant to an administrative subpoena, warrant, court order, our reasonable discretion in cases of emergency or serious physical injury, or other permitted means. In these situations, Charter may be required to disclose personally identifiable information about a Customer without Customer's consent and without notice to the Customer. Law enforcement agencies may, by federal or state court order, and without notice to You, obtain the right to install a device that monitors Your Internet and e-mail use, including addresses of email sent and received and in some cases the content of those communications; and/or Your use of our telephone service, including listings of incoming and outgoing calls and in some cases the content of those calls. In some instances where there are valid legal requests for or orders for disclosure of Your information, we may notify You of the requests or orders and then it may be up to You to object or take specific action to prevent any disclosures pursuant to those requests or orders.

Where a governmental entity is seeking personally identifiable information of a Customer who subscribes to Charter's video services only or records revealing Customer's selection of video programming, the Cable Act requires a court order and that the video subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At such a proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the prosecution of the case. Except in certain situations (such as with respect to those who owe, or are owed, welfare or child support) state welfare agencies may obtain the names, addresses, and certain other Customer information as it appears in Charter's subscriber records under the authority of an administrative subpoena.

We may also use or disclose personally identifiable information about You without Your consent (a) to protect our Customers, employees, or property, (b) in emergency situations, (c) to enforce our rights in court or elsewhere, or directly with You, for violations of service terms, conditions or policies and/or (d) in order to comply with the Digital Millennium Copyright Act or as otherwise required by law, for example, as part of a regulatory proceeding.

Note to California Customers Regarding Your Privacy Rights:

California law requires Charter provide to certain Customers, upon request, certain information regarding the sharing of personally identifiable information to third parties for their direct marketing purposes. As mentioned above, Charter does not share personally identifiable information with unaffiliated third parties for their own direct marketing purposes. However, Charter may share personally identifiable information with some same-branded affiliates for those affiliates' direct marketing purposes (and, if a Charter telephone subscriber, then subject to the restrictions in the attached CPNI Policy). If You make a request by phone or on-line, Charter will provide You with the number of its same-branded affiliates in California and a list of personal information that it may have shared with some or all such affiliates.

Can I prohibit or limit Charter's use and disclosure of my personally identifiable information?

If You do not want Your name, address, level of service or other personally identifiable information disclosed to third parties in a "mailing list" as explained above, please register this preference at http://unsubscribe.charter.com or by contacting us by telephone at 1-888-GET-CHARTER. Customers of our video service cannot opt-out of the collection of audience measurement data.

Also, if You do not want to receive marketing messages (e.g., phone calls, emails, and direct mail) from Charter, You may call 1-888-GET-CHARTER or visit http://unsubscribe.charter.com and make a request to have Your privacy preferences updated. Please note that such request will not eliminate all telephone calls, emails or direct mail sent to You from Charter as Charter may still continue to send non-marketing account-related messages to You.

How long does Charter maintain personally identifiable information?

Charter will maintain personally identifiable information about You as long as You are a subscriber to Charter's Service and as long as necessary for the purpose for which it was collected. If You are no longer a subscriber to any Charter Service and the information is no longer necessary for the purpose for which it was collected, Charter will only keep personally identifiable information as long as necessary to comply with laws governing our business. These laws include, but are not limited to, tax and accounting requirements that require record retention. Charter will also maintain personally identifiable information to satisfy pending requests for access by a subscriber to his/her information or pursuant to a court order. Charter will destroy Customers' personally identifiable information when the information is no longer necessary for the purpose for which it was collected, when there are no longer pending requests for such information, and when it is no longer necessary to retain the information under applicable laws.

How does Charter protect customer information?

Charter takes the security of our Customers' personally identifiable information seriously. Charter takes such actions as are reasonably necessary to prevent unauthorized access by entities other than Charter to personally identifiable information. Charter uses security and/or encryption technology to secure certain sensitive personally identifiable information when it collects such information over the system. Charter restricts access to its customer database and secures the content by use of firewalls and other security methods. Charter limits access to databases containing Customers' personally identifiable information to those specifically authorized employees and agents of Charter and other parties identified in the "Who sees the information collected by Charter?" section above. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

You need to help protect the privacy of Your own information. You and others who use Your equipment must not give identifying information to strangers or others whom You are not certain have a right or need to the information. You also must take precautions to protect the security of any personally identifiable information that You may transmit over any home networks, wireless routers, wireless fidelity (WiFi) networks or similar devices by using encryption and other techniques to prevent unauthorized persons from intercepting or receiving any of Your personally identifiable information. You are responsible for the security of Your information when using unencrypted, open access or otherwise unsecured networks in Your home. For more information on things You can do to help protect the privacy of Your own information, visit www.charter.com/security or www.OnGuardOnline.gov.

Can I see the information that Charter collects about me?

You have a right under the Cable Act to see Your personally identifiable information that Charter collects and maintains. The information Charter has about its Customers is maintained at the local offices where service is provided, in our systems, and at our corporate headquarters. If You would like to see Your information, please send a written request to Your local Charter office. To find the location of Your local office please visit www.charter.com. Charter will be glad to make an appointment for You to come in to Your local office during regular business hours. If Your review reveals an error in our records, Charter will correct it. You may also be able to access certain information about

You shall notify Charter of disputed items within thirty (30) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of Service, the removal of all Charter Equipment (as defined below) and/or imposition of a late payment or service charge. If You have more than one account (business and/or residential) served by Charter, all Charter-provided Services at all locations may be subject to suspension or discontinuance of Service in the event any one account remains unpaid, and Charter may apply any funds received from You first to such delinquent account(s). Should You wish to resume a Service after any suspension, You may be subject to a reconnection fee. Should You wish to resume a Service after termination of Service, Charter may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

LATE FEE: If your account is 30 days past due, a reminder message will be included on your monthly bill. If your past due balance remains unpaid, you may be charged an applicable late fee in addition to your past due balance at Charter's then current rate. If your account remains unpaid your Services may be disconnected. You can avoid incurring late fees by paying your monthly bill promptly. Any late fees assessed are not considered interest credit service charges, finance charges or penalties. Charter expects that you will pay for Services on a timely basis, and Charter does not extend credit to customers.

PAYMENT BY CHECK; NON-SUFFICIENT FUNDS: If You make payment by check, You authorize Charter to collect such payment electronically. You may not amend or modify this Agreement with any restrictive endorsements (such as "paid in full"), releases, or other statements on or accompanying checks or other payments accepted by Charter; any of which notations shall have no legal effect. If Your card issuer or financial institution refuses payment for insufficient funds, closed or unauthorized accounts, or any other reason, You will be charged an insufficient fund charge (as set forth in the applicable Video Service rate card) for each instance in which such payment is refused. You hereby authorize Charter to collect any declined amount and the insufficient funds charge(s) electronically from the subject account. In addition, Your Service may be suspended and/or terminated. This fee is in addition to any charges Your financial institution may assess. If initially rejected, Charter or authorized agents may make additional multiple attempts to execute the payment for up to thirty (30) days following the initial refusal. You will be responsible for any payment processing fees incurred when using a third party to process Your payments to Charter.

TERMINATION OF SERVICE BY A CUSTOMER: You may terminate Service at a local Charter office in person, by written notice or by telephone. If You are on a term commitment and are requesting termination of the agreement prior to the end of the contractual period, Charter reserves the right to assess an early termination fee.

TERMINATION OF SERVICE/DISCONNECTED ACCOUNT: Charter reserves the right to terminate Your service based on Your delinquent status or any misuse of Service. Charter will make reasonable efforts (may include written notices, phone calls, text messages, e-mail, Internet messages, etc.) to contact You about a pending suspension or disconnection resulting from an unpaid balance. In the unlikely event that Your account has been disconnected for nonpayment, You may be liable for all reconnect fees, past due balance, and 1st month service in advance, and any pro-rated charges. If Your account remains unpaid, it may be forwarded to a 3rd party collection agency for collections and Your credit report may be negatively impacted. If Your service is terminated before the end of Your contractual period, Charter reserves the right to assess an early termination fee.

Upon termination, Charter may charge additional fees on any unpaid balance, and reserves any and all other rights it has under the terms and conditions of Customer's service agreement with Charter and otherwise under applicable law with respect to billing for Service and unreturned Equipment. A charge for any unreturned Equipment will be posted to Customer's account and will appear on the next available billing statement. In the event that the Equipment is destroyed, damaged, lost or stolen, or not returned to Charter within ten (10) days of termination of Service, Customer shall be liable to Charter for applicable on-going rental fees and/or unreturned Equipment charges as set forth in Charter's then current schedule of charges. Further, Customer understands and agrees that Charter reserves the right to charge Customer's credit card on file at termination of Service in the amount of ongoing rental fees, any outstanding balance and/or any unreturned Equipment charges, in accordance with applicable law.

DISRUPTION OF SERVICE: You should notify Charter as soon as possible of any service outage you are experiencing. Charter endeavors to respond to a complete outage in a customer's Service within 24 hours of the outage being reported, except in situations beyond our control. In no event shall Charter be liable for any failure or interruption of program transmissions or Cable Service resulting in part or entirely from circumstances beyond Charter's reasonable control. Subject to requirements under applicable law, credit may be given for qualifying outages. For VT customers, Charter will provide a proportionate, monthly service charge credit, on a day-for-day basis, to each customer who notifies Charter of a service outage that continues for twenty-four consecutive hours (as measured from the time the customer reports such outage). For NY customers, Charter will provide to a customer who notifies Charter of a service outage, a credit of 1/30th of recurring monthly service charges for any service outage that continues for four or more hours during any 24-hour period (as measured from the time the customer reports such outage). To the extent required under applicable law upon Customer request, Charter shall provide Customer with the appropriate credit, for qualifying events.

COMPLAINT PROCEDURES

Charter strives to resolve any complaints concerning its Service as expeditiously as possible. Charter maintains offices and trained maintenance staff to be promptly available to You upon request, and technical personnel will be dispatched as warranted. Should You have any unresolved complaint regarding quality of service, equipment malfunctions, or similar matters, please contact Charter Customer Service at 888-438-2427, which is available to You 24 hours a day. If a complaint remains unresolved, You may elect to write a brief explanation of the complaint and actions taken, and bring them to the attention of Charter's corporate office by mailing to Charter, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681. During the dispute period, we will not terminate service provided you pay the undisputed portion of any outstanding or future bills.

If Your dispute remains unresolved, local governments may designate individuals, councils, boards, committees, or commissions to assist in resolving complaints and ensure compliance with all laws and regulations. Please consult the local franchise authority listed on the back of Your monthly billing statement. If You reside in one of the following states, You can contact the state agency applicable to the state You live in. For example,

- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at www.ncdoj.com/cable.
- Vermont customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 1-800-622-4496 or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.
- Michigan customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or www.michigan.gov/mpsc
- Connecticut customers may request additional assistance from the CT Public Utility Regulatory Authority (PURA), 10 Franklin Square, New Britain, CT 06051, or call their office at 1-800-782-3782.

THEFT OF SERVICE

Any person who unlawfully intercepts or receives communications provided over a cable system or tampers with cable equipment violates the Federal Communications Act as amended. [See 47 U.S.C. §553]. This includes the theft of audio, video, textual data, or other service, including data transmitted to or from a customer over a system that has interactive capability. Cable theft can also occur when an individual continues to receive Charter's cable signal subsequent to termination of Service. Parties found guilty of cable theft are subject to both civil and criminal penalties, which may include substantial fines and/or time in prison. These prohibitions apply to manufacturers, suppliers and users of unauthorized cable devices.

To contact Charter call 1-888-GET CHARTER (1-888-438-2427) or visit www.charter.com

X63829

Charter
COMMUNICATIONS

2015 Annual Customer Notification

Charter Communications® (Charter) appreciates your subscription to our cable television service. To ensure that You understand our video products and terms of service, we have outlined some essential information below. Please note that services listed in this notice may not be available in all Charter areas, and that some of the policies, procedures, services herein are not applicable to all Charter Business video customers (exceptions may exist by product type). If you have any questions about this notice or about Charter's video and non-video services or policies, please contact Charter Customer Service or go to our website at www.charter.com. You can also find help videos, user guides, troubleshooting steps, and FAQ's for Charter's products and services at www.charter.com/support.

OVERVIEW OF CHARTER'S TV SERVICES

BASIC SERVICE: (Basic Tier Availability) The Basic Service Tier, where available, is our lowest level of video service. Basic Service includes off air broadcast stations and may include any franchise-required public, educational and government access channels. All such programming varies on a community-by-community basis and is subject to change at any time, subject to applicable law. Pursuant to federal law, cable customers must subscribe to Basic Service in order to subscribe to any other cable video service.

OTHER OPTIONAL SERVICES: Where available, the following services are optional levels of service above and beyond Basic Service: Expanded Service, Charter TV Digital packages & tiers, Premium channels, Digital Receiver, Integrated Interactive Services & Remote Control, HD equipment, DVR service, Internet and Phone.

PROGRAMMING: You may view pricing, channel line-ups and additional services available in your area at www.charter.com. Charter issued digital receiver or CableCARD required to view programming channels in All-Digital markets. Charter issued digital receiver 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. Charter receives programming from various broadcast and cable networks. Charter is not responsible for the content or schedule aired by these networks. Please contact specific cable or broadcast networks directly with your programming complaints or questions.

PAY-PER-VIEW AND ON DEMAND: Where available, Pay-Per-View and On Demand are for private, in-home viewing only; no commercial establishments accessible to the general public. To order one of these services, your account must be current. Customers with a digital receiver may order using Charter's remote control. To prevent unauthorized use in your household, you are responsible for setting up a PIN number, Parental Control and Rating preference. Charter will not give credit for the following circumstances: 1) unauthorized use, 2) if you record a Pay-Per-View event or movie and are not present to monitor the recording, 3) if you do not call to report reception problems while the movie or event you ordered is on, 4) or if you do not call to report you did not receive the movie you ordered, while that movie is on.

INSIDE WIRING: Charter offers a Wire Maintenance Plan as an optional service. Certain limitations apply to the Wire Maintenance Plan, such as the exclusion of repairs to alarm/electrical/twisted pair wiring, customer-caused damage or abuse, and alterations to Charter equipment. Please contact Charter for more information about the Wire Maintenance Plan. For new and existing single unit installations, the wiring inside Your residential premises shall become a fixture to the realty upon installation. If you have someone other than Charter install the inside wiring in your home, or if you do it yourself, you are responsible for ensuring that the wiring does not interfere with the normal operation of the cable system and that it complies with applicable federal regulations, including protections against signal leakage.

CABLE COMPATIBILITY: In an "all-digital" cable system, all channels are encrypted and a Charter-issued digital receiver is required on each television set to receive TV programming. A Charter-issued digital receiver is required to receive encrypted and subscription-specific signals, which are delivered only to those customers who elect to have them as part of their service package. These typically include, but are not limited to, digital programming packages, premium channels, Pay-Per-View, On Demand, and on-screen programming guide. A CableCARD is an additional device, about the size of a credit card, available at retail outlets, designed to provide some of the same functionality available with a Charter-issued digital receiver (i.e., view digital encrypted cable channels without using a receiver) when used with a television set or an approved retail purchased digital receiver that supports it. A CableCARD will not provide all services (including, but not limited to, two-way communication services such as the on-screen programming guide, On Demand, on screen ordering of Pay-Per-View). In cable systems that are not "all-digital," "cable ready" television sets may be connected directly to the cable system and will receive analog signals present on the system without the use of a digital receiver (typically most, but not all, Limited Basic channels).

A digital receiver functions as a tuner/decoder that receives the cable channel selected by the viewer and converts it to a format that can be received by the customer's television set or device. This converted signal is usually displayed on the TV input the digital receiver has been connected to (e.g., HDMI1, HDMI2). Some digital receivers also provide video and audio outputs, which can be connected to the video and audio inputs of additional devices such as DVD players or gaming consoles. To operate your television set after it is connected to a Charter-issued digital receiver, use the remote provided with your television (not the Charter remote) to tune to the corresponding TV input as needed. Older TV sets may need to be tuned to channel 3 or 4. Then, use the Charter remote to select each channel you wish to watch. To ensure reliable operation, confirm the receiver is plugged into a non-switched power outlet (one that is not controlled by a light switch) and that connections on the back are secure. Loss of power to the receiver may result in a temporary loss of your cable television service. Cable jumpers, signal splitters, amplifiers or A/B switches may cause signal degradation if they do not meet Charter's standards. Please contact us for assistance in connecting any additional equipment to your home network, or visit www.charter.com/support.

COMPATIBLE REMOTE CONTROLS: Charter's digital receivers work in conjunction with universal remote controls. Charter can provide a universal remote, or various models can be found at retail stores. A few model examples are: Sony RMVLZ620, RCA RCRPS06, and Logitech Harmony 650. Remote control manufacturers update products frequently, so these exact models may not be available at the time of purchase. Should you have a question about the compatibility of your remote control unit, please call the remote manufacturer or contact Charter.

INSTALLING YOUR VCR AND DVD: Installation of your VCR or DVD can be completed through a variety of different methods depending upon your viewing and recording requirements. If you need assistance, Charter personnel will help you understand how to install DVD/VCR and cable television service compatible entertainment components.

SPECIAL EQUIPMENT: Bypass Switches/Splitters - This switch is installed on the input side of the receiver to permit signals to bypass the receiver and be routed directly to your television set, DVD or VCR. This will permit the simultaneous recording and viewing of different non-secure programs, the consecutive recording of non-secure programming on different channels, and the use of picture in picture features for non-secure channels. This switch may be part of your receiver or it may be a separate device.

Amplification Equipment - Charter is required by federal regulation to deliver a minimum signal to each television set. Charter's network is designed to provide the required signal for up to four home devices. For example, if five or more outlets or devices are connected to the home network, a signal amplification device may be required and may be sold to the respective customer. Charter will install the amplification device.

PARENTAL CONTROLS

A Parental Control feature is available to prevent children from watching certain programming. You may place channels under Parental Control by blocking out a channel number and/or program rating on the digital receiver. The starter kit manual provided with the Cable Service includes instructions on how to implement and monitor the Parental Control features. Should You deactivate the Parental Control feature, even for one channel or event, this will deactivate the Parental Control feature for all other channels that were previously locked out. You will then have to reactivate the Parental Control to again block out the desired channels. It is recommended that You occasionally verify that the Parental Control feature is activated and operational. If You do not utilize a Charter issued receiver, You can notify us to request a special filter to prevent reception of certain channels.

SERVICE PROCEDURES

REQUEST FOR CONNECTION/SECURITY DEPOSIT: Request for connection may be made at the local Charter office, via the Internet at www.charter.com, or by mail or telephone. Customers will be advised of installation and applicable pre-payment amounts. You authorize Charter to make inquiries and to receive information about your credit experiences, including your credit report, from others, to enter this information in your file, and to disclose this information concerning you to appropriate third parties for reasonable business purposes. Based on the results of a credit check, customers may be required to provide any applicable pre-payment (based on services requested) as a condition of service and applicable service restrictions may apply. Someone over eighteen (18) years of age with a government issued picture ID must be home during any installation or repair of your cable television Service. Charter requires its employees to display identification during visits to a customer's service location. Unless otherwise specified, billing begins on the date of physical installation.

CHARTER EQUIPMENT: Charter will repair and/or replace defective Equipment, if any, as long as such damage was not caused by misuse or other improper operations or handling by You. Charter shall have the right to presume misuse or other improper operations or handling by You in the event You request repair or replacement more than twice in any twelve (12) month period, or more than three times in any twenty-four (24) month period, and shall have no obligation to fulfill any such repair or replacement. Charter is not responsible for the maintenance or repair of Customer-provided equipment, including but not limited to telephones, computers, modems, or any other related Customer-provided equipment. A service charge may be imposed upon the dispatch of a technician if there is damage to Charter Equipment due to negligent use or abuse or if no fault is discovered in Charter's system or Equipment. Charter makes no warranties, with respect to Equipment or Service provided by Charter or with respect to the Equipment's compatibility with any Customer-provided equipment. You are responsible for any misuse of Charter's Equipment, the Service, or any third party services that you have contracted for, even if the inappropriate activity was committed by a friend, family member, guest, employee or another Customer with access to your account. You agree to maintain the security and confidentiality of Your user names and passwords or similar credentials that enable you to access the Cable Service. You further agree not to disclose such credentials to any third party. The Equipment, Service or third party services may not be used to breach the security of another user or to attempt to gain access to any other person's computer, software or data, without the knowledge and consent of such person.

ALL EQUIPMENT IS PROVIDED "AS IS", AND CHARTER HEREBY SPECIFICALLY DISCLAIMS ANY AND ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, TITLE, AND FITNESS FOR A SPECIFIC PURPOSE. CHARTER SHALL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES (INCLUDING WITHOUT LIMITATION, LOST BUSINESS, REVENUE, PROFITS, OR GOODWILL) ARISING FROM THE USE, DEPLOYMENT, AND/OR FUNCTIONALITY OF ITS EQUIPMENT.

Charter's sole obligation and Your sole remedy with respect to any liability or damage caused by Your use or deployment of Charter Equipment, shall be a refund of fees paid by You for such Equipment for the previous billing month/cycle. You shall not use Charter's Equipment or the Service for illegal or inappropriate activities or otherwise engage in any illegal or inappropriate activities in their course of dealings with Charter.

CUSTOMER PROPERTY: Charter assumes no responsibility and shall have no responsibility for the condition or repair of any Customer-provided equipment and/or software. You are responsible for the repair and maintenance of Customer-provided equipment and/or software. Charter is not responsible or liable for any loss or impairment of Charter's Service due in whole or in part to a malfunction, defect or otherwise caused by Customer-provided equipment and/or software. Notwithstanding anything to the contrary, You agree to allow Charter and our agents the right (A) to install hardware in, (B) send software downloads to, and (C) install, configure, maintain, inspect or upgrade Customer-provided equipment to the extent necessary to provide Service. You warrant that You are either the owner of such equipment or that You have the authority to give Charter access to it.

CARE OF PROPERTY AND SERVICE: You agree that neither You nor any other person (except Charter's authorized personnel) will: (A) open, tamper with, service, make any alterations to the Equipment; any, (B) remove or relocate any Equipment from the service address of initial installation. Any alteration, tampering, removal, etc. or the use of Equipment which permits the receipt of Services without authorization or the receipt of Services to an unauthorized number of outlets, or to unauthorized locations, constitutes theft of service and is prohibited. Notwithstanding the foregoing, upon receipt of a request by You, Charter shall relocate the Charter Equipment for You within Your home at a time mutually agreed to by Charter and You. You may incur a charge for such relocation and should consult a current Charter schedule of rates and charges prior to requesting such relocation. If You move residences outside of Charter's service area, You shall notify Charter that this Agreement shall be terminated and all Charter equipment should be immediately returned.

SERVICE CALLS: If You have a technical problem that is cable system related, there will be no charge for the service call if the problem is associated with the cable plant that Charter maintains. In all other cases and where the problem is a result of unauthorized tampering with the cable or abuse of Charter's Equipment, a service call charge may be assessed.

COMPANY CHANGES IN SERVICE AND CHARGES: All programming content, services, equipment and rates are subject to change in accordance with applicable law. To the extent required by law, after notification of a re-tiering of Charter services or a rate increase, You may elect within 30 days to downgrade the services You are receiving at no additional charge. Otherwise, changes by You of the Services You receive may result in upgrade, downgrade, or change of service charges. Please contact Charter if You have questions.

BILLING PROCEDURES

BILLING STATEMENT: Braille or large print billing statements are available by request and can be provided within 30 days of Charter's receipt of the request. To request these statement options, contact Charter's Customer Care Billing Dept at 1-888-438-2427.

PROCESSING FEES: Additional fees may apply if a Charter Customer Service Representative's assistance is needed for payment.

CORRESPONDENCE: Do not mail written correspondence with Your bill statement. Please contact Charter Customer Service with any additional needs.

CHARTER REFUND POLICY/30-DAY GUARANTEE: New Customers (those who have not been Charter customers for 30 days prior to subscription) qualify to have all levels of subscription Service refunded/credited if not fully satisfied with the service. Current Customers adding a new level of subscription Service qualify to receive a refund/credit on those newly added Services only. Such refund is valid for customers who pay for their first month of new or upgraded monthly recurring subscription Services. Pay-Per-View and other non-recurring subscription purchases are not refundable. You are limited to one refund or credit per household. Refunds/credits will be given only when request for cancellation of Service is received by Charter within 45 days of installation of Service (30 days subscribing to the Service, plus 15 day grace period for formal request of refund/credit). Any equipment associated with the new subscription must be returned prior to release of refund/credit. Any state taxes, franchise fees and other fees or charges that may apply are Your responsibility and will not be refunded or credited. Installation fees may apply for complex installation and more than one outlet. Other restrictions per any offer apply.

PAYMENT OF CHARGES: You will be billed monthly in advance for Services to be received, plus pro-rata charges, if any, for periods not previously billed. You will be billed monthly for Pay Per View, On Demand or other Services ordered where charges are based on actual usage or on orders placed during the previous month. You shall pay all monthly charges and all applicable fees and taxes as itemized on the Charter monthly bill. Payment is due by the due date and becomes past due upon your next billing cycle. The date on which a bill becomes past due may vary on a community-to-community basis depending upon applicable law.

Subject to Charter's Refund Policy and 30-Day Guarantee for new Customers, Customer shall be responsible for the full monthly charge for those Services that are offered on a monthly subscription basis to which the Customer has subscribed, regardless of Customer's termination of such monthly Service prior to the conclusion of the respective subscription month.

Charter
COMMUNICATIONS

March 3, 2016
Account:
Phone Number:
Security Code:
Service At:
WORCESTER MA 01602-2237

Contact Us
Visit us at charter.net/support
Or, call us at 888-438-2427

Summary
Service from 03/11/16 through 04/10/16 details on following pages

Previous Balance	157.99
Payments Received -Thank You!	-160.00
Remaining Balance	-2.01
Charter Spectrum TV™	73.97
Charter Spectrum Internet™	53.99
Charter Spectrum Voice™	19.99
Other Charges	0.00
Taxes, Fees and Charges	10.33
Current Charges	158.28
Total Due by 03/23/16	$156.27

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

Charter News

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

New Spectrum Store. Effective February 22, 2016, the Charter Stores located at 296 Providence Rd, South Grafton, MA and 95 Higgins Street, Worcester, MA has closed. A new Spectrum Store located at 867 Grafton St, Worcester, MA will be open 7 days a week to serve you Mon-Fri 9:00am-7:00pm, Sat 9:00am-5:00pm, Sun 12:00pm-5:00pm. Customers may also make payments and receive support at charter.net/myaccount.

Add the fastest in-home WiFi available for only $5/mo . Get faster wireless speeds and more range, with enough bandwidth for all your wireless devices. Plus, for a limited time get a special discount on WiFi activation. Just ask for a self-installation kit and we'll ship the wireless router to your home—no installation fees! Restrictions apply. **Call 1-877-906-9105 to add WiFi today.**

Add DVR service and take control of your entertainment. Add DVR service on up to 4 TVs in your home for $19.99 per month and record up to 8 shows at once. Also, set your DVR to automatically record single shows or an entire series. They'll be waiting for you when you're ready to watch. Now all the TVs in your home can pause, play and rewind live TV! **Call 1-866-954-3091 today.**

Charter Spectrum

Charter
COMMUNICATIONS

8413 EXCELSIOR DR 120 MADISON WI 53717-1970
8634 0080 NO RP 03 03042016 YNNNNYNN 01 001997 0007

WORCESTER MA 01602-2237

March 3, 2016

Account:
Phone Number:
Service At:
WORCESTER MA 01602-2237

Total Due by 03/23/16	**$156.27**
Amount you are enclosing	$

CHARTER COMMUNICATIONS
PO BOX 60187
LOS ANGELES CA 90060-0187

835012001241380800156273

Charter COMMUNICATIONS

Account:
Security Code:

Contact Us
Visit us at charter.net/support
Or, call us at 888-438-2427
8634 0080 NO RP 03 03042016 YNNNNYNN 01 001997 0007

Charge Details

Previous Balance		157.99
Payment - Thank You	02/12	-160.00
Remaining Balance		**-$2.01**

Payments received after 03/03/16 will appear on your next bill.

Service from 03/11/16 through 04/10/16

Charter Spectrum TV™

Charter TV Select Basic TV & Expanded Basic TV Services	59.99
Digital Receivers and Interactive Services at $6.99 each	13.98
	$73.97

Fees & Charges	FCC Admin Fee	0.08
	Franchise Fee	3.82
	Public Access/franchise Related Costs	0.27
	State And Local Fee	0.11
	Broadcast TV Surcharge	6.05
		$10.33

Charter Spectrum TV™ Total $84.30

Charter Spectrum Internet™

Internet Service	53.99
	$53.99

Charter Spectrum Internet™ Total $53.99

Charter Spectrum Voice™

Phone number (508) 757-6837

Unlimited Long Distance Pkg Includes: Phone Line, Modem, 13 Calling Features & Unlimited Calling Within The USA, Canada, Puerto Rico, US Virgin Islands & Guam	19.99
	$19.99

Charter Spectrum Voice™ Continued

For additional call details and terms of service please visit www.charter.com/calldetails

Charter Spectrum Voice™ Total $19.99

Other Charges

Wire Maintenance	4.99
3play Wire Maint Free	-4.99
Other Charges Total	$0.00
Current Charges	**$158.28**
Total Due by 03/23/16	**$156.27**

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 charter.net/taxesandfees for more information.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: TELEPHONE SALES TAX $0.29. FEES AND CHARGES: E911/DISABILITIES ACCESS FEE $1.25, FEDERAL UNIVERSAL SERVICE FUND $0.59.

Terms & Conditions - Charter's detailed standard terms and conditions for service are located at charter.net/termsandconditions .

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

Video Closed Captioning Issues - For closed captioning concerns, call 888 GET CHARTER (888-438-2427), or email PriorityEscalationTeam@chartercom.com. Send written complaints via US Mail to Executive Escalation Manager, 2 Digital Place, Simpsonville, SC 29681.

Continued on the next page....

Local Charter Store: 867 Grafton St, Worcester MA 01606 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat - 9:00am to 5:00pm and Sun 12:00pm to 5:00pm

Your WAY can be the GREEN way!

GO GREEN with Charter

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

Enroll in Online Bill Pay today.

Enrolling is easy, just go to **charter.net/myaccount** .
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

Charter COMMUNICATIONS

Payment Options

Pay Online – Create or Login to MyAccount to pay or view your bill online at **charter.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 **1-888-438-2427**.

Account:
Security Code:

Charter COMMUNICATIONS

Contact Us
Visit us at charter.net/support
Or, call us at 888-438-2427
8634 0080 NO RP 03 03042016 YNNNNYNN 01 001997 0007

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).

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

Charter Phone Provider - Charter Advanced Services (MA), LLC

Voice / Phone Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Phone 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 charter.net/taxesandfees .

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.

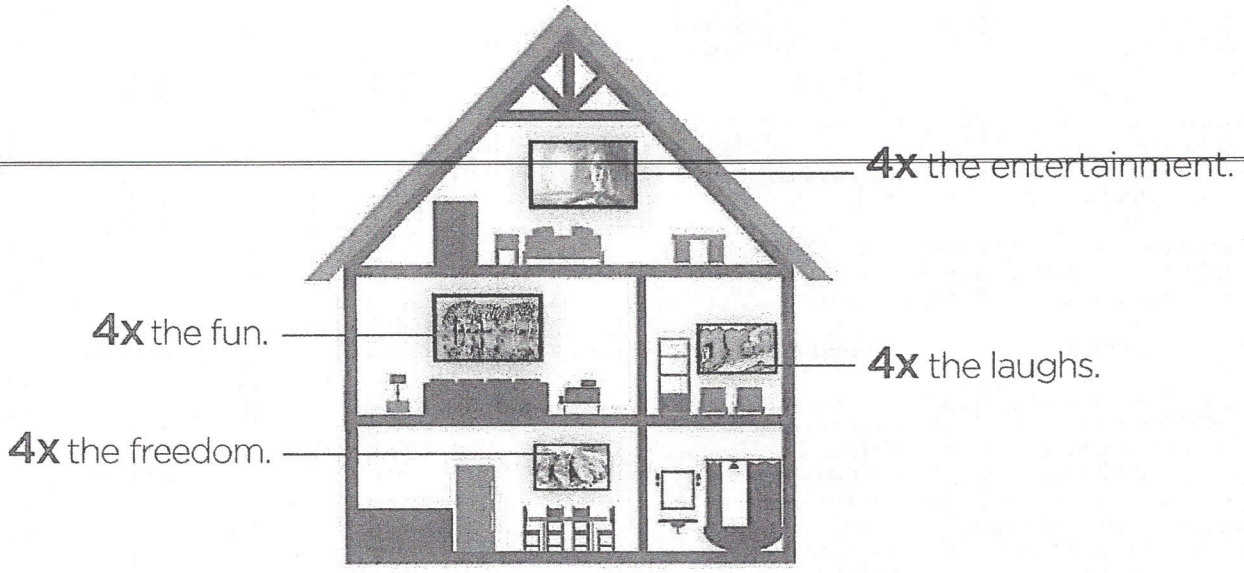
Complaint Procedures - If you disagree with your charges, you have 30 days from the billing date to register a complaint. During the dispute period, we will not terminate service provided you pay the undisputed portion of your bill.

Account:
Security Code:

Charter
COMMUNICATIONS

Contact Us
Visit us at charter.net/support
Or, call us at 888-438-2427
8634 0080 NO RP 03 03042016 YNNNNYNN 01 001997 0007

Add DVR service and take control of your entertainment.



Now all the TVs in your home can pause, play and rewind live TV.

With DVR service on up to 4 TVs you can also:

- Record up to 8 shows at once and enjoy over 780 hours of storage.
- Set your DVR to automatically record single shows or an entire series. They'll be waiting for you when you're ready to watch.
- Unlike satellite, you have the ability to pause, play and rewind live TV in each room.

Add DVR service on up to 4 TVs
for
$19.99/mo*

Call 1-877-906-9177
or stop by your local Charter Store.

Valid to qualified residential customers who have no outstanding obligation to Charter. Installation, taxes, fees, and surcharges may be extra. *DVR receiver required for DVR service and is extra. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2016 Charter Communications, Inc.

SA1GFOFS

Charter

TECHNICIAN	JOB DESCRIPTION	JOB
SALES REP	ORDER NUMBER	PRINT DATE

SERVICE NAME AND ADDRESS	HOME PHONE	DATE	TIME	UNITS	CATG.	REPRINT
HIGE[illegible]						
	WORK PHONE	CUSTOMER NUMBER	CALL FIRST			PRINT ID
REQUESTOR	ORDER REASONS					

[illegible]MPONENT
/ /
/

[illegible] RETRN AB
0.00
MAP CODE: 03-60 [illegible]
[illegible] HSE HUB: [illegible] NODE: WO100BWO100BWO100B
HSE TAG2: HSE TAG3:
[illegible] TYPE: R:RES TEST [illegible] [illegible] SUPP: A HSE MISC:

ID ACCT: C [illegible] TEL ACCT:

NOTES TO TECHNICIAN
[illegible] ENTERED JOB FOR GOV REL.WORKORDER NEEDED..MM.

[illegible] NUMBER: [redacted] CURR BAL: 0.00

CCT STAT: NORMAL DELQ BAL: 0.00 DELQ STAT: NORMAL

ST STMT: 0.00 DELQ DAYS: 000 VIP FLAG: NO VIP

XT STMT: 69.60

DATE	TECHNICIAN	START	STOP	CODE	RESOLUTION CODES	CASH ON DELIVERY

CUSTOMER SIGNATURE / / DATE

COMPANY REPRESENTATIVE / / DATE

CHOOSE THE PACKAGE WITH THE CHANNELS YOU WATCH MOST.

Spectrum gives you access to over 527 channels—plus FREE HD, more than 46 channels of digital music, On Demand programming and a searchable channel guide.

Get the "Basics"

BASIC SERVICE
$17.99/MO

C-SPAN HD
C-SPAN2 HD
C-SPAN3 HD
Charter TV3 Worcester
EVINE Live HD
EWTN HD
HSN HD
INSP HD
Jewelry TV HD
P.E.G.
Pop HD
QVC HD
TBN HD
WASA - Estrella TV
WBIN - IND HD
WBPX - ION HD
WBZ - CBS HD
WBZ - Decades
WCVB - ABC HD
WCVB - MeTV
WFXT - FOX HD
WFXT - Laff TV
WFXT - Movies!
WGBH - PBS HD
WGBX - PBS
WGBX - PBS Create
WGBX - PBS Kids
WGBX - PBS World
WHDH - NBC HD
WJAR - NBC
WLVI - The CW HD
WMFP - IND
WNEU - Éxitos Televisión
WNEU - Telemundo HD
WPRI - CBS
WSBE - PBS
WSBK - IND HD
WUNI - Univisión HD
WUTF - Get TV
WUTF - UniMás HD
WYDN - Daystar

Enjoy the most popular channels with "Select"

SPECTRUM SELECT
$59.99/MO

Includes all Basic channels, plus all this:

A&E HD
AMC HD
Animal Planet HD
BET HD
Bloomberg Television HD
CNBC HD
CNN HD
Comcast SportsNet HD
Comedy Central HD
Discovery Channel HD
Disney Channel HD
Disney Junior HD
E! HD
El Rey Network HD
ESPN HD
ESPN2 HD
Esquire Network HD
FLIX - East
Food Network HD
FOX Business Network HD
FOX News Channel HD
FOX Sports 1 HD
FOX Sports 2 HD
Freeform HD
FX HD
FX Movie Channel HD
FXX HD
Golf Channel HD
GSN HD
Hallmark Channel HD
Hallmark Movies & Mysteries HD
HGTV HD
HISTORY HD
HLN HD
IndiePlex HD
Investigation Discovery HD
Lifetime HD
Liquidation Channel HD
LMN HD
MoviePlex HD
msnbc HD
MTV HD
MTV2 HD
National Geographic HD
NBC Sports Network HD
NECN HD
NESN HD
Nickelodeon HD
Oxygen HD
RetroPlex HD
RSN Extra HD
SonLife HD
SPIKE HD
Syfy HD
TBS HD
The Weather Channel HD
TLC HD
TNT HD
Travel Channel HD
TV Land HD
Univisión Deportes HD
USA Network HD
Velocity HD
VH1 HD
WGN America HD

Move up to "Silver" for premium programming

SPECTRUM SILVER
$79.99/MO

Includes Basic and Select, plus all this:

5 StarMAX - East HD
ActionMAX - East HD
ActionMAX - West HD
American Heroes Channel HD
AXS TV HD
BBC America HD
BET Jams
BET Soul
Bravo HD
Cartoon Network* HD
Catholic TV
CBS Sports Network HD
Centric
Chiller
Cinemax - East HD
Cinemáx - East HD
Cinemax - West HD
CMT HD
CMT Music
Cooking Channel HD
Daystar HD
Destination America HD
Discovery Family HD
Disney XD HD
DIY Network HD
ESPNU HD
FamilyNet HD
Fuse HD
Fusion HD
fyi, HD
H2 HD
HBO - East HD
HBO - West HD
HBO 2 - East HD
HBO 2 - West HD
HBO Comedy - East HD
HBO Comedy - West HD
HBO Family - East HD
HBO Family - West HD
HBO Latino - East HD
HBO Latino - West HD
HBO Signature - East HD
HBO Signature - West HD
HBO Zone - East HD
HBO Zone - West HD
IFC HD
Lifetime Real Women
Logo
MLB Network HD
MoreMAX - East HD
MoreMAX - West HD
MovieMAX - East HD
MTV Hits
mtvU
Nat Geo Wild HD
NBC Universo HD
NFL Network HD
Nick Jr. HD
Nick2
Nicktoons HD
OuterMAX - East HD
OWN* HD
ReelzChannel HD
Science Channel HD
SEC Extra HD
SEC Network HD
SHO 2 - East HD
SHO 2 - West HD
SHO Beyond - East HD
SHO Extreme - East HD
SHO Extreme - West HD
SHO Next - East HD
SHO Showcase - East HD
SHO Women - East HD
Showtime - East HD
Showtime - West HD
Sprout HD
SundanceTV HD
TCM* HD
TeenNick
ThrillerMAX - East HD
ThrillerMAX - West HD
Tr3s
truTV* HD
VH1 Classic
WE tv HD

Get even more with "Gold"

SPECTRUM GOLD
$99.99/MO

Includes Basic, Select & Silver, plus these great channels:

BabyFirstTV
BBC World News HD
Boomerang
BTN HD
CLOO
Discovery Life Channel
Encore - East HD
Encore - West HD
Encore Action - East HD
Encore Black - East HD
Encore Classic - East HD
Encore Español - East
Encore Family - East
Encore Suspense - East HD
Encore Westerns - East
EPIX
EPIX - East HD
EPIX - West HD
ESPN Classic
ESPN Goal Line/Buzzer Beater HD
ESPNEWS HD
FCS Atlantic
FCS Central
FCS Pacific
FOX Deportes HD
GAC HD
Galavisión HD
Mav TV HD
MTV Live HD
NFL RedZone HD
NHL Network HD
Outdoor Channel HD
Ovation
RFD-TV HD
Smithsonian HD
Sportsman Channel HD
Starz - East HD
Starz - West HD
Starz Cinema - East HD
Starz Comedy - East HD
Starz Edge - East HD
Starz in Black - East HD
Starz Kids & Family - East HD
Tennis Channel HD
The Movie Channel - East HD
The Movie Channel - West HD
The Movie Channel Xtra - East HD
The Movie Channel Xtra - West HD
TVG
TVG2
Universal HD
Willow TV HD

Call 1-888-GET CHARTER or visit charter.net/welcome

A LA CARTE PACKAGES

PREMIUM NETWORKS - $15.00/MO

HBO
Cinemax
Showtime
TMC
Starz
Encore
EPIX

DIGI TIER 1-$12.00/MO

American Heroes Channel HD
AXS TV HD
BBC America HD
BET Jams
BET Soul
Bravo HD
Cartoon Network* HD
Catholic TV
CBS Sports Network HD
Centric
Chiller
CMT HD
CMT Music
Cooking Channel HD
Daystar HD
Destination America HD
Discovery Family HD
Disney XD HD
DIY Network HD
ESPNU HD
FamilyNet HD
Fuse HD
Fusion HD
fyi, HD
H2 HD
IFC HD
Lifetime Real Women
Logo
MLB Network HD
MTV Hits
mtvU
Nat Geo Wild HD
NBC Universo HD
NFL Network HD
Nick2
Nick Jr. HD
Nicktoons HD
OWN* HD
ReelzChannel HD
Science Channel HD
SEC Extra HD
SEC Network HD
Sprout HD
SundanceTV HD
TCM* HD
TeenNick
Tr3s
truTV* HD
VH1 Classic
WE tv HD

DIGI TIER 2-$12.00/MO

BabyFirstTV
BBC World News HD
Boomerang
BTN HD
CLOO
Discovery Life Channel
ESPN Classic
ESPNEWS HD
ESPN Goal Line/Buzzer Beater HD
ESPNU HD
FCS Atlantic
FCS Central
FCS Pacific
FOX Deportes HD
GAC HD
Galavisión HD
Mav TV HD
MTV Live HD
NFL Network HD
NFL RedZone HD
NHL Network HD
Outdoor Channel HD
Ovation
RFD-TV HD
Smithsonian HD
Sportsman Channel HD
Tennis Channel HD
TVG
TVG2
Universal HD
Willow TV HD

FILIPINO VIEW-$19.99/MO

GMA Life TV
GMA News TV International
GMA Pinoy TV
Lifestyle Network
ONE World Sports HD
The Filipino Channel

FRENCH VIEW-$6.99/MO

ONE World Sports HD
TiVi5MONDE HD
TV5MONDE HD
TV5MONDE Info HD

LATINO VIEW-$6.99/MO

Antena 3 Internacional HD
El Garage TV HD
ESPN Deportes HD
¡Sorpresa! TV
Super Canal HD
Atres Series HD
AyM Sports
Azteca América HD
BabyFirstTV SAP
BabyTV SAP
Bandamax
Cable Noticias
canal 22 internacional HD
Canal Sur
Cartoon Network* HD
CentroamericaTV
Cinelatino
Cine Mexicano
CNN en Español
De Película
De Película Clásico
Discovery en Español
Discovery Familia
Estudio 5 HD
EWTN en Español HD
FOROtv HD
FOX Deportes HD
FOX Life
Galavisión HD
GOL TV HD
HISTORY en Español
HITN
HTV Music
Infinito
Mexicanal
Multimedios Televisión HD
Nat Geo Mundo
NBC Universo HD
Once Canal
ONE World Sports HD
RCN Nuestra Tele
Ritmoson Latino
Semillitas
TBN Enlace USA
Tele El Salvador HD
TeleFórmula HD
TeleHit
TeleN
Tr3s
TV Chile HD
Ultra Cine HD
Ultra Clásico HD
Ultra Docu HD
Ultra Familia HD
Ultra Fiesta HD
Ultra Kidz HD
Ultra Macho HD
Ultra Mex HD
Univisión Deportes HD
Univisión tlnovelas
Video Rola HD
ViendoMovies

SOUTH ASIAN VIEW-$29.99/MO

ONE World Sports HD
SET Asia HD
STAR India PLUS HD
TV Asia HD
Willow TV HD

TV JAPAN-$14.99/MO

ONE World Sports HD
TV Japan HD

PAY-PER-VIEW AND ON DEMAND

For a full listing of On Demand programming go to Charter.net/ondemand or go to Channel 1. Please see your interactive program guide for title-specific pricing prior to ordering or call 1-888-GET CHARTER.

Rates for transactional movies, adult programming & events vary. Many programs available through On Demand are free.

SUBSCRIPTION ON DEMAND (PER MONTH)

Karaoke Monthly	$6.99
Too Much for TV	$14.99
Here! Monthly	$6.99
Anime Network	$6.99
Disney Family Movies	$4.99
TOKU	$6.99

OTHER SERVICES (PER MONTH)

Playboy TV	$19.99

Call 1-888-GET CHARTER or visit charter.net/welcome

Atres Series HD
AyM Sports
Azteca América HD
BabyFirstTV SAP
BabyTV SAP
Bandamax
Cable Noticias
canal 22 internacional HD
Canal Sur
Cartoon Network* HD
CentroamericaTV
Cinelatino
Cine Mexicano
CNN en Español
De Película
De Película Clásico
Discovery en Español
Discovery Familia
Estudio 5 HD
EWTN en Español HD
FOROtv HD
FOX Deportes HD
FOX Life
Galavisión HD
GOL TV HD
HISTORY en Español
HITN
HTV Music
Infinito
Mexicanal
Multimedios Televisión HD
Nat Geo Mundo
NBC Universo HD
Once Canal
ONE World Sports HD
RCN Nuestra Tele
Ritmoson Latino
Semillitas
TBN Enlace USA
Tele El Salvador HD
TeleFórmula HD
TeleHit
TeleN
Tr3s
TV Chile HD
Ultra Cine HD
Ultra Clásico HD
Ultra Docu HD
Ultra Familia HD
Ultra Fiesta HD
Ultra Kidz HD
Ultra Macho HD
Ultra Mex HD
Univisión Deportes HD
Univisión tlnovelas
Video Rola HD
ViendoMovies

SOUTH ASIAN VIEW-$29.99/MO

ONE World Sports HD
SET Asia HD
STAR India PLUS HD
TV Asia HD
Willow TV HD

TV JAPAN-$14.99/MO

ONE World Sports HD
TV Japan HD

PAY-PER-VIEW AND ON DEMAND

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Disney Family Movies	$4.99
TOKU	$6.99

OTHER SERVICES (PER MONTH)

Playboy TV	$19.99

Call 1-888-GET CHARTER or visit charter.net/welcome

SPECTRUM CHANNEL LINEUP Uxbridge, MA DECEMBER 2015

5 StarMAX - East HD 539,554
ActionMAX - East HD 535,552
ActionMAX - West HD 536
A&E HD 64,734
AMC HD 66,705
American Heroes Channel HD 151,716
Animal Planet HD 56,730
Antena 3 Internacional HD 226,883
Atres Series HD 281,856
AXS TV HD 850
AyM Sports 276
Azteca América HD 248,880
BabyFirstTV 103
BabyFirstTV SAP 223
BabyTV SAP 286
Bandamax 269
BBC America HD 100,803
BBC World News HD 157,832
BET HD 72,714
BET Jams 117
BET Soul 121
Bloomberg Television HD 82,834
Boomerang 130
Bravo HD 139,702
BTN HD 335,764
Cable Noticias 254
canal 22 internacional HD 257,857
Canal Sur 256
Cartoon Network HD* 51,756
Catholic TV 101
CBS Sports Network HD 318,772
Centric 120
CentroamericaTV 249
Charter On Demand 1
Charter TV3 Worcester 193
Chiller 141
Cinelatino 289
Cinemax - East HD 531,549
Cinemax - West HD 532,550
Cine Mexicano 262
Cinemáx - East HD 545,557
CLOO 166
CMT HD 125,718
CMT Music 119
CNBC HD 44,723
CNN HD 41,728
CNN en Español 253
Comcast SportsNet HD 36,770
Comedy Central HD 49,717
Cooking Channel HD 104,805
C-SPAN HD 16,835
C-SPAN2 HD 85,836
C-SPAN3 HD 86,837
Daystar HD 819
De Película 263
De Película Clásico 264
Destination America HD 102,807
Discovery Channel HD 29,737
Discovery en Español 279
Discovery Familia 280
Discovery Family HD 107,827
Discovery Life Channel 325
Disney Channel HD 53,753
Disney Junior HD 89,755
Disney XD HD 24,754
DIY Network HD 105,808
E! HD 59,751
El Garage TV HD 222,869
El Rey Network HD 227,884
Encore Action - East HD 633,646
Encore Black - East HD 639,650
Encore Classic - East HD 635,647
Encore - East HD 631,644
Encore Español - East 652
Encore Family - East 651
Encore Suspense - East HD 637,649
Encore - West HD 632,645
Encore Westerns - East 648
EPIX 676
EPIX - East HD 671
EPIX - West HD 672
ESPN HD 34,773
ESPN2 HD 35,771
ESPN Classic 309
ESPN Deportes HD 272,872
ESPNEWS HD 308,775
ESPN Goal Line/Buzzer Beater HD 349,794
ESPNU HD 310,759
Esquire Network HD 60,752
Estudio 5 HD 224,885
EVINE Live HD 79,809
EWTN HD 18,823
EWTN en Español HD 282,874
FamilyNet HD 128,820
FCS Atlantic 311
FCS Central 312
FCS Pacific 313
FLIX - East 98
Food Network HD 62,732
FOROtv HD 238,881
FOX Business Network HD 83,833
FOX Deportes HD 321,873
FOX Life 241
FOX News Channel HD 45,726
FOX Sports 1 HD 39,763
FOX Sports 2 HD 317,778
Freeform HD 50,758
Fuse HD 122,710
Fusion HD 219,882
FX HD 30,746
FX Movie Channel HD 140,813
FXX HD 81,742
fyi, HD 152,741
GAC HD 123,799
Galavisión HD 240,878
GMA Life TV 406
GMA News TV International 408
GMA Pinoy TV 407
Golf Channel HD 38,768
GOL TV HD 274,871
GSN HD 80,709
H2 HD 153,739
Hallmark Channel HD 73,740
Hallmark Movies & Mysteries HD 75,707
HBO 2 - East HD 503,520
HBO 2 - West HD 504
HBO Comedy - East HD 509,523
HBO Comedy - West HD 510
HBO - East HD 501,518
HBO Family - East HD 507,522
HBO Family - West HD 50
HBO Latino - East HD 513,5
HBO Latino - West HD 5
HBO Signature - East HD 505,5
HBO Signature - West HD 50
HBO - West HD 502,5
HBO Zone - East HD 511,5
HBO Zone - West HD 5
HD Pay-Per-View 9
HGTV HD 61,7
HISTORY HD 54,7
HISTORY en Español 2
HITN 2
HLN HD 42,7
HSN HD 3,8
HTV Music 2
IFC HD 142,7
iN DEMAND Pay-Per-View 954-9
iN DEMAND Pay-Per-View en Español 9
iN DEMAND Pay-Per-View Previews 9
IndiePlex HD 90,65
Infinito 26
INSP HD 95,81
Investigation Discovery HD 22,72
Jewelry TV HD 23,80
Lifestyle Network 40
Lifetime HD 28,74
Lifetime Real Women 13
Liquidation Channel HD 132,85
LMN HD 78,7
Logo 14
Mav TV HD 329,72
Mexicanal 23
MLB Network HD 70,76
MoreMAX - East HD 533,5
MoreMAX - West HD 53
MovieMAX - East HD 541,55
MoviePlex HD 91,65
msnbc HD 43,72
MTV HD 68,71
MTV2 HD 71,7
MTV Hits 1
MTV Live HD 79
mtvU 11
Multimedios Televisión HD 260,85
Music Choice 903-94
Nat Geo Mundo 27
Nat Geo Wild HD 155,82
National Geographic HD 57,73
NBC Sports Network HD 40,76
NBC Universo HD 202,85
NECN HD 77,83
NESN HD 37,77
NFL Network HD 13,76
NFL RedZone HD 348,76
NHL Center Ice/MLB Extra Innings 350-36
NHL Network HD 345,77
Nick2 10
Nickelodeon HD 52,75
Nick Jr. HD 109,82
Nicktoons HD 111,82
Once Canal 25
ONE World Sports HD 275,87

CHARTER.NET/WELCOME

SERVICE AREA LIST: Douglas, MA

[A] An amplifier may be required for a dwelling with multiple outlets (outlet = digital receiver/modem/eMTA). Technician assessment and professional installation required.

[C] DVR service fee required with subscription to DVR or DVR/HD receiver.

[D] 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).

[E] Due to system technology enhancements in a switched digital market, access to certain digital channels will require a receiver, as HDTVs equipped with CableCARDs can not access certain digital channels requiring two-way communication. CableCARD customers with TiVo equipment will also need a Tuning Adapter for access to such digital channels.

*Customers subscribing to Expanded Basic or TV Select may also receive OWN, TCM, truTV and Cartoon Network with their TV service subscription.

All charges exclude applicable taxes, state and local regulatory fees, FCC fees, public access fees and franchise fees.

Public, Educational, Government Access Channel; availability may vary by community.

CableCARD customers subscribing to any service package in which Charter-leased equipment is included in the package price, may receive a discounted price, reduced by an amount equal to/greater than the fee for such equipment not leased from Charter.

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ADDITIONAL CUSTOMER INFORMATION: Prices are per month unless noted otherwise. Programming may vary and all services may not be available in all areas. Rates, number of channels, programs/content, services & packages are subject to change or discontinuance at any time, subject to applicable law. Unless specified on this rate card, additional installation services are generally billed using the Labor Charge in ¼ hour increments. Charter reserves the right to institute different rates or terms and conditions of service for promotional purposes. Customers are not required to subscribe to any tier of service, other than the Charter Basic service tier, in order to purchase premium channels, or where available, Pay-Per-View or On Demand. Charter-issued digital receiver or CableCARD required to view programming channels. Charter-issued digital receiver required to view Pay-Per-View 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 Controls feature on your on-screen program guide. Certain limitations apply to the Wire Maintenance Plan, such as the exclusion of repairs to alarm/electrical/twisted pair wiring, customer-caused damage or abuse, and alterations to Charter equipment. Please contact Charter for more information about the Wire Maintenance Plan.

RESIDENTIAL

SERVICES AND RATES

Douglas, MA

Effective February 2016

Charter Spectrum

INSTALLATION/SERVICE CALL (PER ACTIVITY)

Primary Outlet	
Installation/Reconnect (when truck roll required)	$49.99
Additional Outlet "A/O" (per outlet)/Ancillary Equipment Installation[A]	
1 with Initial Install	$0.00
Each additional at Install	$9.99
Special Trip Activation	$49.99
Change of Service	
Special Trip	$49.99
Computerized	$2.99
Hourly Labor Charge	$49.99
Inside Wire Service Call Charge (for customers without wire maintenance)	$45.00
Wall Fish	$50.00

UNRETURNED EQUIPMENT FEES (PER UNIT)

Digital Receiver	$125.00
CableCARD™	$39.00
Tuning Adapter	$142.00

MISCELLANEOUS CHARGES (PER MONTH)

Broadcast TV Service Charge[B]	$6.05
Whole House Wire Maintenance	$4.99

MISCELLANEOUS CHARGES (PER ACTIVITY)

Insufficient Funds Fee	$20.00
Phone Payment Processing (Charter assisted)	$5.00
Late Fee (45 Days Past Due)	5%
Additional Bill Copies	$1.99

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH)
(with subscription to TV SELECT, SILVER or GOLD)

Digital Receiver, Remote & Interactive Guide Services (per outlet)[C,D]	$6.99
CableCARD[E]	$2.00
DVR Service Fee for 1 DVR receiver	$11.99
DVR Service Fee Package includes up to 4 DVR receivers (additional $19.99 for 5-8 DVR receivers)	$19.99

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH)
(With Subscription to Basic Service)

Standard Digital Receiver & Remote	$0.00
CableCARD[E]	$2.00
HD or DVR or DVR/HD Receiver & Remote[C]	$5.00
Interactive Guide Services (per digital receiver)[D]	$6.99
DVR Service Fee (per DVR receiver)	$10.00

Visit charter.com/ratecard for more information regarding Charter's rates.

FAST INTERNET FOR ALL YOUR DEVICES

Internet speed that keeps up with your life with download speeds up to 60 Mbps. Simultaneously stream videos, download music, upload photos and more without sacrificing your Internet performance.

SPECTRUM INTERNET

- Download speeds up to 60 Mbps, 20x faster than DSL
- Free Internet modem
- Includes automatic protection from viruses, hackers and spam with Security Suite

WIFI

Fast surfing throughout the house on all your Internet-enabled devices

- Includes router with superior speed and range

HOME PHONE THAT PUTS FAMILY FIRST

With Spectrum Voice, talk just got cheaper. You'll get 14+ great features like Caller ID, Call Waiting, Call Forwarding and more—at no additional cost.

SPECTRUM VOICE

Unlimited calling in the U.S., Canada, Puerto Rico and the Virgin Islands

- Includes Voice Online Manager—Manage your phone from anywhere, at home or on the go
- Includes Voicemail and 14+ other great features including:
  - Call Waiting
  - Caller ID
  - Call Waiting with Caller ID
  - Call Forwarding
  - Call Forwarding Selective
  - Call Forwarding Variable
  - Anonymous Call Rejection
  - Call Screening
  - Call Return
  - Custom Rings
  - Speed Dialing
  - Selective Call Acceptance
  - 3-Way Calling
  - Repeat Dialing

WORLDWIDE 250 CALLING PLAN

250 minutes to 195 countries, including 78 mobile destinations

SPECTRUM CHANNEL LINEUP Uxbridge, MA DECEMBER 2015

Outdoor Channel HD 323,769
OuterMAX - East HD 543,556
Ovation 175
OWN HD* 74,749
Oxygen HD 76,747
P.E.G. 191,192,194
Playboy TV HD 967,968
Playboy TV en Español HD 969,970
Pop HD 99,810
QVC HD 11,784
RCN Nuestra Tele 259
ReelzChannel HD 173,811
RetroPlex HD 92,657
RFD-TV HD 131,801
Ritmoson Latino 271
RSN Extra HD ... 340,341,760
Science Channel HD ... 96,715
SEC Extra HD 337,841
SEC Network HD 336,840
Semillitas 284
SET Asia HD 294,894
SHO 2 - East HD 563,580
SHO 2 - West HD 564
SHO Beyond - East HD 567,582
SHO Extreme - East HD 569,583
SHO Extreme - West HD 570
SHO Next - East HD 573,585
SHO Showcase - East HD 565,581
SHO Women - East HD 571,584
Showtime - East HD .561,578
Showtime - West HD 562,579
Smithsonian HD 154,797
SonLife HD 129,854
iSorpresa! TV 285
Spike HD 47,719
Sportsman Channel HD 324,776
Sprout HD 88,826
STAR India PLUS HD 295,895
Starz Cinema - East HD 612,625
Starz Comedy - East HD 610,624
Starz - East HD 606,621
Starz Edge - East HD 616,627
Starz in Black - East HD 608,623
Starz Kids & Family - East HD 614,626
Starz - West HD 607,622
SundanceTV HD 143,812
Super Canal HD 230,888
Syfy HD 67,720
TBN HD 87,822
TBN Enlace USA 283
TBS HD 33,745
TCM HD* 65,706
TeenNick 110
Tele El Salvador HD 233,886
TeleFórmula HD 252,876
TeleHit 270
TeleN 266
Tennis Channel HD ... 319,765
The Filipino Channel 405
The Movie Channel - East HD 591,598
The Movie Channel - West HD 592,600
The Movie Channel Xtra - East HD 593,599
The Movie Channel Xtra - West HD 594
The Weather Channel HD 46,725
ThrillerMAX - East HD 537,553
ThrillerMAX - West HD ... 538
TiVi5MONDE HD 298,898
TLC HD 55,731
TNT HD 32,744
Tr3s 225
Travel Channel HD 58,738
truTV HD* 63,721
TV5MONDE HD 297,897
TV5MONDE Info HD 296,896
TV Asia HD 291,891
TV Chile HD 250,868
TVG 320
TVG2 327
TV Japan HD 290,890
TV Land HD 48,708
Ultra Cine HD 860
Ultra Clásico HD 865
Ultra Docu HD 861
Ultra Familia HD 866
Ultra Fiesta HD 864
Ultra Kidz HD 867
Ultra Macho HD 862
Ultra Mex HD 863
Universal HD 795
Univisión Deportes HD 273,870
Univisión tlnovelas 239
USA Network HD 31,743
Velocity HD 796
VH1 HD 69,713
VH1 Classic 118
Video Rola HD 261,887
ViendoMovies 265
WASA - Estrella TV 94
WBIN - IND HD 26,790
WBPX - ION HD 20,780
WBZ - CBS HD 4,783
WBZ - Decades 188
WCVB - ABC HD 5,785
WCVB - MeTV 184
WE tv HD 134,750
WFXT - FOX HD 6,786
WFXT - Laff TV 185
WFXT - Movies! 183
WGBH - PBS HD 2,782
WGBX - PBS 21
WGBX - PBS Create 182
WGBX - PBS Kids 180
WGBX - PBS World 181
WGN America HD 84,806
WHDH - NBC HD 7,787
Willow TV HD 299,889
WJAR - NBC 10
WLVI - The CW HD 9,789
WMFP - IND 25
WNEU - Telemundo HD 12,791
WNEU - Éxitos Televisión 186
WPRI - CBS 17
WSBE - PBS 15
WSBK - IND HD 8,788
WUNI - Univisión HD .27,792
WUTF - Get TV 187
WUTF - UniMás HD 19,793
WYDN - Daystar 14

INSTALLATION/SERVICE CALL (PER ACTIVITY)

Primary Outlet
- Installation/Reconnect (when truck roll required) $49.99

Additional Outlet "A/O" (per outlet)/Ancillary Equipment Installation[A]
- 1 with Initial Install $0.00
- Each additional at Install $9.99
- Special Trip Activation $49.99

Change of Service
- Special Trip $49.99
- Computerized $2.99

Hourly Labor Charge $49.99
Inside Wire Service Call Charge (for customers without wire maintenance) $45.00
Wall Fish $50.00

UNRETURNED EQUIPMENT FEES (PER UNIT)

Digital Receiver $125.00
CableCARD™ $39.00
Tuning Adapter $142.00

MISCELLANEOUS CHARGES (PER MONTH)

Broadcast TV Service Charge[B] $6.05
Whole House Wire Maintenance $4.99

MISCELLANEOUS CHARGES (PER ACTIVITY)

Insufficient Funds Fee $20.00
Phone Payment Processing (Charter assisted) $5.00
Late Fee (45 Days Past Due) 5%
Additional Bill Copies $1.99

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH)

(with subscription to TV SELECT, SILVER or GOLD)

Digital Receiver, Remote & Interactive Guide Services (per outlet)[C,D] $6.99
CableCARD[E] $2.00
DVR Service Fee for 1 DVR receiver $11.99
DVR Service Fee Package includes up to 4 DVR receivers (additional $19.99 for 5-8 DVR receivers) $19.99

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH)

(With Subscription to Basic Service)

Standard Digital Receiver & Remote $0.00
CableCARD[E] $2.00
HD or DVR or DVR/HD Receiver & Remote[C] $5.00
Interactive Guide Services (per digital receiver)[D] $6.99
DVR Service Fee (per DVR receiver) $10.00

Visit charter.com/ratecard for more information regarding Charter's rates.