



Certified Mail
Return Receipt Requested

September 15, 2015

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

Dear Franchise Official:

Containing costs and efficiently managing our operations are critical to providing customers with the best value possible. Like every business, Charter faces rising costs that require occasional price adjustments.

As a result, customers in your community will be notified of the following price adjustments through a billing statement message on or after September 21, 2015:

- *Due to rising programming costs, effective with your November billing statement, pricing will be adjusted for the Broadcast TV Surcharge from \$5.25 to \$6.05. This reflects charges assessed to Charter by broadcast TV stations.*

The following packages will be adjusted:

- *Digi Tier 1 a la carte will increase from \$10.00 to \$12.00 (Does not impact promotions, silver or gold tiers)*
- *Digi Tier 2 a la carte will increase from \$10.00 to \$12.00 (Does not impact promotions, silver or gold tiers)*
- *Legacy Sports View and Sports View Plus will increase from \$10.00 to \$12.00*
- *Legacy Digital View Plus will increase from \$10.00 to \$12.00*
- *Legacy Digital View will increase from \$5.00 to \$7.00*

Charter continues to add new HD channels at no additional cost; provide more than 10,000 On Demand choices, more than 1500 of them in HD. As customers continue to expand their TV viewing to alternate devices such as tablets, Charter offers downloadable channel apps that enable customers to use these devices for viewing and to access their DVRs remotely. Also, Charter TV and Internet customers can now access the Charter Spectrum TV App, providing more than 100 live TV channels inside their home on their tablet or Smartphone at no additional charge.

We remain committed to providing excellent communications and entertainment services in your community and in each of the communities we serve. If you have any questions about this change, please feel free to contact me at 774-243-9735 or via email at Tom.Cohan@charter.com.

Sincerely,

Thomas P. Cohan
Director of Government Affairs