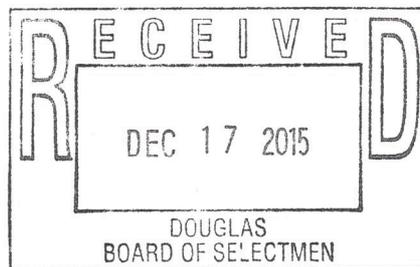




**Via Certified Mail**  
**Return Receipt Requested**



cc: cable

December 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 December 15, 2015:

- *Effective on February 15, 2016 pricing will be adjusted for the Change of Service Computerized Fee from \$2.99 to \$4.99.*

Charter continues to provide significant product enhancements, including adding new HD channels at no additional cost, and providing more than 10,000 On Demand choices, more than 1,500 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.

Charter remains 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 these changes, 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  
Charter Communications