

CC: Cable ✓

March 13, 2015

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
- 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



X62282

2014 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, drivers 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.

2/27/14 2:53 PM



2014 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. 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) if you do not call to report you did not receive the movie you ordered, while that movie is on.

INSIDE WIRING: A Wire Maintenance Plan is an optional service available to customers for a low monthly rate. It ensures that You do not have to pay Charter to repair cable and telephone communications wires that are inside Your home. Certain limitations apply to the 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.

3/3/14 12:38 PM



March 10, 2015
 Account: [REDACTED]
 Phone Number: (333) 333-3333
 Security Code: [REDACTED]
 Service At: 95 HIGGINS ST
 [REDACTED]
 WORCESTER MA 01606-1913

Contact Us
 visit us at charter.com or call
 1-888-GET-CHARTER (1-888-438-2427)

Summary

*Service from 03/10/15 through 04/09/15
 details on following pages*

Previous Balance	0.00
Payments Received	0.00
Remaining Balance	0.00
Charter TV®	66.99
One-Time Charges	0.00
Taxes, Fees and Charges	9.44
Current Charges	76.43
Total Due by 03/30/15	\$76.43

Charter News

Charter our Community is Charter Communications' philanthropic initiative, providing education, resources and financial support to improve 25,000 unsafe and unhealthy homes by 2020. Find out how you can get involved at www.CharterOurCommunity.com.

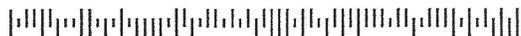
Welcome to Charter!

This bill reflects install & service charges from the date of install through your current billing period. If you made a payment at time of install, this bill may not reflect that payment but your next bill will.



8413 EXCELSIOR DR 120 MADISON WI 53717-1970
 8634 0080 N1 RP 10 03112015 NNNNNYNN 01 003973 0011

CHARTER COMMUNICATIONS
 301 BARBER AVE
 [REDACTED]
 WORCESTER MA 01606-2475



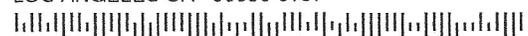
March 10, 2015

Charter Communications

Account: [REDACTED]
 Phone Number: (333) 333-3333
 Service at: 95 HIGGINS ST
 [REDACTED]
 WORCESTER MA 01606-1913

Total Due by 03/30/15 **\$76.43**
 Amount you are enclosing \$

CHARTER COMMUNICATIONS
 PO BOX 60187
 LOS ANGELES CA 90060-0187



835012001529378500076430

Account:
Security Code:

Charter Communications

Contact Us

visit us at charter.com or call
1-888-GET-CHARTER (1-888-438-2427)

8634 0080 N1 RP 10 03112015 NNNNNYNN 01 003973 0011

Charge Details

Previous Balance	0.00
Remaining Balance	\$0.00

Payments received after 03/10/15 will appear on your next bill.

Service from 03/10/15 through 04/09/15

Charter TV®

Basic & Expanded	66.99
	\$66.99

Fees & Charges		
Broadcast TV Surcharge	5.25	
FCC Admin Fee	0.08	
Franchise Fee	3.73	
Public Access/franchise Related Costs	0.27	
State And Local Fee	0.11	
	\$9.44	

Charter TV® Total	\$76.43
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One-Time Charges

Install Service	03/10	49.99
Service Discount		-49.99
One-Time Charges Total		\$0.00

Current Charges	\$76.43
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Total Due by 03/30/15	\$76.43
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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 www.charter.com/taxesandfees for more information.

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

Billing Practices - The first bill you receive extends from the first day of service through the first full billing cycle. Future service will be billed one month in advance. Charges for Pay-per-view and OnDemand will appear on the billing statement following your order.

Authorization to Convert your Check to an Electronic Funds Transfer Debit - By sending your check to us, you authorize us to send the information from your check electronically to your bank for payment. Your bank account will be debited in the amount of your check as early as the same day we receive your payment. Your original check will be destroyed once processed, and you will not receive your cancelled check back. If we cannot post the transaction electronically, you authorize us to present an image copy of your check for payment. If you do not wish to participate in this check conversion program or have further questions please call 888-254-9269 between the hours of 7:00 AM to 7:00 PM CST, Monday through Friday.

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@charter.com. Send written complaints via US Mail to Executive Escalation Manager, 2 Digital Place, Simpsonville, SC 29681.

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.

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.

Continued on the next page...

Local Charter Store: 95 Higgins St, Worcester MA 01606 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat - 9:00am to 2:00pm

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 and time - and it will also save trees!

Enroll in Online Bill Pay today.

Enrolling is easy, just go to charter.com/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.com/myaccount.

Pay with your Mobile Device - Visit m.charter.com Login to MyAccount from My Account & Bill Pay.

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**.



Charter Communications

Account:

[REDACTED]

Security Code:

[REDACTED]

Contact Us

visit us at charter.com or call

1-888-GET-CHARTER (1-888-438-2427)

8634 0080 N1 RP 10 03112015 NNNNNYNN 01 003973 0011

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

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:

Contact Us
visit us at charter.com or call
1-888-GET-CHARTER (1-888-438-2427)
8634 0080 N1 RP 10 03112015 NNNNNYNN 01 003973 0011

Introducing your New Charter Billing Statement

1 May 01, 2014
Account: 8362 30 123 4567890
Phone Number: (987) 654-3210
Security Code: 3456
Service At: 1234 SAMPLE ST
APPLE VALLEY MN 55124-8834

3 **Charter News**
Simplify your life with Charter Auto Pay! - Spend less time paying your bill and more time doing what you love.
It's Easy - No more checks, stamps or trips to the post office.
It's Secure - Powerful technology keeps your information safe.
It's Flexible - Use a checking, savings, debit or credit card.
It's FREE - And helps save time, postage and the environment.
Set up easy, automatic bill payments with Charter Auto Pay!

Mobile Bill Pay - You can pay your bill on your mobile device at m.charter.com! To learn more, visit charter.com/support/Billing-Mobilem.charter.com

4 **Summary** Service from 05/01/14 through 05/01/14 details on following pages

Previous Balance	0.00
Payments Received - Thank You!	-0.00
Adjustments	-5.99
Remaining Balance	-5.99
Charter TV®	76.97
Charter Internet®	49.99
Charter Phone®	39.99
Other Charges	4.99
One-Time Charges	55.88
Partial Month Charges	1.67
Taxes, Fees and Charges	20.23
Current Charges	249.82
Total Due by 05/21/14	\$243.83

5a Welcome to Charter! This bill reflects install & service charges from the date of install through your current billing period. If you made a payment at time of install, this bill may not reflect that payment but your next bill will.

May 01, 2014
Residential Sample
Account: 8362 30 123 4567890
Phone Number: (987) 654-3210
Service at: 1234 SAMPLE ST
APPLE VALLEY MN 55124-8834

Total Due by 05/21/14 **\$243.83**
Amount you are enclosing \$

6 **Charter Communications**
8413 EXCELSIOR DR 120 MADISON WI 53717-1970
8634 0140 N0 RP 27 06032014 YNNNNYNN 01 003973 0011

REBI SAMPLE
1234 SAMPLE ST
APPLE VALLEY MN 55124-8834

6a CHARTER COMMUNICATIONS
PO BOX 3149
MILWAUKEE WI 53201-3149

Page 2 of 2 May 01, 2014

Account: Residential Sample
Security Code: 8362 30 123 4567890
3456

7 **Charter**
visit us at www.charter.com or call
1-888-GET-CHARTER (1-888-438-2427)
8634 0140 N0 RP 27 06032014 YNNNNYNN 01 003973 0011

Charge Details

Previous Balance	0.00
Credit Card Payment	04/21 -0.00
Payments received after 05/01/14 will appear on your next bill.	
Adjustments	
VOD Movie - Adjustment	04/22 -5.99
Adjustments Total	-5.99
Remaining Balance	-5.99

Service from 05/01/14 through 05/01/14

Charter TV®

Charter TV Select	69.99
Basic TV & Expanded Basic	-10.00
Service Discount \$10 off 12mo	6.99
Digital Receiver and Interactive Service	20.00
On Screen Guide, Pay-Per-View & Video On Demand (where Available)	\$76.97
Silver Package Includes: HBO, Cinemax, Showtime & Digi Tier 1	2.07
Taxes	0.06
Fees & Charges	2.84
FCC Admin Fee	1.47
Franchise Fee	\$4.46
Broadcast TV Surcharge	\$83.43
Charter TV® Total	\$83.43

Charter Internet®

Internet Service (includes Modem)	49.99
Taxes	1.08
Fees & Charges	0.99
Charter Internet® Total	\$2.97

Charter Phone®

Phone number (987) 654-3210	39.99
Unlimited Long Distance	39.99
Package Includes: Phone Line, Phone Modem Lease, Text Calling Features Package, State-wide Long Distance Calling, Unlimited Long Distance Calling	\$39.99
Taxes	0.20
Fees & Charges	0.50
Federal Universal Service Fund	2.08
Regulatory Cost Fee	0.32
Charter Phone® Total	\$61.68

Other Charges

Wire Maintenance	4.99
Other Charges Total	\$4.99

One-Time Charges

Installation	04/21 49.99
Anchorset 2	04/21 5.88
One-Time Charges Total	\$55.88

Partial Month Charges

Wire Maintenance	04/23 - 04/28 1.57
Partial Month Charges Total	\$1.67

Current Charges

Current Charges	\$249.82
Total Due by 05/21/14	\$243.83

This is a sample bill for demonstration only.

This is a sample bill for demonstration only.

- 1** Statement date, Account number and Security code in upper left corner of each page.
- 2** How to reach us.
- 3** Important messages, reminders and offers. You'll find special events, savings opportunities, news and promotions.
- 4** At a glance: your charges, payments and credits for this bill.
- 5** Payment due date.
- 5a** Account Status Message.
- 6** Payment coupon for your convenience. Simply tear it off and mail.
- 6a** Be sure our address shows in the return envelope window.
- 7** Itemized details of transactions during this billing period.
- 8** Adjustments showing any additional credits or fees applied.
- 9** Promotional Savings outlining the time and total monthly savings for each Charter service.
- 10** Partial Month Charges from the date your service started through the first date of your regular billing period.
- 11** Required telecommunications Taxes, Fees and Charges.
- 11a** Broadcast TV Surcharge - A pass through reflecting charges assessed to Charter by the local broadcasters, or local "network affiliated", TV stations.
- 11b** Line Access - A fee charged by local phone companies for access to the local network in order to support the costs of providing and maintaining long distance lines.
- 11c** Federal Universal Service Fund - For programs designed to keep telephone service affordable for all Americans.
- 12** Important Messages and Billing Information will print following charge details.

TECHNICIAN	JOB DESCRIPTION	JOB
SALES REP	ORDER NUMBER	PRINT DATE

SERVICE NAME AND ADDRESS	HOME PHONE	DATE	TIME	UNITS	CATG.	REPRINT
HIGSTAC CT	WORK PHONE	CUSTOMER NUMBER	CALL FIRST			PRINT ID
REQUESTOR	ORDER REASONS					

COMPONENT
/ /

RETRN AB

0.00

MAP CODE: 03-60
HSE HUB:

HSE TAG2: W0100BWD100BWD100B
HSE TAG3:

TYPE: R:RES TEST A PUR SUPP: A HSE MISC:

ID ACCT: C TEL ACCT:

NOTES TO TECHNICIAN

BA. ENTERED JOB FOR GOV REL. WORKORDER NEEDED. MM.

ACCOUNT NUMBER: [REDACTED] CURR BAL: 0.00

DCT 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
<p>CUSTOMER SIGNATURE _____ DATE / /</p> <p>COMPANY REPRESENTATIVE _____ DATE / /</p>						

TV Residential Services and Rates

Effective October 2014. All charges exclude applicable taxes, state and local regulatory fees, FCC fees, public access fees, franchise fees and the Broadcast TV Surcharge.

Charter

COMMUNICATIONS

BASIC SERVICE	\$17.99
EXPANDED SERVICE	\$49.00
BROADCAST TV SURCHARGE , applies to Basic Service and all additional TV service packages*	\$5.00

CHARTER TV -SELECT Includes Basic Service, Expanded Service and the following services where available (check your local lineup for availability): Bloomberg TV, Disney Jr., Hallmark Movies & Mysteries, Indie Plex, Movie Plex, Retro Plex	\$59.99
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CHARTER TV - SILVER Includes Charter TV Select, Digi Tier 1, HBO, Cinemax, and Showtime (check your local lineup for availability)	\$79.99
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CHARTER TV - GOLD Includes Charter TV Silver, Digi Tier 2, TMC, Starz, Encore, and EPIX (check your local lineup for availability)	\$99.99
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EQUIPMENT & INTERACTIVE GUIDE SERVICE (with subscription to CHARTER TV SELECT, SILVER or GOLD) Standard Digital or HD or DVR or DVR/HD Receiver, Remote & Interactive Guide Services (per outlet)* CableCARD™◆	\$6.99
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
Digital Interface Device!!	\$6.99

DIGITAL TIERS (available with subscription to CHARTER TV SELECT, SILVER or GOLD)	
Digi Tier 1	\$10.00
Digi Tier 2	\$10.00
Latino View	\$6.99
TV Japan	\$14.99
South Asian View	\$29.99
French View	\$6.99

PREMIUM NETWORKS (available with subscription to CHARTER TV SELECT, SILVER or GOLD)	
HBO	\$15.00
Cinemax	\$15.00
Showtime	\$15.00
TMC	\$15.00
Starz	\$15.00
Encore	\$15.00
EPIX (includes access to epixhd.com)	\$15.00

CHARTER PAY-PER-VIEW AND ON DEMAND Rates for transactional movies, adult programming & events vary. 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. Many programs available through OnDemand are free.	
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SUBSCRIPTION SERVICES ON DEMAND	
Anime Network	\$6.99
Disney Family Movies	\$4.99
FUNimation	\$6.99
Here! Monthly	\$6.99
Karaoke Monthly	\$6.99
Too Much for TV	\$14.99

MISCELLANEOUS CHARGES	
Whole House Wire Maintenance	\$4.99
Insufficient Funds Fee	\$20.00
Phone Payment Processing (Charter assisted)	\$5.00
Past Due 45 Day Fee	5%
Additional Bill Copies	\$1.99

UNRETURNED EQUIPMENT FEES (per unit)	
Digital Receiver	\$125.00
CableCARD™	\$39.00
Tuning Adapter	\$142.00
Digital Interface Device	\$195.00

DIGITAL HOME Includes Basic Service, Expanded Service, Standard Digital Receiver and Interactive Guide Services	\$70.99
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VIDEO EQUIPMENT RENTAL & OTHER SERVICES (with subscription to Basic, Expanded or Digital Home)	
Standard Digital Receiver & Remote	\$0.00
HD or DVR or DVR/HD Receiver & Remote*	\$5.00
Interactive Guide Services (per digital receiver)**	\$6.99
DVR Service Fee (per DVR receiver)	\$10.00
CableCARD™◆	\$2.00
Digital Interface Device!!	\$6.99

DIGITAL TIERS (available with subscription to Basic, Expanded or Digital Home)	
Digital View	\$5.00
Digital View Plus	\$10.00
Sports View	\$10.00
HD Ultra View	\$5.00
Latino View	\$6.99
TV Japan	\$14.99
South Asian View	\$29.99
French View	\$6.99

PREMIUM NETWORKS (available with subscription to Basic, Expanded or Digital Home)	
HBO/Cinemax	\$20.00
Showtime/TMC	\$15.00
Starz/Encore	\$15.00
EPIX (includes access to epixhd.com)	\$10.00

Premium Package- pick two	\$30.00
Premium Package- pick three	\$40.00
<i>Note: Premium packages include HBO/Cinemax, Showtime/TMC or Starz/Encore together; premiums cannot be interchanged.</i>	

SUBSCRIPTION SERVICES	
Zee TV	\$14.99
Playboy TV	\$19.99

INSTALLATION/SERVICE CALL (per activity)	
Primary Outlet	
Installation/Reconnect (when truck roll required)	\$49.99
Additional Outlet "A/O" (per outlet)***	
1 A/O with Initial Install	no charge
Each additional A/O at Install	\$9.99
Special Trip A/O Activation	\$49.99
Change of Service	
Special Trip	\$49.99
Computerized	\$2.99
Labor Charge	\$49.99
Inside Wire Service Call Charge (for customers without wire maintenance)	\$45.00

Serving: Douglas, MA
8350/1200/0360

TV Residential Services and Rates

Effective October 2014. All charges exclude applicable taxes, state and local regulatory fees, FCC fees, public access fees, franchise fees and the Broadcast TV Surcharge.

Ancillary Equipment Installation	
With Initial Install	\$9.99
Special Trip	\$49.99
Wall Fish	\$50.00

*The Broadcast TV Surcharge reflects charges assessed to Charter by broadcast TV stations.

*DVR service fee required with subscription to DVR or DVR/HD receiver.

**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).

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

◆ 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.

!! DLNA-enabled Ethernet connector; 2 device limit per customer; limited to customers who subscribe to the Basic Service Tier only and who own IP-enabled clear QAM devices; includes CableCARD; professional installation required.

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. We lease CableCARDS for \$2.00 per month per CableCARD for use in customer-owned retail CableCARD-ready devices. Our leased digital receivers also include either a CableCARD or integrated security inside the device. Our lease rate for digital receivers with CableCARD includes a \$2.00 imputed charge for the included CableCARD.

OTHER TERMS: Prices are per month unless noted otherwise. All services may not be available in all areas. Unless specified on this rate card, additional installation services are generally billed using the Labor Charge in 1/4 hour increments. All rates and services are subject to change. Charter reserves the right to institute different rates/or terms and conditions of service for promotional purposes.

IMPORTANT CUSTOMER INFO: Customers are not required to subscribe to any tier of service, other than the 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 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. The programs, packages, services, number of channels, content, format, rates and other aspects of Charter offerings are subject to change or discontinuance at any time in accordance with applicable law.

WIRE PROTECTION PLAN: A Wire Maintenance Plan is an optional service available to customers for a low monthly rate. It ensures that You do not have to pay Charter to repair cable and telephone communications wires that are inside Your home. Certain limitations apply to the 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.

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