



June 29, 2017

Honorable Mayor Buddy Choat
City of Trussville
131 Main Street
Trussville, AL 35173

Dear Mayor Choat,

This is to inform you that Charter is making some exciting changes for our customers in the Birmingham area. We're going "all-digital".

On or after August 1, 2017, Charter will begin removing the analog format of every channel from our lineup and delivering only high-quality digital signals to each television outlet in the home. Many channels will move as fully detailed in the attached customer notification.

Over time, television technology has transitioned from low-tech analog to the high-quality digital format. As we move to all digital, we will be significantly increasing our HD lineup to over 265 channels. There is no additional fee for the new HD channels for customers already subscribing to Charter HD services.

Over 90 percent of Charter's customers are already using digital equipment from Charter to view their favorite channels. For customers without a Charter issued set top box or a CableCard device connected to their televisions, this change will require each TV to be installed with Charter Digital equipment to continue viewing favorite programming.

To ensure a smooth transition for non-digital households, Charter is providing free digital equipment to customers for a specified period of time depending on eligibility. These offers will vary based on a customer's current level of service and are described in greater detail in the attached customer notification. Applicable standard equipment rate card pricing will apply upon expiration of those offers.

Concurrent with the move to all digital, we will be encrypting our basic tier of service. For customers without digital equipment, free equipment offers are being made available based on a customer's eligibility and the tier of service to which they currently subscribe. Encryption of the basic tier will ultimately result in a more secure network and free up necessary bandwidth for increased Internet speeds and other advanced services.

In the coming weeks, Charter will actively communicate with customers about how to make the move to all digital. Customer notification efforts will include first class letters, phone calls, telemarketing efforts and an informational website (www.charter.com/digitalnow).

Charter will be actively communicating channel changes through the following tactics: direct mail to customers, an informational website and a full-time promotional channel. Our customer service staff will be educating customers on the new locations through our customer care helpline.

Please contact me with any questions or comments you may have at (334) 235-8830 or taylor.vice@charter.com. If any of your residents require assistance please direct them to our customer care group at 1-888-GET CHARTER (1-888-438-2427)

Sincerely,

A handwritten signature in black ink, appearing to read "T.C. Vice". The signature is fluid and cursive, with a large initial "T" and "C".

Taylor C. Vice
Director, Government Relations
Charter Communications

Attachment: Customer Notification