



October 13, 2017

Dear Municipal Official:

Spectrum is committed to providing our customers with the very best products, at the very best value. We have enhanced our fiber-rich network to enable us to offer the highest level of performance and innovation, which will allow our customers to enjoy over 110 HD channels.

Spectrum is also taking steps to further secure its network in the coming weeks. In our continued effort to keep you informed, we would like you to understand how these changes may impact your constituents.

On November 28, 2017, Spectrum will begin encrypting the channels on the Basic/Starter service tiers in your community. This will allow Spectrum to better maintain the integrity of its network and offer more enhanced features.

As a result, customers will be required to have a Spectrum Receiver on each TV in their home by November 28, 2017. Customers are eligible to receive equipment at no additional charge for a limited period of time, depending on their level of service.

If customers have an existing set-top-box, digital transport adapter (DTA), or retail device with a CableCARD on each TV, they should be unaffected by this charge. Please note that if customers have TV(s) without equipment issued by Spectrum, they will lose the ability to view channels. In order to get a Spectrum Receiver, customers can call 1-844-830-4787 to order a self-installation kit. We'll ship the kit directly to their home at no additional cost.

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As always, we will communicate all of these changes to our customers. If you have any questions, please don't hesitate to email me at shelley.winchenbach@charter.com or call at (207) 620-3319.

Sincerely,

Shelley Winchenbach
Director, Government Affairs

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