



January 7, 2013

Mayor, Town of Oxford
110 W Clark St
Covington GA 35764

Charter customers continue to enjoy a great TV experience, as we make investments in next-generation technology and enhancements to our customer service. Our aim is to add value to our products and improve the overall experience for our customers. Our customers enjoy top-rated TV channels for every member of the family, in both digital and HD format, and can take digital networks on the go with their mobile devices, using services such as HBO GO, MAX GO, BTN2GO and Turner Networks.

In addition, our customers have access to more than 10,000 movies On Demand, (with 1,500+ in HD and movie selections in 3D), providing the ultimate in flexibility.

As you may know, Charter Internet®, which is ranked as one of the nation's fastest Internet providers by PC Magazine, enables our customers to simultaneously stream videos, download music and more, with consistent speed and Internet performance.

It has been well documented that rapidly rising costs from programming networks, including fees from local broadcast stations, are the number one expense challenge for video providers today. As aggressively as Charter's efforts are to manage and to contain costs, at this time, like many other service providers, we find it necessary to make adjustments to our pricing that reflect increased programming fees from suppliers, as well as the overall cost of doing business. Note that although pricing for **Basic and Expanded Basic is being adjusted, more than 50% of our customers subscribe to digital packaging, which includes Basic and Expanded Basic; and many digital customers enjoy promotional pricing that will not change until their promotion term expires.**

February 2013 customer statements will reflect adjustments made to pricing for our customers in your community.

<u>Service</u>	<u>Current</u>	<u>New</u>	<u>Difference</u>
Basic Video Service	\$24.99	\$25.99	\$1
Expanded Video Service	\$34	\$38	\$4
Digital Home with Receiver	\$60.99	\$65.99	\$5
Digital Home with Cable Card	\$57.99	\$65.99	\$8
Digital Receiver	\$5	\$5.99	\$0.99
Broadcast Retransmission Fee	\$1.69	\$2.15	\$0.44

Also, for those communities currently receiving a franchise fee, we would remind you of an alternative to U.S. mail-delivered paper checks for franchise fee payments. You have the option to sign up for an electronic direct payment process for franchise fees, assuring a more efficient and timely manner of receiving your funds. If you would like to pursue the electronic payment process, please contact me and I will forward you the required signup form. We believe this convenient method will be of significant value to you.

We remain committed to providing excellent cable services to your community and all communities we serve. If you have any questions about these changes, please contact me at 678-226-3658 or skip.james@chartercom.com.

Sincerely,

A handwritten signature in blue ink that reads "Skip James". The signature is written in a cursive, flowing style.

Skip James
Director of Government Relations