



TOWN OF DOUGLAS

Michael D. Hughes, *Chairman*
Kevin D. Morse, *Vice Chairman*
Timothy P. Bonin
Keith F. Brown
Harold R. Davis

OFFICE OF THE SELECTMEN

29 Depot Street • Douglas, MA 01516

508-476-4000

Fax: 508-476-1070

TTY 508-476-1619

Michael J. Guzinski
Town Administrator

Suzanne L. Kane
Administrative Assistant

September 30, 2014

Mr. Thomas Cohan
Director, Government Relations
New England/NY
Charter Communications
95 Higgins Street
Worcester, MA 01606

Certified Mail #: 7011 0470 0001 0765 9453

RE: Charter – Digital Conversion/Encryption

Dear Mr. Cohan,

The Douglas Board of Selectmen has discussed Charter's digital transition during its last two meetings. Their concerns have reached a point where Charter's participation is necessary for the Board to fully understand all of the issues related to the ongoing digital transition. Our next meeting is scheduled for 7:00pm on Tuesday, October 7, 2014. We plan to continue our discussions on this matter at that meeting.

The Board's concerns primarily involve Charter's intent to "scramble" or "encrypt" all channels, including "Basic Cable" and PEG channels. This will require all subscribers to rent, from Charter, converter boxes for all televisions in their house. Charter's current offer of 1-2 boxes for 1-2 years still carries a notable cost increase for many subscribers short-term, and a hefty cost increase over the long-term. Thus far we have not been able to identify any advantage to the customer to justify this added expense.

The Board is not opposed to the elimination of analog signals. While this alone will cause material inconvenience and added expense to many subscribers, it is consistent with changes made by many other broadcasters.

The Board is also concerned about the communication provided to the Town in advance of the transition. Substantive details regarding customer classification and converter offers were not provided in a timely manner.

The Board believes it would be in everyone's best interest to postpone Charter's "digital conversion" until such time as the Board has heard all information and has had the opportunity to ask questions of Charter's representatives so that they can deliberate this important matter.

We hope that your participation at our meeting on October 7th will provide sufficient information for the Board to fully understand the implications of this transition.

Please confirm you will be in attendance at our meeting on October 7, 2014, at 7:00pm. Please also confirm that Charter will not be implementing the "digital conversion" on that same date as previously indicated. We recommend a delay of at least thirty days, pending further discussion.

Thank you very much for your consideration in this important matter.

Sincerely,



Michael Guzinski
Town Administrator

CC: ✓Honorable Elizabeth Warren, U.S. Senator
✓Honorable Edward Markey, U.S. Senator
✓Congressman James McGovern
✓Senator Richard Moore
✓Representative Ryan Fattman
✓Massachusetts Department of Telecommunications and Cable
✓Douglas Board of Selectmen
✓Douglas Cable Advisory Committee