

Douglas Cable Advisory Committee
Douglas Municipal Center
Agenda
Monday July 18, 2016

1. **Call to order:**
2. **Committee Reorganization FY17:**
3. **Committee Vacancy:**
4. **Financials:** *Report from Town Financial Director attached.*
5. **Meeting Minutes:** 5/16/16
6. **Correspondence:**
7. **Cable Policy Review:** 3rd reading
8. **Purchasing Authority:**
9. **Coordinator's Report:**
10. **Equipment:**
11. **Other Business:** Open session for topics not reasonably anticipated 48 hours in advance of meeting.
12. **Next Meeting:** Scheduled for Monday, August 8, 2016
13. **Adjourn:**

FOR 2016 12

	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED

695 CABLE ADVISORY COMMITTEE							

2836951 CABLE ADVISORY REVOLVING FUND							

2836951 51110 F/T WAGES	0	0	27,179.56	1,102.59	.00	-27,179.56	100.0%*
2836951 51200 P/T Wages	0	60,417	9,889.55	363.35	.00	50,527.63	16.4%
2836951 52400 REPAIRS AND MAINT AG	0	0	828.78	.00	.00	-828.78	100.0%*
2836951 53012 EMPLOYEE TRAIN SEM/C	0	0	225.00	.00	.00	-225.00	100.0%*
2836951 53401 POSTAGE	0	0	88.46	34.97	.00	-88.46	100.0%*
2836951 54200 OFFICE SUPPLIES	0	0	434.65	212.38	.00	-434.65	100.0%*
2836951 55800 OTHER SUPPLIES	0	0	66.98	.00	.00	-66.98	100.0%*
2836951 57100 IN-STATE TRAVEL	0	0	57.38	24.86	.00	-57.38	100.0%*
2836951 57150 TRAINING AND EDUCATI	0	0	258.07	66.25	.00	-258.07	100.0%*
2836951 57300 DUES AND MEMBERSHIPS	0	0	350.00	.00	.00	-350.00	100.0%*
2836951 57300 DUES AND MEMBERSHIPS	0	0	4,313.59	150.43	.00	-4,313.59	100.0%*
2836951 58500 CABLE - ADDITIONAL E	0	0					
TOTAL CABLE ADVISORY REVOLVING FU	0	60,417	43,692.02	1,954.83	.00	16,725.16	72.3%
TOTAL CABLE ADVISORY COMMITTEE	0	60,417	43,692.02	1,954.83	.00	16,725.16	72.3%
TOTAL Expenses	0	60,417	2,019,720.21	121,635.05	205,968.07	-2,165,271.10	3683.9%
TOTAL EXPENSES	0	60,417	2,019,720.21	121,635.05	205,968.07	-2,165,271.10	

FOR 2016 11

	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED

695 CABLE ADVISORY COMMITTEE							

2836951 CABLE ADVISORY REVOLVING FUND							

2836951 51110 F/T WAGES	0	0	26,076.97	2,205.16	.00	-26,076.97	100.0%*
2836951 51200 P/T Wages	0	60,417	9,526.20	1,098.95	.00	50,890.98	15.8%
2836951 52400 REPAIRS AND MAINT AG	0	0	828.78	.00	.00	-828.78	100.0%*
2836951 53012 EMPLOYEE TRAIN SEM/C	0	0	225.00	.00	.00	-225.00	100.0%*
2836951 53401 POSTAGE	0	0	53.49	.00	.00	-53.49	100.0%*
2836951 54200 OFFICE SUPPLIES	0	0	222.27	.00	.00	-222.27	100.0%*
2836951 55800 OTHER SUPPLIES	0	0	66.98	.00	.00	-66.98	100.0%*
2836951 57100 IN-STATE TRAVEL	0	0	32.52	.00	.00	-32.52	100.0%*
2836951 57150 TRAINING AND EDUCATI	0	0	191.82	.00	.00	-191.82	100.0%*
2836951 57300 DUES AND MEMBERSHIPS	0	0	350.00	100.00	.00	-350.00	100.0%*
2836951 58500 CABLE - ADDITIONAL E	0	0	4,163.16	538.02	.00	-4,163.16	100.0%*
TOTAL CABLE ADVISORY REVOLVING FU	0	60,417	41,737.19	3,942.13	.00	18,679.99	69.1%
TOTAL CABLE ADVISORY COMMITTEE	0	60,417	41,737.19	3,942.13	.00	18,679.99	69.1%

FOR 2016 10

	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL

695 CABLE ADVISORY COMMITTEE						

2836951 CABLE ADVISORY REVOLVING FUND						

2836951 48400 CABLE - MISCELLANEO	0	.00	-60,417.18	.00	60,417.18	100.0%
TOTAL CABLE ADVISORY REVOLVING	0	.00	-60,417.18	.00	60,417.18	100.0%
TOTAL CABLE ADVISORY COMMITTEE	0	.00	-60,417.18	.00	60,417.18	100.0%

FOR 2016 10

				ORIGINAL	REVISED			AVAILABLE	PCT
				APPROP	BUDGET	YTD EXPENDED	MTD EXPENDED	BUDGET	USED

695 CABLE ADVISORY COMMITTEE									

2836951 CABLE ADVISORY REVOLVING FUND									

2836951	51110	F/T WAGES		0	0	23,871.81	2,205.16	.00	-23,871.81 100.0%*
2836951	51200	P/T Wages		0	60,417	8,427.25	1,090.05	.00	51,989.93 13.9%
2836951	52400	REPAIRS AND MAINT AG		0	0	828.78	93.15	.00	-828.78 100.0%*
2836951	53012	EMPLOYEE TRAIN SEM/C		0	0	225.00	65.00	.00	-225.00 100.0%*
2836951	53401	POSTAGE		0	0	53.49	.00	.00	-53.49 100.0%*
2836951	54200	OFFICE SUPPLIES		0	0	222.27	19.98	.00	-222.27 100.0%*
2836951	55800	OTHER SUPPLIES		0	0	66.98	.00	.00	-66.98 100.0%*
2836951	57100	IN-STATE TRAVEL		0	0	32.52	.00	.00	-32.52 100.0%*
2836951	57150	TRAINING AND EDUCATI		0	0	191.82	.00	.00	-191.82 100.0%*
2836951	57300	DUES AND MEMBERSHIPS		0	0	250.00	.00	.00	-250.00 100.0%*
2836951	58500	CABLE - ADDITIONAL E		0	0	3,625.14	.00	.00	-3,625.14 100.0%*
TOTAL CABLE ADVISORY REVOLVING FU				0	60,417	37,795.06	3,473.34	.00	22,622.12 62.6%
TOTAL CABLE ADVISORY COMMITTEE				0	60,417	37,795.06	3,473.34	.00	22,622.12 62.6%

Douglas Cable Advisory Committee

Douglas Municipal Center

Meeting Minutes

Monday May 16, 2016

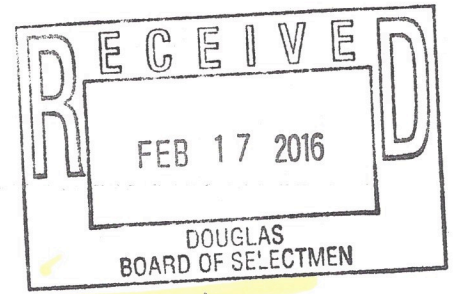
Mitch Cohen called the meeting to order at 7:08pm

Attendance:

Committee: Mitch Cohen, Tom Devlin, Bob Werme, Chris Menn

Staff: Angela Coe

1. **Pat Absent:** Pat is sick, abbreviated agenda.
2. **Vacancy:** There is an opening on the Committee, email cable@douglasma.org or call 508-476-4000 ext 122 if interested.
3. **Financials:** *Report from Town Finance Director Attached.*
4. **Meeting Minutes:** *Bob motioned to accept the minutes of 3/14/16, Chris 2nd, unanimous favor.*
5. **Correspondence:** Will cover next meeting with Pat.
6. **Cable Policy Review:** 2nd read of Open Meeting Recording policy.
7. **Purchasing Authority:** Mitch explained the current protocol, and how it might be changed to allow Pat some authority on ordering equipment and items. Currently, it is a duty of the Chair to order all new items.
8. **Coordinator's Report:** *Pat's Report Attached.* Mitch noted an issue with broadcast scheduling, some meetings were getting backed up in an attempt to give fair airplay to all meetings, so older meetings would be playing while new meetings are sitting in the queue. Now that there are more meetings that are recorded, priority should be given to new videos, perhaps updated on a weekly basis. Pat will come up with a process tweak.
9. **Equipment:** Drobo local disk storage. Pat is running out of local storage. Drobo will connect to the network, net 12TB available storage. Add 120GB SSD for internal speed. *Tom made a motion not to exceed \$1,250.00 for network storage, 2nd by Bob, unanimous favor.* Gary Pink Resource Room presentation A/V quote was discussed.
10. **Other Business:** Tom mentioned that it may be helpful to put up a page on the website detailing the story behind why we have Charter as our main provider, also explaining why we don't have competition in Town.
11. **Next Meeting:** Monday, 6/13/16 (Mitch will be out of town on that date).
12. **Adjourn:** *Bob motioned to adjourn at 7:25pm, Tom 2nd, unanimous favor.*



CERTIFIED MAIL
RETURN RECEIPT REQUESTED

March 15, 2016

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 with 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,

A handwritten signature in black ink that reads "Thomas P. Cohan".

Thomas P. Cohan
Director of Government Affairs

You or Your account by telephone or online at www.charter.com, depending upon the information You have provided.

Does Charter protect children's privacy?

Charter is concerned about children's privacy and does not knowingly collect personally identifiable information from anyone under the age of 13 over its Service unless otherwise expressly identified. At those specific parts of our Service, Charter will provide a special notice or other information describing the additional privacy protections that may apply. Charter urges children to always obtain a parent or legal guardian's permission before sending any information about themselves over the Internet and urges parents and legal guardians to be vigilant regarding children's Internet usage. Other services or web pages accessed through Charter's Service may have different policies on collection of information pertaining to children and You should consult their privacy policies and read their notices if You have any concerns about the collection or use of such information by those entities.

How does Charter use cookies and web beacons?

A cookie is a small file that stores information in Your browser on Your computer. Charter places cookies in Your browser that contain some of the information You provide when You register with us and when You set up a personalized service or customize Your settings and preferences on our websites. Charter does not store highly sensitive personal information such as Your password, e-mail address or credit card number in cookies. Cookies enable Charter to summarize overall usage patterns for analysis. In addition, Charter uses cookies to provide personalized services such as saving Your astrological sign on Charter.net. Charter may also use cookies to provide a more useful online experience, such as allowing You to quickly enter a sweepstakes if You're already logged on.

A web beacon is an invisible graphic on a web page that is programmed to collect non-personally identifiable information about Your use of a given site. Like cookies, web beacons allow Charter and its technology providers to summarize overall usage patterns for our analysis and provide personalized services. Charter does not store or provide personally identifiable information we may collect, such as names, e-mail addresses and phone numbers with our advertisers without Your express permission. However, Charter may provide site usage information linked to Your personally identifiable information to law enforcement or others in compliance with valid legal process or in other situations as stated in the "Who Sees the Information Collected by Charter?" paragraphs above.

You may opt-out of the cookies delivered by Charter on its websites by changing the setting on Your browser. Depending on Your privacy settings, please be aware that this may disable all cookies delivered to Your browser, not just the ones delivered by Charter. Because a "Do Not Track" protocol has not yet been finalized, Charter's information collection and disclosure practices, and the choices that we provide to consumers, will continue to operate as described in this Privacy Policy, whether or not a Do Not Track signal is received.

Targeted Advertisements

Charter wants to make the advertisements it provides more relevant to You. Charter collects and uses non-personal information, such as information about Your visits to our websites, ZIP Code, IP address and information from third parties. We may also combine that information with personally identifiable information, such as information You provide Charter and from Your Charter account. (See "What type of information does Charter Collect?"). In addition, Charter may partner with third-party advertising companies who may utilize cookies, web beacons, or other technology to deliver or facilitate the delivery of targeted advertisements.

Charter also uses third-party advertising companies to identify and present tailored online advertisements for its goods and services and uses anonymous ZIP Codes to geographically target online advertisements for our other clients. Charter will not provide our online partners with access to Your name, address, e-mail address, telephone number or other personally identifiable information without Your permission. When targeted online advertisements displayed on third-party websites are based on Your personally identifiable information or general location derived from Your Charter IP address, You may opt-out by going to <http://unsubscribe.charter.com> and updating Your privacy preferences. After doing so, we recommend that You also remove any unwanted cookies from Your browser. For more information on how to adjust these settings go to <http://www.charter.com> > Support > Internet Help.

Some of the advertisements You see on cable channels are placed by us. Some of those advertisements are placed in particular shows or channels; others are shown in particular geographic areas. Some of our cable advertisements will ask for Your permission to take certain actions, like mail You information or allow the advertiser to contact You; if You grant permission, we will use Your personal information for the permitted purposes only. In some areas we will be able to target cable advertisements to Your household that will be more relevant to Your interests based on information You provide us or information that we receive from third parties. When those cable advertisements are directed to You based on Your personal information, You can elect not to receive them. You may opt-out by going to <http://unsubscribe.charter.com> and updating Your privacy preferences.

If you change or get a new account, You will need to review all of Your opt-out choices.

What can I do if I believe Charter has violated my rights?

You may enforce the limitations imposed on us by federal law with respect to the collection and disclosure of personally identifiable subscriber information about You, through a civil action under federal law, in addition to other rights and remedies that may be available to You under federal or other applicable laws.

What if I have any questions?

If You have any questions about our privacy protections and policies, please contact Your local customer service office. You can find the phone number for Your local customer service office on Your monthly bill statement or by visiting Charter's website at www.charter.com.

IMPORTANT NOTE:

This Policy does not apply to Your use of any Charter website. You should review the privacy policy applicable to each site, which is available under the "Your Privacy Rights" or "Privacy Policy" section of each Charter website. This Policy also does not apply to those commercial customers who subscribe to Charter Business' commercial video programming, high-speed Internet and/or telephone service or any other commercial customer. The Commercial Subscriber Privacy Policy is available under the "Your Privacy Rights" section of www.charter.com.

Effective: December 16, 2013

Charter Residential Customer Proprietary Network Information (CPNI) Policy

The following CPNI Policy is in addition to requirements set forth in Charter's Residential Subscriber Privacy Policy and is subject to some permitted uses and disclosures of Your name, address, and/or telephone number outlined in the Privacy Policy. The information that we have (1) relating to the quantity, technical configuration, type, destination, location, and amount of Your use of telephone service, and 7 or (2) contained on Your telephone bill concerning the telephone services that You receive is subject to additional privacy protections. That information, when matched to Your name, address, and telephone number is known as "Customer Proprietary Network Information," or CPNI for short. Examples of CPNI include information typically available from details on a customer's monthly telephone bill -- the type of line, technical characteristics, class of service, current telephone charges, long distance and local service billing records, directory assistance charges, usage data, and calling patterns. As a subscriber to our telephone services, You have the right, and Charter has a duty, under federal law to protect the confidentiality of CPNI. Charter offers many communications-related services, such as, for example, Charter Internet services. From time to time we would like to use the CPNI information we have on file to provide You with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to Your specific needs. We would like Your approval so that we, our agents, affiliates, joint venture partners, and independent contractors may use this CPNI to let You know about communications-related services other than those to which You currently subscribe that we believe may be of interest to You. You do have the right to restrict this use of CPNI.

IF WE DO NOT HEAR FROM YOU WITHIN 30 DAYS OF THIS NOTIFICATION, WE WILL ASSUME THAT YOU APPROVE OUR USE OF YOUR CPNI FOR THE PURPOSES OF PROVIDING YOU WITH INFORMATION ABOUT OTHER COMMUNICATIONS-RELATED SERVICES. YOU HAVE THE RIGHT TO DISAPPROVE OUR USE OF YOUR CPNI, AND MAY DENY OR WITHDRAW OUR RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING THE TELEPHONE NUMBER REFLECTED ON YOUR MONTHLY BILLING STATEMENT OR 1-888-GET-CHARTER. We will also honor any restrictions applied by state law, to the extent applicable. Charter also offers various other services that are not related to the communications services to which You subscribe. Under the CPNI rules, some of those services, such as Charter video services, are considered to be non-communications related services. Occasionally, You may be asked during a telephone call with one of our representatives for Your oral consent to Charter's use of Your CPNI for the purpose of providing You with an offer for products or services not related to the telephone services to which You subscribe. If You provide Your oral consent for Charter to do so, Charter may use Your CPNI for the duration of each telephone call in order to offer You additional services. Any action that You take to deny or restrict approval to use Your CPNI will not affect our provision to You, now or in the future, of any service to which You subscribe. You may disregard this notice if You previously contacted us in response to a CPNI Notification and denied use of Your CPNI for the purposes described above. Any denial of approval for use of Your CPNI outside of the service to which You already subscribe is valid until such time as Your telephone services are discontinued or You affirmatively revoke or limit such approval or denial. The CPNI Policy above may be required by law to apply to our Voice over Internet Protocol, or, IP voice services.

Effective: May 4, 2009

Charter COMMUNICATIONS

2015 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, driver's 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.

If You subscribe to our video service, then in certain of our systems, our set-top boxes automatically collect information that may be used to determine which programs are most popular, how many set-top boxes are tuned to watch a program to its conclusion and whether commercials are being watched, as well as other audience-measurement focused information. Our processes are designed to track this information and audience statistics on an anonymous basis. Information such as channel tuning, the time the channel is changed, and when the set-top box is "on" or "off" is collected at a secure database in an anonymous format. Charter, or our contractors or agents, may from time to time share the anonymous information with our advertisers, content providers, or other third parties with whom we have a relationship. We will not provide our advertisers, content providers, or these other third parties with personally identifiable information about You unless we have received Your consent first, except as required by law. (See "Who sees the information collected by Charter?")

Why does Charter collect personally identifiable information?

Charter collects and uses personally identifiable information to:

- properly deliver our services to You;
- provide You with accurate and high quality customer service;
- perform billing, invoicing and collections;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse at Charter's Services or violations of our policies or terms of service;
- keep You informed of new or available products and services;
- better understand how the Service is being used and to improve the Service;
- manage and configure our device(s), system(s) and network(s);
- maintain our accounting, tax and other records; and
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business.

You acknowledge and agree that all communications between You and Charter may be recorded or monitored by Charter for quality assurance or other purposes.

If You use an interactive or transactional service, for example, responding to a survey or ordering a pay-per-view event, the system will collect certain additional personally identifiable information, such as account and billing information or Customer-provided locale and service preferences, to properly bill You for the services purchased and to provide You with a more personalized experience. In addition, certain information such as Your connections to a system is automatically collected to, for example, make it possible for Your digital boxes to receive and process the signals for the services You order.

Charter may also collect personally identifiable information from third parties to enhance our customer database for use in marketing and other activities. Charter also collects personally identifiable information from third parties to verify information You have provided us and collect personally identifiable information from credit reporting agencies to, for example, determine Your creditworthiness, credit score, and credit usage. Charter also may maintain research records containing information obtained through voluntary subscriber interviews or surveys.

If You subscribe to our high-speed Internet service, Charter transmits personally identifiable and non-personal identifiable information about You over the Service when You send and receive e-mail and instant messages, transfer and share files, make files accessible, visit websites, or otherwise use the Service and its features. Our transmission of this information is necessary to allow You to use the Service as You have chosen and to render the Service to You.

Who sees the information collected by Charter?

Charter will only disclose personally identifiable information to others if: (a) Customer provides written or electronic consent in advance, or (b) it is permitted or required under federal or applicable state law. Specifically, federal law allows Charter to disclose personally identifiable information to third parties:

- when it is necessary to provide Charter's services or to carry out Charter's business activities
- as required by law or legal process; or
- for mailing list or other purposes, subject to Your ability to limit this last type of disclosure.

To provide services and carry out our business activities, certain authorized people have access to Your information, including our employees, entities affiliated through common ownership or control with Charter and third parties that provide and/or include: billing and collection services, installation, repair and customer service subcontractors or agents; program guide distributors; software vendors; program and other service suppliers for our purposes, marketers of Charter's products and services; third party auditors; our attorneys

and accountants; and/or strategic partners offering or providing products or services jointly on behalf of Charter. The frequency of disclosures varies according to business needs, and may involve access on a regular basis. Charter restricts third parties' use of Your information to the purposes for which it is disclosed and prohibits third parties from further disclosure or use of any personally identifiable information obtained from us, whether for third party's own marketing purposes or otherwise.

Unless You object in advance, federal law also allows Charter to disclose through "mailing lists," personally identifiable information, such as Your name, address and the level of Your service subscription, to non-affiliated entities, including advertisers and marketing entities, for non-service related purposes, including product advertisement, direct marketing and research. Under no circumstances will Charter disclose to these advertising entities the extent of Your viewing habits or the transactions You make over the system. Charter, or our contractors or agents, may from time to time share non-personal and/or aggregate information such as the number of Service subscribers who match certain statistical profiles (for example, the number of subscribers in various parts of the country) with our advertisers, content providers, or other third parties with whom we have a relationship.

We may provide anonymous data to third parties who may combine it with other information to conduct more comprehensive audience analysis for us and for television advertisers. This data helps program networks and cable operators decide on which programs, channels, and advertising to carry. Charter may also use that information to distribute targeted advertising to You without having disclosed any of Your personally identifiable information to the advertisers. These advertisements may invite interactive or transactional follow-up from You. By using any of Charter's interactive services, You consent to our collection of this additional information. Unless You consent first or except as required by law, only anonymous information is disclosed to audience measurement services.

As part of its business activities, if Charter enters into a merger, acquisition, or sale of all or a portion of our assets, Charter may transfer Customers' personally identifiable and non-personal information as part of the transaction.

If You subscribe to our telephone service, Your name, address and/or telephone number may be transmitted via Caller ID, published and distributed in affiliated or unaffiliated telephone directories, and available through affiliated or unaffiliated directory assistance operators. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in the telephone directories or directory assistance services, although we cannot guarantee that errors will never occur. Please note that Caller ID blocking may not prevent the display of Your name and/or telephone number when You dial certain business numbers, 911, 900 numbers or toll-free 800, 866, 877 or 888 numbers.

If allowed by and other complying with any federal law requirements, Charter may disclose personally identifiable information about Customer to representatives of government or to comply with valid legal process, except as provided below. Disclosures shall not include records revealing Customer's selection of video programming. Disclosures to representatives of government may be made pursuant to an administrative subpoena, warrant, court order, our reasonable discretion in cases of emergency or serious physical injury, or other permitted means. In these situations, Charter may be required to disclose personally identifiable information about a Customer without Customer's consent and without notice to the Customer. Law enforcement agencies may, by federal or state court order, and without notice to You, obtain the right to install a device that monitors Your Internet and e-mail use, including addresses of email sent and received and in some cases the content of those communications; and/or Your use of our telephone service, including listings of incoming and outgoing calls and in some cases the content of those calls. In some instances where there are valid legal requests for or orders for disclosure of Your information, we may notify You of the requests or orders and then it may be up to You to object or take specific action to prevent any disclosures pursuant to those requests or orders.

Where a governmental entity is seeking personally identifiable information of a Customer who subscribes to Charter's video services only or records revealing Customer's selection of video programming, the Cable Act requires a court order and that the video subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At such a proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the prosecution of the case. Except in certain situations (such as with respect to those who owe, or are owed, welfare or child support) state welfare agencies may obtain the names, addresses, and certain other Customer information as it appears in Charter's subscriber records under the authority of an administrative subpoena.

We may also use or disclose personally identifiable information about You without Your consent (a) to protect our Customers, employees, or property; (b) in emergency situations, (c) to enforce our rights in court or elsewhere, or directly with You, for violations of service

terms, conditions or policies and/or (d) in order to comply with the Digital Millennium Copyright Act or as otherwise required by law, for example, as part of a regulatory proceeding.

Note to California Customers Regarding Your Privacy Rights:

California law requires Charter provide to certain Customers, upon request, certain information regarding the sharing of personally identifiable information to third parties for their direct marketing purposes. As mentioned above, Charter does not share personally identifiable information with unaffiliated third parties for their own direct marketing purposes. However, Charter may share personally identifiable information with some same-branded affiliates for those affiliates' direct marketing purposes (and, if a Charter telephone subscriber, then subject to the restrictions in the attached CPNI Policy). If You make a request by phone or on-line, Charter will provide You with the number of its same-branded affiliates in California and a list of personal information that it may have shared with some or all such affiliates.

Can I prohibit or limit Charter's use and disclosure of my personally identifiable information?

If You do not want Your name, address, level of service or other personally identifiable information disclosed to third parties in a "mailing list" as explained above, please register this preference at <http://unsubscribe.charter.com> or by contacting us by telephone at 1-888-GET-CHARTER. Customers of our video service cannot opt-out of the collection of audience measurement data.

Also, if You do not want to receive marketing messages (e.g., phone calls, emails, and direct mail) from Charter, You may call 1-888-GET-CHARTER or visit <http://unsubscribe.charter.com> and make a request to have Your privacy preferences updated. Please note that such request will not eliminate all telephone calls, emails or direct mail sent to You from Charter as Charter may still continue to send non-marketing account-related messages to You.

How long does Charter maintain personally identifiable information?

Charter will maintain personally identifiable information about You as long as You are a subscriber to Charter's Service and as long as necessary for the purpose for which it was collected. If You are no longer a subscriber to any Charter Service and the information is no longer necessary for the purpose for which it was collected, Charter will only keep personally identifiable information as long as necessary to comply with laws governing our business. These laws include, but are not limited to, tax and accounting requirements that require record retention. Charter will also maintain personally identifiable information to satisfy pending requests for access by a subscriber to his/her information or pursuant to a court order. Charter will destroy Customers' personally identifiable information when the information is no longer necessary for the purpose for which it was collected, when there are no longer pending requests for such information, and when it is no longer necessary to retain the information under applicable laws.

How does Charter protect customer information?

Charter takes the security of our Customers' personally identifiable information seriously. Charter takes such actions as are reasonably necessary to prevent unauthorized access by entities other than Charter to personally identifiable information. Charter uses security and/or encryption technology to secure certain sensitive personally identifiable information when it collects such information over the system. Charter restricts access to its customer database and secures the content by use of firewalls and other security methods. Charter limits access to databases containing Customers' personally identifiable information to those specifically authorized employees and agents of Charter and other parties identified in the "Who sees the information collected by Charter?" section above. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

You need to help protect the privacy of Your own information. You and others who use Your equipment must not give identifying information to strangers or others whom You are not certain have a right or need to the information. You also must take precautions to protect the security of any personally identifiable information that You may transmit over any home networks, wireless routers, wireless fidelity (WiFi) networks or similar devices by using encryption and other techniques to prevent unauthorized persons from intercepting or receiving any of Your personally identifiable information. You are responsible for the security of Your information when using unencrypted, open access or otherwise unsecured networks in Your home. For more information on things You can do to help protect the privacy of Your own information, visit www.charter.com/security or www.ChrGuardOnline.gov.

Can I see the information that Charter collects about me?

You have a right under the Cable Act to see Your personally identifiable information that Charter collects and maintains. The information Charter has about its Customers is maintained at the local offices where service is provided, in our systems, and at our corporate headquarters. If You would like to see Your information, please send a written request to Your local Charter office. To find the location of Your local office please visit www.charter.com. Charter will be glad to make an appointment for You to come in to Your local office during regular business hours. If Your review reveals an error in our records, Charter will correct it. You may also be able to access certain information about

You shall notify Charter of disputed items within thirty (30) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of service, the removal of all Charter Equipment (as defined below) and/or imposition of a late payment or service charge. If you have more than one account (business and/or residential) served by Charter, all Charter-provided services at all locations may be subject to suspension or discontinuance of service in the event any one account remains unpaid, and Charter may apply any funds received from you first to such delinquent account(s). Should you wish to resume a service after any suspension, you may be subject to a reconnection fee. Should you wish to resume a service after termination of service, Charter may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

LATE FEE: If your account is 30 days past due, a reminder message will be included on your monthly bill. If your past due balance remains unpaid, you may be charged an applicable late fee in addition to your past due balance at Charter's then current rate. If your account remains unpaid your services may be disconnected. You can avoid incurring late fees by paying your monthly bill promptly. Any late fees assessed are not considered interest credit service charges, finance charges or penalties. Charter expects that you will pay for services on a timely basis, and Charter does not extend credit to customers.

PAYMENT BY CHECK; NON-SUFFICIENT FUNDS: If you make payment by check, you authorize Charter to collect such payment electronically. You may not amend or modify this Agreement with any restrictive endorsements (such as "paid in full"), releases, or other statements on or accompanying checks or other payments accepted by Charter; any of which notations shall have no legal effect. If your card issuer or financial institution refuses payment for insufficient funds, closed or unauthorized accounts, or any other reason, you will be charged an insufficient fund charge (as set forth in the applicable Video Service rate card) for each instance in which such payment is refused. You hereby authorize Charter to collect any delinquent amount and the insufficient funds charge(s) electronically from the subject account. In addition, your service may be suspended and/or terminated. This fee is in addition to any charges your financial institution may assess. If initially rejected, Charter or authorized agents may make additional multiple attempts to execute the payment for up to thirty (30) days following the initial refusal. You will be responsible for any payment processing fees incurred when using a third party to process your payments to Charter.

TERMINATION OF SERVICE BY A CUSTOMER: You may terminate service at a local Charter office in person, by written notice or by telephone. If you are on a term commitment and are requesting termination of the agreement prior to the end of the contractual period, Charter reserves the right to assess an early termination fee.

TERMINATION OF SERVICE/DISCONNECTED ACCOUNT: Charter reserves the right to terminate your service based on your delinquent status or any misuse of service. Charter will make reasonable efforts (may include written notices, phone calls, text messages, e-mail, internet messages, etc.) to contact you about a pending suspension or disconnection resulting from nonpayment. You may be liable for all reconnect fees, past due balance, and 1st month service in advance, and any pro-rated charges. If your account remains unpaid, it may be forwarded to a 3rd party collection agency for collections and your credit report may be negatively impacted. If your service is terminated before the end of your contractual period, Charter reserves the right to assess an early termination fee.

Upon termination, Charter may charge additional fees on any unpaid balance, and reserves any and all other rights it has under the terms and conditions of Customer's service agreement with Charter and otherwise under applicable law with respect to billing for service and unreturned equipment. A charge for any unreturned equipment will be posted to Customer's account and will appear on the next available billing statement. In the event that the equipment is destroyed, damaged, lost or stolen, or not returned to Charter within ten (10) days of termination of service, Customer shall be liable to Charter for applicable on-going rental fees and/or unreturned equipment charges as set forth in Charter's then current schedule of charges. Further, Customer understands and agrees that Charter reserves the right to charge Customer's credit card on file at termination of service in the amount of ongoing rental fees, any outstanding balance and/or any unreturned equipment charges, in accordance with applicable law.

DISRUPTION OF SERVICE: You should notify Charter as soon as possible of any service outage you are experiencing. Charter endeavors to respond to a complete outage in a customer's service within 24 hours of the outage being reported, except in situations beyond our control. In no event shall Charter be liable for any failure or interruption of program transmissions or Cable Service resulting in part or entirety from circumstances beyond Charter's reasonable control. Subject to requirements under applicable law, credit may be given for qualifying outages. For VT customers, Charter will provide a proportionate, monthly service charge credit, on a day-for-day basis, to each customer who notifies Charter of a service outage that continues for twenty-four consecutive hours (as measured from the time the customer reports such outage). For NY customers, Charter will provide to a customer who notifies Charter of a service outage, a credit of 1/30th of recurring monthly service charges for any service outage that continues for four or more hours during any 24-hour period (as measured from the time the customer reports such outage). To the extent required under applicable law upon Customer request, Charter shall provide Customer with the appropriate credit, for qualifying events.

COMPLAINT PROCEDURES
Charter strives to resolve any complaints concerning its service as expeditiously as possible. Charter maintains offices and trained maintenance staff to be promptly available to you upon request, and technical personnel will be dispatched as warranted. Should you have any unresolved complaint regarding quality of service, equipment malfunctions, or similar matters, please contact Charter Customer Service at 888-438-2427, which is available to you 24 hours a day. If a complaint remains unresolved, you may elect to write a brief explanation of the complaint and actions taken, and bring them to the attention of Charter's corporate office by mailing to Charter, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681. During the dispute period, we will not terminate service provided you pay the undisputed portion of any outstanding or future bills.

If your dispute remains unresolved, local governments may designate individuals, councils, boards, committees, or commissions to assist in resolving complaints and ensure compliance with all laws and regulations. Please consult the local franchise authority listed on the back of your monthly billing statement. If you reside in one of the following states, you can contact the state agency applicable to the state you live in. For example,

- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office at the State of North Carolina at www.ncdoj.com/cable.
- Vermont customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 1-800-622-4496 or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.
- Michigan customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or www.michigan.gov/mpsc.
- Connecticut customers may request additional assistance from the CT Public Utility Regulatory Authority (PURA), 10 Franklin Square, New Britain, CT 06051, or call their office at 1-800-782-3782.

THEFT OF SERVICE
Any person who unlawfully intercepts or receives communications provided over a cable system or tampers with cable equipment violates the Federal Communications Act as amended. [See 47 U.S.C. §553]. This includes the theft of audio, video, textual data, or other service, including data transmitted to or from a customer over a system that has interactive capability. Cable theft can also occur when an individual continues to receive Charter's cable signal subsequent to termination of service. Parties found guilty of cable theft are subject to both civil and criminal penalties, which may include substantial fines and/or time in prison. These prohibitions apply to manufacturers, suppliers and users of unauthorized cable devices.

To contact Charter call 1-888-GET CHARTER (1-888-438-2427) or visit www.charter.com

2015 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 our 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 & iFlix, 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 accessible to the general public. 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) or if you do not call to report you did not receive the movie you ordered, while that movie is on.

INSIDE WIRING: Charter offers a Wire Maintenance Plan as an optional service. Certain limitations apply to the Wire Maintenance Plan, such as the exclusion of reports to alarm/electrical/wired 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.

CABLE COMPATIBILITY: In an "all-digital" cable system, all channels are encrypted and a Charter-issued digital receiver is required on each television set to receive TV programming. A Charter-issued digital receiver is required to receive encrypted subscription-specific signals, which are delivered only to those customers who elect to have them as part of their service package. These typically include, but are not limited to, digital programming packages, premium channels, Pay-Per-View, On Demand, and on-screen programming guide. A CableCARD is an additional device, about the size of a credit card, available at retail outlets, designed to provide some of the same functionality available with a Charter-issued digital receiver (i.e., view digital encrypted cable channels without using a receiver) when used with a television set or an approved retail purchased digital receiver that supports it. A CableCARD will not provide all services (including, but not limited to, two-way communication services such as the on-screen programming guide, On Demand, on screen ordering of Pay-Per-View), in cable systems that are not "all-digital." "cable ready" television sets may be connected directly to the cable system and will receive analog signals present on the system without the use of a digital receiver (typically most, but not all, Limited Basic channels).

A digital receiver functions as a tuner/decoder that receives the cable channel selected by the viewer and converts it to a format that can be received by the customer's television set or device. This converted signal is usually displayed on the TV input the digital receiver has been connected to (e.g., HDMI1, HDMI2). Some digital receivers also provide video and audio outputs, which can be connected to the video and audio inputs of additional devices such as DVD players or gaming consoles. To operate your television set after devices such as DVD players or gaming consoles, use the remote provided with your television (not the Charter remote) to tune to the corresponding TV input as needed. Older TV sets may need to be tuned to channel 3 or 4. Then, use the Charter remote to select each channel you wish to watch. To ensure reliable operation, confirm the receiver is plugged into a non-switched power outlet (one that is not controlled by a light switch) and that connections on the back are secure. Loss of power to the receiver may result in a temporary loss of your cable television service. Cable jumpers, signal splitters, amplifiers or A/B switches may cause signal degradation if they do not meet Charter's standards. Please contact us for assistance in connecting any additional equipment to your home network, or visit www.charter.com/support.

COMPATIBLE REMOTE CONTROLS: Charter's digital receivers work in conjunction with universal remote controls. Charter can provide a universal remote, or various models can be found at retail stores. A few model examples are: Sony RMVL2620, RCA RCRP506 and Logitech Harmony 650. Remote control manufacturers update products frequently so these exact models may not be available at the time of purchase. Should you have a question about the compatibility of your remote control unit, please call the remote manufacturer or contact Charter.

INSTALLING YOUR VCR AND DVD: Installation of your VCR or DVD can be completed through a variety of different methods depending upon your viewing and recording requirements. If you need assistance, Charter personnel will help you understand how to install DVD/VCR and cable television service compatible entertainment components.

SPECIAL EQUIPMENT: Bypass Switches/Splitters - This switch is installed on the input side of the receiver to permit signals to bypass the receiver and be routed directly to your television set, DVD or VCR. This will permit the simultaneous recording and viewing of different non-secure programs, the consecutive recording of non-secure programming of different channels, and the use of picture in picture features for non-secure channels. This switch may be part of your receiver or it may be a separate device.

Amplification Equipment - Charter is required by federal regulation to deliver a minimum signal to each television set. Charter's network is designed to provide the required signal for up to four home devices. For example, if five or more outlets or devices are connected to the home network, a signal amplification device may be required and may be sold to the respective customer. Charter will install the amplification device.

PARENTAL CONTROLS

A Parental Control feature is available to prevent children from watching certain programming. You may place channels under Parental Control by blocking out a channel number and/or program rating on the digital receiver. The starter kit manual provided with the Cable Service includes instructions on how to implement and monitor the Parental Control features. Should You deactivate the Parental Control feature for even for one channel or event, this will deactivate the Parental Control feature for all

other channels that were previously locked out. You will then have to reactivate the Parental Control to again block out the desired channels. It is recommended that You occasionally verify that the Parental Control feature is activated and operational. If You do not utilize a Charter issued receiver, You can notify us to request a special filter to prevent reception of certain channels.

SECURITY PROCEDURES

REQUEST FOR CONNECTION/SECURITY DEPOSIT: Request for connection may be made at the local Charter office, via the Internet at www.charter.com, or by mail or telephone. Customers will be advised of installation and applicable pre-payment amounts. You authorize Charter to make inquiries and to receive information about your credit experiences, including your credit report, from others, to enter this information in your file, and to disclose this information concerning you to appropriate third parties for reasonable business purposes. Based on the results of a credit check, customers may be required to provide any applicable pre-payment (based on services requested) as a condition of service and applicable service restrictions may apply. Someone over eighteen (18) years of age with a government issued picture ID must be home during any installation or repair of your cable television service. Charter requires its employees to display identification during visits to a customer's service location. Unless otherwise specified, billing begins on the date of physical installation.

CHARTER EQUIPMENT: Charter will repair and/or replace defective equipment, if any, as long as such damage was not caused by misuse or other improper operations or handling by You. Charter shall have the right to presume misuse or other improper operations or handling by You in the event You request repair or replacement more than twice in any twelve (12) month period, or more than three times in any twenty-four (24) month period, and shall have no obligation to fulfill any such repair or replacement. Charter is not responsible for the maintenance or repair of customer-provided equipment, including but not limited to telephones, computers, modems, or any other related Customer-provided equipment. A service charge may be imposed upon the dispatch of a technician if there is damage to Charter Equipment due to negligent use or abuse or if no fault is discovered in Charter's system or equipment. Charter makes no warranties, with respect to Equipment or Service provided by Charter or with respect to the Equipment's compatibility with any Customer-provided equipment. You are responsible for any misuse of Charter's Equipment, the Service, or any third party services that you have contracted for, even if the inappropriate activity was committed by a friend, family member, guest, employee or another Customer with access to your account. You agree to maintain the security and confidentiality of Your user names and passwords or similar credentials that enable you to access the Cable Service. You further agree not to disclose such credentials to any third party. The Equipment, Service or third party services may not be used to breach the security of another user or to attempt to gain access to any other person's computer, software or data, without the knowledge and consent of such person.

ALL EQUIPMENT IS PROVIDED "AS IS", AND CHARTER HEREBY SPECIFICALLY DISCLAIMS ANY AND ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, TITLE, AND FITNESS FOR A SPECIFIC PURPOSE. CHARTER SHALL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES (INCLUDING WITHOUT LIMITATION, LOST BUSINESS, REVENUE, PROFITS, OR GOODWILL) ARISING FROM THE USE, DEPLOYMENT, AND/OR FUNCTIONALITY OF ITS EQUIPMENT.

Charter's sole obligation and Your sole remedy with respect to any liability or damage caused by Your use or deployment of Charter Equipment, shall be a refund of fees paid by You for such Equipment for the previous billing month/cycle. You shall not use Charter's Equipment or the Service for illegal or inappropriate activities or otherwise engage in any illegal or inappropriate activities in their course of dealings with Charter.

CUSTOMER PROPERTY: Charter assumes no responsibility and shall have no responsibility for the condition or repair of any Customer-provided equipment and/or software. You are responsible for the repair and maintenance of Customer-provided equipment and/or software. Charter is not responsible or liable for any loss or impairment of Charter's Service due in whole or in part to a malfunction, defect or otherwise caused by Customer-provided equipment and/or software. Notwithstanding anything to the contrary, You agree to allow Charter and our agents the right (A) to install hardware in, (B) send software downloads to, and (C) install, configure, maintain, inspect or upgrade in-grade Customer-provided equipment to the extent necessary to provide Service. You warrant that You are either the owner of such equipment or that You have the authority to give Charter access to it.

CARE OF PROPERTY AND SERVICE: You agree that neither You nor any other person (except Charter's authorized personnel) will: (A) open, tamper with, service, make any alterations to the Equipment; any, (B) remove or relocate any Equipment from the service address of initial installation. Any alteration, tampering, removal, etc. or the use of Equipment which permits the receipt of Services without authorization or the receipt of Services to an unauthorized number of outlets, or to unauthorized locations, constitutes theft of service and is prohibited. Notwithstanding the foregoing, upon receipt of a request by You, Charter shall relocate the Charter Equipment for You within Your home at a time mutually agreed to by Charter and You. You may incur a charge for such relocation and should consult a current Charter schedule of rates and charges prior to requesting such relocation. If You move residences outside of Charter's service area, You shall notify Charter that this Agreement shall be terminated and all Charter equipment should be immediately returned.

SERVICE CALLS: If You have a technical problem that is cable system related, there will be no charge for the service call if the problem is associated with the cable plant that Charter maintains. In all other cases and where the problem is a result of unauthorized tampering with the cable or abuse of Charter's Equipment, a service call charge may be assessed.

COMPANY CHANGES IN SERVICE AND CHARGES: All programming content, services, equipment and rates are subject to change in accordance with applicable law. To the extent required by law, after notification of a re-licensing of Charter services or a rate increase, You may elect within 30 days to downgrade the services You are receiving at no additional charge. Otherwise, changes by You of the Services You receive may result in upgrade, downgrade, or change of service charges. Please contact Charter if You have questions.

BILLING PROCEDURES

BILLING STATEMENT: Billable or large print billing statements are available by request and can be provided within 30 days of Charter's receipt of the request. To request these statement options, contact Charter's Customer Care Billing Dept at 1-888-438-2427.

PROCESSING FEES: Additional fees may apply if a Charter Customer Service Representative's assistance is needed for payment.

CORRESPONDENCE: Do not mail written correspondence with Your bill statement. Please contact Charter Customer Service with any additional needs.

CHARTER REFUND POLICY/30-DAY GUARANTEE: New Customers (those who have not been Charter customers for 30 days prior to subscription) qualify to have all levels of subscription Service refunded/credited if not fully satisfied with the service. Current Customers adding a new level of subscription Service qualify to receive a refund/credit on those newly added Services only. Such refund is valid for customers who pay for their first month of new or upgraded monthly recurring subscription Services. Pay-Per-View and other non-recurring subscription purchases are not refundable. You are limited to one refund or credit per household. Refunds/credits will be given only when request for cancellation of Service is received by Charter within 45 days of installation of Service (30 days subscribing to the Service, plus 15 day grace period for formal request of refund/credit). Any equipment associated with the new subscription must be returned prior to release of refund/credit. Any state taxes, franchise fees and other fees or charges that may apply are Your responsibility and will not be refunded or credited. Installation fees may apply for complex installation and more than one outlet. Other restrictions per any other apply.

PAYMENT OF CHARGES: You will be billed monthly in advance for Services to be received, plus pro-rata charges, if any, for periods not previously billed. You will be billed monthly for Pay Per View. On Demand or other Services ordered where charges are based on actual usage or on orders placed during the previous month. You shall pay all monthly charges and all applicable fees and taxes as itemized on the Charter monthly bill. Payment is due by the due date and becomes past due upon your next billing cycle. The date on which a bill becomes past due may vary on a community-to-community basis depending upon applicable law.

Subject to Charter's Refund Policy and 30-Day Guarantee for new Customers, Customer shall be responsible for the full monthly charge for those Services that are offered on a monthly subscription basis to which the Customer has subscribed, regardless of Customer's termination of such monthly Service prior to the conclusion of the respective subscription month.



March 3, 2016
Account:
Phone Number:
Security Code:
Service At:

WORCESTER MA 01602-2237

Contact Us

Visit us at charter.net/support
Or, call us at 888-438-2427

Summary

Service from 03/11/16 through 04/10/16
details on following pages

Previous Balance	157.99
Payments Received -Thank You!	-160.00
Remaining Balance	-2.01
Charter Spectrum TV™	73.97
Charter Spectrum Internet™	53.99
Charter Spectrum Voice™	19.99
Other Charges	0.00
Taxes, Fees and Charges	10.33
Current Charges	158.28
Total Due by 03/23/16	\$156.27

Thank you for choosing Charter.

We appreciate your prompt payment and value you as a customer.

Charter News

Note. Taxes, Fees and Charges listed in the Summary only apply to Charter TV and are detailed on the following page. Taxes, Fees and Charges for Charter Internet and Charter Phone are detailed in the Billing Information section.

New Spectrum Store. Effective February 22, 2016, the Charter Stores located at 296 Providence Rd, South Grafton, MA and 95 Higgins Street, Worcester, MA has closed. A new Spectrum Store located at 867 Grafton St, Worcester, MA will be open 7 days a week to serve you Mon-Fri 9:00am-7:00pm, Sat 9:00am-5:00pm, Sun 12:00pm-5:00pm. Customers may also make payments and receive support at charter.net/myaccount.

Add the fastest in-home WiFi available for only \$5/mo. Get faster wireless speeds and more range, with enough bandwidth for all your wireless devices. Plus, for a limited time get a special discount on WiFi activation. Just ask for a self-installation kit and we'll ship the wireless router to your home—no installation fees! Restrictions apply. Call 1-877-906-9105 to add WiFi today.

Add DVR service and take control of your entertainment. Add DVR service on up to 4 TVs in your home for \$19.99 per month and record up to 8 shows at once. Also, set your DVR to automatically record single shows or an entire series. They'll be waiting for you when you're ready to watch. Now all the TVs in your home can pause, play and rewind live TV! Call 1-866-954-3091 today.



8413 EXCELSIOR DR 120 MADISON WI 53717-1970
8634 0080 NO RP 03 03042016 YNNNNYNN 01 001997 0007

WORCESTER MA 01602-2237

March 3, 2016

Account:
Phone Number:
Service At:

WORCESTER MA 01602-2237

Total Due by 03/23/16

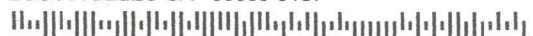
\$156.27

Amount you are enclosing

\$



CHARTER COMMUNICATIONS
PO BOX 60187
LOS ANGELES CA 90060-0187



835012001241380800156273

Account:
 Security Code:
Contact Us
 Visit us at charter.net/support
 Or, call us at 888-438-2427

8634 0080 NO RP 03 03042016 YNNNNYNN 01 001997 0007

Charge Details

Previous Balance	157.99
Payment - Thank You	02/12 -160.00
Remaining Balance	-\$2.01

Payments received after 03/03/16 will appear on your next bill.

Service from 03/11/16 through 04/10/16

**Charter Spectrum TV™**

Charter TV Select	59.99
Basic TV & Expanded Basic TV Services	
Digital Receivers and Interactive Services	13.98
at \$6.99 each	
	\$73.97

Fees & Charges	FCC Admin Fee	0.08
	Franchise Fee	3.82
	Public Access/franchise Related Costs	0.27
	State And Local Fee	0.11
	Broadcast TV Surcharge	6.05
		\$10.33

Charter Spectrum TV™ Total \$84.30

**Charter Spectrum Internet™**

Internet Service	53.99
	\$53.99

Charter Spectrum Internet™ Total \$53.99

**Charter Spectrum Voice™**

Phone number (508) 757-6837

Unlimited Long Distance	19.99
Pkg Includes: Phone Line, Modem, 13 Calling Features & Unlimited Calling Within The USA, Canada, Puerto Rico, US Virgin Islands & Guam	
	\$19.99

Charter Spectrum Voice™ Continued
 For additional call details and terms of service please visit
www.charter.com/calldetails

Charter Spectrum Voice™ Total \$19.99

Other Charges

Wire Maintenance	4.99
3play Wire Maint Free	-4.99
Other Charges Total	\$0.00

Current Charges	\$158.28
Total Due by 03/23/16	\$156.27

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 charter.net/taxesandfees for more information.

The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: TELEPHONE SALES TAX \$0.29, FEES AND CHARGES: E911/DISABILITIES ACCESS FEE \$1.25, FEDERAL UNIVERSAL SERVICE FUND \$0.59.

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

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

Continued on the next page....

Local Charter Store: 867 Grafton St, Worcester MA 01606 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat - 9:00am to 5:00pm and Sun 12:00pm to 5:00pm

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.net/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

Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.net/myaccount.

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.



Account:
Security Code:

Contact Us

Visit us at charter.net/support
Or, call us at 888-38-2427
8634 0080 NO RP 03 03042016 YNNNNYNN 01 001997 0007

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.

Interactive Guide Services - 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).

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.

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

Charter Phone Provider - Charter Advanced Services (MA), LLC

Voice / Phone Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Phone service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit charter.net/taxesandfees.

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

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:

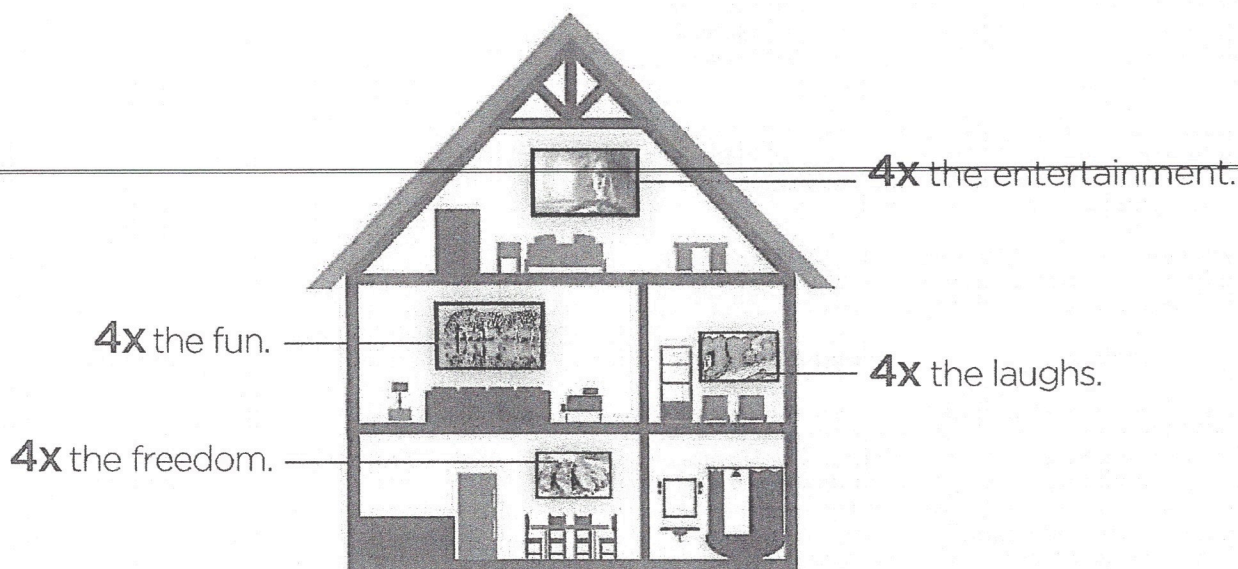
Contact Us

Visit us at charter.net/support

Or, call us at 888-438-2427

8634 0080 NO RP 03 03042016 YNNNNYNN 01 001997 0007

Add DVR service and take control of your entertainment.



Now all the TVs in your home can pause, play and rewind live TV.

With DVR service on up to 4 TVs you can also:

- Record up to 8 shows at once and enjoy over 780 hours of storage.
- Set your DVR to automatically record single shows or an entire series. They'll be waiting for you when you're ready to watch.
- Unlike satellite, you have the ability to pause, play and rewind live TV in each room.

Add DVR service on
up to 4 TVs

for

\$19⁹⁹
/mo*

Call 1-877-906-9177

or stop by your local Charter Store.

Valid to qualified residential customers who have no outstanding obligation to Charter. Installation, taxes, fees, and surcharges may be extra. *DVR receiver required for DVR service and is extra. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2016 Charter Communications, Inc.

SA1GF0F5

DATE	TECHNICIAN	START	STOP	CODE	RESOLUTION CODES	CASH ON DELIVERY
					CUSTOMER SIGNATURE DATE	
					COMPANY REPRESENTATIVE DATE	

CHOOSE THE PACKAGE WITH THE CHANNELS YOU WATCH MOST.

Spectrum gives you access to over 527 channels—plus FREE HD, more than 46 channels of digital music. On Demand programming and a searchable channel guide.

Get even more with "Gold"

Enjoy the most popular channels with "Select"

SPECTRUM SELECT

Includes all Basic channels, plus all this:

BASIC SERVICE \$17.99/MO

C-SPAN **HD**
C-SPAN2 **HD**
C-SPAN3 **HD**
Charter TV3
Worcester
EVINE Live **HD**
EWTN **HD**
HSN **HD**
INSP **HD**
Jewelry TV **HD**
P.E.G.
Pop **HD**
QVC **HD**
TBN **HD**
WASA - Estrella TV
WBIN - IND **HD**
WBXP - ION **HD**
WBZ - CBS **HD**
WBZ - Decades
WCVB - ABC **HD**
WCVB - MeTV
WFX - FOX **HD**
WFX - Laff TV
WFX - Movies
WGBH - PBS **HD**
WGBX - PBS
WGBX - PBS Create
WGBX - PBS Kids
WGBX - PBS World
WHDH - NBC **HD**
WJAR - NBC
WLVI - The CW **HD**
WMFP - IND
WNEU - Éxitos
Televisión
WNEU - Telemundo **HD**
WPRI - CBS
WSBE - PBS
WSBK - IND **HD**
WUNI - Univisión **HD**
WUTF - Get TV
WUTF - Unimás **HD**
WYDN - Daystar

A&E **HD**
AMC **HD**
Animal Planet **HD**
BET **HD**
Bloomberg
Television **HD**
CNBC **HD**
CNN **HD**
Comcast SportsNet
Comedy Central **HD**
Discovery Channel **HD**
Discovery Channel **HD**
Disney Junior **HD**
Disney Junior **HD**
EI **HD**
EI Rey Network **HD**
ESPN **HD**
ESPN2 **HD**
Esquire Network **HD**
FLIX - East
Food Network **HD**
FOX Business
FOX News Channel **HD**
FOX Sports 1 **HD**
FOX Sports 2 **HD**
Freeform **HD**
FX **HD**
FX Movie Channel **HD**
FXX **HD**
Golf Channel **HD**
GSN **HD**
Hallmark Channel **HD**
Hallmark Movies &
Mysteries **HD**
HGTV **HD**
HISTORY **HD**
HLN **HD**
IndiePlex **HD**
Investigation
Discovery **HD**
Lifetime **HD**
Liquidation
Channel **HD**
LMN **HD**
MoviePlex **HD**
msnbc **HD**

MTV **HD**
MTV2 **HD**
National
Geographic **HD**
NBC Sports Network
NECN **HD**
NESN **HD**
Nickelodeon **HD**
Oxygen **HD**
RetroPlex **HD**
RSN Extra **HD**
Sonlife **HD**
SPIKE **HD**
Syfy **HD**
TBS **HD**
The Weather
Channel **HD**
TLC **HD**
TNT **HD**
Travel Channel **HD**
TV Land **HD**
Univision Deportes
Velocity **HD**
VH1 **HD**
WGN America **HD**

Move up to "Silver" for premium programming

SPECTRUM SILVER

Includes Basic and Select, plus all this:

\$79.99/MO

5 StarMAX - East **HD**
ActionMAX - East **HD**
ActionMAX - West **HD**
American Heroes
Channel **HD**
AXS TV **HD**
BBC America **HD**
BET
BET Soul
Bravo **HD**
Cartoon Network* **HD**
Catholic TV
CBS Sports Network **HD**
Centric
Chiller
Cinemax - East **HD**
Cinemax - East **HD**
Cinemax - West **HD**
CMT **HD**
CMT Music
Cooking Channel **HD**
Daystar **HD**
Destination
America **HD**
Discovery Family **HD**
Disney XD **HD**
ESPN **HD**
FamilyNet **HD**
Fuse **HD**
Fusion **HD**
fyi **HD**
H2 **HD**
HBO - East **HD**
HBO - West **HD**
HBO 2 - East **HD**
HBO 2 - West **HD**
HBO Comedy - East **HD**
HBO Comedy - West **HD**
HBO Family - East **HD**
HBO Family - West **HD**
HBO Latino - East **HD**
HBO Latino - West **HD**
HBO Signature -
East **HD**
HBO Signature -
West **HD**
HBO Zone - East **HD**
HBO Zone - West **HD**
IFC **HD**

Lifetime Real
Women
Logo
MLB Network **HD**
MoreMAX - East **HD**
MoreMAX - West **HD**
MovieMAX - East **HD**
MTV Hits
mtvU
Nat Geo Wild **HD**
NBC Universo **HD**
NFL Network **HD**
Nick Jr. **HD**
Nick
Nicktoons **HD**
OuterMAX - East **HD**
OWN* **HD**
ReelzChannel **HD**
Science Channel **HD**
SEC Extra **HD**
SEC Network **HD**
SHO 2 - East **HD**
SHO 2 - West **HD**
SHO Beyond - East **HD**
SHO Extreme - East **HD**
SHO Extreme - West **HD**
SHO Next - East **HD**
SHO Showcase -
East **HD**
SHO Women - East **HD**
Showtime - East **HD**
Showtime - West **HD**
Sprout **HD**
SundanceTV **HD**
TCM* **HD**
TeenNick
ThrillerMAX - East **HD**
ThrillerMAX - West **HD**
Tr3s
truTV* **HD**
VH1 Classic
WE tv **HD**

SPECTRUM GOLD

Includes Basic, Select & Silver, plus these great channels:

BabyFirstTV
BBC World News **HD**
Boomerang
BTN **HD**
CLOO
Discovery Life
Channel
Encore - East **HD**
Encore - West **HD**
Encore Action -
East **HD**
Encore Black -
East **HD**
Encore Classic -
East **HD**
Encore Español -
East
Encore Family -
East
Encore Suspense -
East **HD**
Encore Westerns -
East
EPIX
EPIX - East **HD**
EPIX - West **HD**
ESPN Classic
ESPN Goal
Line/Buzzer Beater
ESPNNEWS **HD**
FCS Atlantic
FCS Central
FCS Pacific
FOX Deportes **HD**
GAC **HD**
Galavision **HD**
Mtv Live **HD**
NFL RedZone **HD**
NHL Network **HD**
Outdoor Channel **HD**
Ovation
RFD-TV **HD**
Smithsonian **HD**
Sportsman Channel
HD
Starz - East **HD**
Starz - West **HD**

Starz Cinema -
East **HD**
Starz Comedy -
East **HD**
Starz Edge - East **HD**
Starz in Black -
East **HD**
Starz Kids &
Family - East **HD**
Tennis Channel **HD**
The Movie Channel
- East **HD**
The Movie Channel
- West **HD**
The Movie Channel
Xtra - East **HD**
The Movie Channel
Xtra - West **HD**
TVG
TVG2
Universal **HD**
Willow TV **HD**

Call 1-888-GET CHARTER or visit charter.net/welcome

A LA CARTE PACKAGES

PREMIUM NETWORKS - \$15.00/MO

HBO
Cinemax
Showtime
TMC
Starz

DIGI TIER 1-\$12.00/MO

American Heroes
Channel HD
AXS TV HD
BBC America HD
BET Jams
BET Soul
Bravo HD
Cartoon Network* HD
Catholic TV
CBS Sports Network HD
Centric
Chiller
CMT HD
CMT Music
Cooking Channel HD
Daystar HD
Destination
America HD
Discovery Family HD
Disney XD HD
DIY Network HD
ESPN HD
FamilyNet HD
Fuse HD
Fusion HD
fvi. HD
H2 HD
IFC HD
Lifetime Real
Women
Logo
MLB Network HD
MTV Hits
mtvU
Nat Geo Wild HD
NBC Universo HD

DIGI TIER 2-\$12.00/MO

BabyFirstTV
BBC World News HD
Boomerang
BTN HD
CLOO
Discovery Life
Channel
ESPN Classic
ESPN HD
ESPN Goal
Line/Buzzer Beater HD
ESPN HD
FCS Atlantic
FCS Central
FCS Pacific
FOX Deportes HD
GAC HD
Galavisión HD
Mav TV HD
MTV Live HD
NFL Network HD
NFL RedZone HD
NHL Network HD
Outdoor Channel HD

FILIPINO VIEW-\$19.99/MO

GMA Life TV
GMA News TV
International
GMA Pinoy TV
Lifestyle Network
ONE World Sports HD

FRENCH VIEW-\$6.99/MO

ONE World Sports HD
TV5MONDE HD
TV5MONDE Info HD

LATINO VIEW-\$6.99/MO

Antena 3
Internacional HD
El Garage TV HD
ESPN Deportes HD

Encore
EPIX

NFL Network HD
Nick2
Nick Jr. HD
Nicktoons HD
OWN* HD
ReelzChannel HD
Science Channel HD
SEC Extra HD
SEC Network HD
Sprout HD
SundanceTV HD
TCM* HD
TeenNick
Tr3s
truTV* HD
VH1 Classic
WE tv HD

Ovation
RFD-TV HD
Smithsonian HD
Sportsman Channel HD
Tennis Channel HD
TVG
TVG2
Universal HD
Willow TV HD

The Filipino
Channel

iSorpresa! TV
Super Canal HD

Atres Series HD
AyM Sports
Azteca América HD
BabyFirstTV SAP
BabyTV SAP
Bandamax
Cable Noticias
canal 22
internacional HD
Canal Sur
Cartoon Network* HD
CentroamericaTV
Cinelatino
Cine Mexicano
CNN en Español
De Película
Clásico
Discovery en
Español
Discovery Familia
Estudio 5 HD
EWTN en Español HD
FOROtv HD
FOX Deportes HD
FOX Life
Galavisión HD
GOL TV HD
HISTORY en Español
HITN
HTV Music
Infinito
Mexicanal
Multimedios
Televisión HD
Nat Geo Mundo
NBC Universo HD
Once Canal
ONE World Sports HD
RCN Nuestra Tele
Ritmoson Latino
Semillitas
TBN Enlace USA
Tele El Salvador HD
TeleFórmula HD
TeleHit
TeleN
Tr3s
TV Chile HD
Ultra Cine HD
Ultra Clásico HD
Ultra Docu HD
Ultra Familia HD
Ultra Fiesta HD
Ultra Kidz HD
Ultra Macho HD
Ultra Mex HD
Univisión Deportes HD
Univisión
tlnovelas
Video Rola HD
ViendoMovies

SOUTH ASIAN VIEW-\$29.99/MO

ONE World Sports HD
SET Asia HD
STAR India PLUS HD
TV Asia HD

TV JAPAN-\$14.99/MO

ONE World Sports HD
TV Japan HD

PAY-PER-VIEW AND ON DEMAND

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.

Rates for transactional movies, adult programming & events vary. Many programs available through On Demand are free.

SUBSCRIPTION ON DEMAND (PER MONTH)

Karaoke Monthly.....\$6.99
Too Much for TV.....\$14.99
Here! Monthly.....\$6.99
Anime Network.....\$6.99
Disney Family Movies.....\$4.99
TOKU.....\$6.99

OTHER SERVICES (PER MONTH)

Playboy TV.....\$19.99

Call 1-888-GET CHARTER or visit charter.net/welcome

5 StarMAX - East HD	59,751	El HD	HBO Family - West HD	50
ActionMAX - East HD	539,554	El Garage TV HD	HBO Latino - East HD	513,5
ActionMAX - West HD	535,552	El Rey Network HD	HBO Latino - West HD	5
A&E HD	64,734	Encore Action - East HD	HBO Signature - East HD	505,5
AMC HD	66,705	Encore Black - East HD	HBO Signature - West HD	50
American Heroes Channel	151,716	Encore Classic - East HD	HBO - West HD	502,5
Animal Planet HD	56,730	Encore - East HD	HBO Zone - East HD	511,5
Antena 3 Internacional HD	226,883	Encore Español - East	HBO Zone - West HD	9
Atres Series HD	281,856	Encore Family - East	HD Pay-Per-View	61,7
AXS TV HD	850	Encore Suspense - East HD	HISTORY HD	54,7
Azteca América HD	248,880	Encore - West HD	HISTORY en Español	2
AyM Sports	276	Encore Westerns - East	HITN	2
BabyFirstTV	103	EPIX - East HD	HLN HD	42,7
BabyFirstTV SAP	223	EPIX - West HD	HSN HD	3,8
Bandamax	269	ESPN HD	HTV Music	2
BBC America HD	100,803	ESPN2 HD	IFC HD	142,7
BBC World News HD	157,832	ESPN Classic	in DEMAND Pay-Per-View	954-95
BET HD	72,714	ESPN Deportes HD	in DEMAND Pay-Per-View en Español	9
BET Jams	117	ESPN NEWS HD	in DEMAND Pay-Per-View Previews	95
BET Soul	121	ESPN Goal Line/Buzzer	IndiePlex HD	90,65
Bloomberg Television HD	82,834	Beater HD	Infinito	26
Boomerang	130	ESPN HD	INSP HD	95,81
Bravo HD	139,702	Esquire Network HD	Investigation Discovery HD	22,72
BTN HD	335,764	Estudio 5 HD	Jewelry TV HD	23,80
Cable Noticias	254	EVINE Live HD	Lifestyle Network	40
canal 22 internacional HD	257,857	EWTN HD	Lifetime HD	28,74
Canal Sur	256	EWTN en Español HD	Lifetime Real Women	13
Cartoon Network HD	51,756	FamilyNet HD	Liquidation Channel HD	132,85
Catholic TV	101	FCS Atlantic	LMN HD	78,7
CBS Sports Network HD	318,772	FCS Central	Logo	14
Centric	120	FCS Pacific	Max TV HD	329,72
CentroamericaTV	249	FLIX - East	Mexicanal	23
Charter On Demand	1	Food Network HD	MLB Network HD	70,76
Charter TV3 Worcester	193	FOROTV HD	MoreMAX - East HD	533,5
Chiller	141	FOX Business Network HD	MoreMAX - West HD	53
Cinelatino	289	FOX Deportes HD	MovieMAX - East HD	541,55
Cinemax - East HD	531,549	FOX Life	MoviePlex HD	91,65
Cinemax - West HD	532,550	FOX News Channel HD	msnbc HD	43,72
Cine Mexicano	262	FOX Sports 1 HD	MTV HD	68,71
Cinemax - East HD	545,557	FOX Sports 2 HD	MTV2 HD	71,7
CLOO	166	Freeform HD	MTV Hits	11
CMT HD	125,718	Fuse HD	MTV Live HD	79
CMT Music	119	Fusion HD	mtvU	11
CNBC HD	44,723	FX HD	Multimedios Televisión HD	260,85
CNN HD	41,728	FX Movie Channel HD	Music Choice	903-94
CNN en Español	253	FXX HD	Nat Geo Mundo	27
Comcast SportsNet HD	36,770	fyi, HD	Nat Geo Wild HD	155,82
Comedy Central HD	49,717	GAC HD	National Geographic HD	57,73
Cooking Channel HD	104,805	Galavisión HD	NBC Sports Network HD	40,76
C-SPAN HD	16,835	GMA Life TV	NBC Universo HD	202,85
C-SPAN2 HD	85,836	GMA News TV International	NECN HD	77,83
C-SPAN3 HD	86,837	GMA Pinoy TV	NECN HD	37,77
Daystar HD	819	Golf Channel HD	NFL Network HD	13,76
De Película	263	GOL TV HD	NFL RedZone HD	348,76
De Película Clásico	264	GSN HD	NHL Center Ice/MLB Extra Innings	350-36
Destination America HD	102,807	H2 HD	NHL Network HD	345,77
Discovery Channel HD	29,737	Hallmark Channel HD	Nick2	10
Discovery en Español	279	Hallmark Movies & Mysteries HD	Nickelodeon HD	52,75
Discovery Familia	280	HBO 2 - East HD	Nick Jr. HD	109,82
Discovery Family HD	107,827	HBO 2 - West HD	Nicktoons HD	111,82
Discovery Life Channel	325	HBO Comedy - East HD	Once Canal	25
Disney Channel HD	53,753	HBO Comedy - West HD	ONE World Sports HD	275,87
Disney Junior HD	89,755	HBO - East HD		
Disney XD HD	24,754	HBO - West HD		
DIY Network HD	105,808	HBO Family - East HD		

Atres Series HD	Estudio 5 HD	TBN Enlace USA
AyM Sports	EWTN en Español HD	Tele El Salvador HD
Azteca América HD	FOROTV HD	TeleFórmula HD
BabyFirstTV SAP	FOX Deportes HD	TeleHit
BabyTV SAP	FOX Life	TeleN
Bandamax	Galavisión HD	Tr3s
Cable Noticias	GOL TV HD	TV Chile HD
canal 22	HISTORY en Español	Ultra Cine HD
canal 22 internacional HD	HITN	Ultra Clásico HD
Canal Sur	HTV Music	Ultra Docu HD
Cartoon Network* HD	Infinito	Ultra Familia HD
CentroamericaTV	Mexicanal	Ultra Fiesta HD
Cinelatino	Multimedios	Ultra Kidz HD
Cine Mexicano	Televisión HD	Ultra Macho HD
CNN en Español	Nat Geo Mundo	Ultra Mex HD
De Película	NBC Universo HD	Univisión Deportes HD
De Película	Once Canal	Univisión
Clásico	ONE World Sports HD	tinovelas
Discovery en Español	RCN Nuestra Tele	Video Rola HD
Discovery Familia	Ritmoson Latino	ViendoMovies
	Semillitas	

SOUTH ASIAN VIEW-\$29.99/MO

ONE World Sports HD	STAR India PLUS HD	Willow TV HD
SET Asia HD	TV Asia HD	

TV JAPAN-\$14.99/MO

ONE World Sports HD	TV Japan HD
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PAY-PER-VIEW AND ON DEMAND

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.

Rates for transactional movies, adult programming & events vary. Many programs available through On Demand are free.

SUBSCRIPTION ON DEMAND (PER MONTH)

Karaoke Monthly	\$6.99
Too Much for TV	\$14.99
Herel Monthly	\$6.99
Anime Network	\$6.99
Disney Family Movies	\$4.99
TOKU	\$6.99

OTHER SERVICES (PER MONTH)

Playboy TV	\$19.99
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Call 1-888-GET CHARTER or visit charter.net/welcome

CHARTER.NET/WELCOME

SERVICE AREA LIST: Douglas, MA

- ^A An amplifier may be required for a dwelling with multiple outlets (outlet = digital receiver/modem/eMTA). Technician assessment and professional installation required.
 - ^c DVR service fee required with subscription to DVR or DVR/HD receiver.
 - ^o 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).
 - ^E 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.
 - ^{*C} Customers subscribing to Expanded Basic or TV Select may also receive OWN, TCM, truTV and Cartoon Network with their TV service subscription.
- All charges exclude applicable taxes, state and local regulatory fees, FCC fees, public access fees and franchise fees.

Public, Educational, Government Access Channel; availability may vary by community.

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.

©2016 Charter Communications

ADDITIONAL CUSTOMER INFORMATION: Prices are per month unless noted otherwise. Programming may vary and all services may not be available in all areas. Rates, number of channels, programs/content, services & packages are subject to change or discontinuance at any time, subject to applicable law. Unless specified on this rate card, additional installation services are generally billed using the Labor Charge in ¼ hour increments. Charter reserves the right to institute different rates or terms and conditions of service for promotional purposes. Customers are not required to subscribe to any tier of service, other than the Charter 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 Pay-Per-View 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. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Controls feature on your on-screen program guide. Certain limitations apply to the Wire Maintenance 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.



RESIDENTIAL SERVICES AND RATES

Douglas, MA
Effective February 2016

Charter
Spectrum

INSTALLATION/SERVICE CALL (PER ACTIVITY)

Primary Outlet	
Installation/Reconnect (when truck roll required)	\$49.99
Additional Outlet "A/O" (per outlet)/Ancillary Equipment Installation ^a	
1 with Initial Install	\$0.00
Each additional at Install	\$9.99
Special Trip Activation	\$49.99
Change of Service	
Special Trip	\$49.99
Computerized	\$2.99
Hourly Labor Charge	\$49.99
Inside Wire Service Call Charge (for customers without wire maintenance)	\$45.00
Wall Fish	\$50.00

UNRETURNED EQUIPMENT FEES (PER UNIT)

Digital Receiver	\$125.00
CableCARD™	\$39.00
Tuning Adapter	\$142.00

MISCELLANEOUS CHARGES (PER MONTH)

Broadcast TV Service Charge ^a	\$6.05
Whole House Wire Maintenance	\$4.99

MISCELLANEOUS CHARGES (PER ACTIVITY)

Insufficient Funds Fee	\$20.00
Phone Payment Processing (Charter assisted)	\$5.00
Late Fee (45 Days Past Due)	5%
Additional Bill Copies	\$1.99

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH)

(with subscription to TV SELECT, SILVER or GOLD)

Digital Receiver, Remote & Interactive Guide Services (per outlet) ^{co}	\$6.99
CableCARD ^{de}	\$2.00
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

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH)

(With Subscription to Basic Service)

Standard Digital Receiver & Remote	\$0.00
CableCARD ^{de}	\$2.00
HD or DVR or DVR/HD Receiver & Remote ^c	\$5.00
Interactive Guide Services (per digital receiver) ^p	\$6.99
DVR Service Fee (per DVR receiver)	\$10.00

FAST INTERNET FOR ALL YOUR DEVICES

Internet speed that keeps up with your life with download speeds up to 60 Mbps. Simultaneously stream videos, download music, upload photos and more without sacrificing your Internet performance.

SPECTRUM INTERNET

- Download speeds up to 60 Mbps, 20x faster than DSL
- Free Internet modem
- Includes automatic protection from viruses, hackers and spam with Security Suite

WIFI

- Fast surfing throughout the house on all your Internet-enabled devices
- Includes router with superior speed and range

HOME PHONE THAT PUTS FAMILY FIRST

With Spectrum Voice, talk just got cheaper. You'll get 14+ great features like Caller ID, Call Waiting, Call Forwarding and more—at no additional cost.

SPECTRUM VOICE

Unlimited calling in the U.S., Canada, Puerto Rico and the Virgin Islands

- Includes Voice Online Manager—Manage your phone from anywhere, at home or on the go
- Includes Voicemail and 14+ other great features including:
 - Call Waiting
 - Caller ID
 - Call Waiting with Caller ID
 - Call Forwarding
 - Call Forwarding Selective
 - Call Forwarding Variable
 - Anonymous Call Rejection
 - Call Screening
 - Call Return
 - Custom Rings
 - Speed Dialing
 - Selective Call Acceptance
 - 3-Way Calling
 - Repeat Dialing

WORLDWIDE 250 CALLING PLAN

250 minutes to 195 countries, including 78 mobile destinations

Visit charter.com/ratecard for more information regarding Charter's rates.

Outdoor Channel HD	323,769	The Movie Channel - West HD	592,600
OuterMAX - East HD	543,556	The Movie Channel Xtra - East HD	593,599
Ovation	175	The Movie Channel Xtra - West HD	594
OWN HD*	74,749	The Weather Channel HD	46,725
Oxygen HD	76,747	ThrillerMAX - East HD	537,553
P.E.G.	191,192,194	ThrillerMAX - West HD	538
Playboy TV HD	967,968	TV5MONDE HD	298,898
Playboy TV en Español HD	969,970	TLC HD	55,731
Pop HD	99,810	TNT HD	32,744
QVC HD	11,784	Tr3s	225
RCN Nuestra Tele	259	Travel Channel HD	58,738
ReelzChannel HD	173,811	truTV HD*	63,721
RetroPlex HD	92,657	TV5MONDE HD	297,897
RFD-TV HD	131,801	TV5MONDE Info HD	296,896
Ritmoson Latino	271	TV Asia HD	291,891
RSN Extra HD	340,341,760	TV Chile HD	250,868
Science Channel HD	96,715	TVG	320
SEC Extra HD	337,841	TVG2	327
SEC Network HD	336,840	TV Japan HD	290,890
Semillitas	284	TV Land HD	48,708
SET Asia HD	294,894	Ultra Cine HD	860
SHO 2 - East HD	563,580	Ultra Clásico HD	865
SHO 2 - West HD	564	Ultra Docu HD	861
SHO Beyond - East HD	567,582	Ultra Familia HD	866
SHO Extreme - East HD	569,583	Ultra Fiesta HD	864
SHO Extreme - West HD	570	Ultra Kidz HD	867
SHO Next - East HD	573,585	Ultra Macho HD	862
SHO Showcase - East HD	565,581	Ultra Mex HD	863
SHO Women - East HD	571,584	Universal HD	795
Showtime - East HD	561,578	Univision Deportes HD	273,870
Showtime - West HD	562,579	Univision thovelas	239
Smithsonian HD	154,797	USA Network HD	31,743
SonLife HD	129,854	Velocity HD	796
iSorpresa! TV	285	VH1 HD	69,713
Spike HD	47,719	VH1 Classic	118
Sportsman Channel HD	324,776	Video Rola HD	261,887
Sprout HD	88,826	ViendoMovies	265
STAR India PLUS HD	295,895	WASA - Estrella TV	94
Starz Cinema - East HD	612,625	WBIN - IND HD	26,790
Starz Comedy - East HD	610,624	WBXP - ION HD	20,780
Starz - East HD	606,621	WBZ - CBS HD	4,783
Starz Edge - East HD	616,627	WBZ - Decades	188
Starz in Black - East HD	608,623	WCVB - ABC HD	5,785
Starz Kids & Family - East HD	614,626	WCVB - MeTV	184
Starz - West HD	607,622	WE tv HD	134,750
SundanceTV HD	143,812	WFXT - FOX HD	6,786
Super Canal HD	230,888	WFXT - Laff TV	185
Syfy HD	67,720	WFXT - Movies	183
TBN HD	87,822	WGBH - PBS HD	2,782
TBN Enlace USA	283	WGBX - PBS	21
TBS HD	33,745	WGBX - PBS Create	182
TCM HD*	65,706	WGBX - PBS Kids	180
TeenNick	110	WGBX - PBS World	181
Tele El Salvador HD	233,886	WGN America HD	84,806
TeleFormula HD	252,876	WHDH - NBC HD	7,787
TeleHit	270	Willow TV HD	299,889
TeleN	266	WJAR - NBC	10
Tennis Channel HD	319,765	WLVI - The CW HD	9,789
The Filipino Channel	405	WMFP - IND	25
The Movie Channel - East HD	591,598	WNEU - Telemundo HD	12,791
		WNEU - Exitos Televisión	186
		WPRI - CBS	17
		WSBE - PBS	15
		WSBK - IND HD	8,788
		WUNI - Univision HD	27,792
		WUTF - Get TV	187
		WUTF - UniMas HD	19,793
		WYDN - Davstar	14

INSTALLATION/SERVICE CALL (PER ACTIVITY)

Primary Outlet	
Installation/Reconnect (when truck roll required)	\$49.99
Additional Outlet "A/O" (per outlet)/Ancillary Equipment Installation ^a	
1 with Initial Install	\$0.00
Each additional at Install	\$9.99
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Change of Service	
Special Trip	\$49.99
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MISCELLANEOUS CHARGES (PER MONTH)

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MISCELLANEOUS CHARGES (PER ACTIVITY)

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Late Fee (45 Days Past Due)	5%
Additional Bill Copies	\$1.99

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH)

(with subscription to TV SELECT, SILVER or GOLD)

Digital Receiver, Remote & Interactive Guide Services (per outlet) ^{c,d}	\$6.99
CableCARD ^e	\$2.00
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

EQUIPMENT RENTAL & OTHER SERVICES (PER MONTH)

(With Subscription to Basic Service)

Standard Digital Receiver & Remote	\$0.00
CableCARD ^e	\$2.00
HD or DVR or DVR/HD Receiver & Remote ^c	\$5.00
Interactive Guide Services (per digital receiver) ^p	\$6.99
DVR Service Fee (per DVR receiver)	\$10.00

Cable

TOWN OF DOUGLAS

SCHEDULE OF DEPARTMENTAL PAYMENTS TO TREASURER

No: **Sltnn-16-34**

Department: **Selectmen**

Date: March 23, 2016

Munis Account Number: 01012240 43210

Munis Description:

Fees

From Whom	Amount
Charter	\$59,901.55
Annaul Franchise Fee	
Total:	\$59,901.55
Cash:	
Change:	
Checks:	\$59,901.55
Total:	\$59,901.55

No: Sltmn-16-34

To the Accounting Officer:

The above is a detailed list of monies collected by me, amounting in the aggregate to 59,901.55 Dollars, for the period ending March 23, 2016 which I have paid to the Treasurer, whose receipt I hold therefore.



Town Administrator

Suzanne Kane
Admin. Assistant

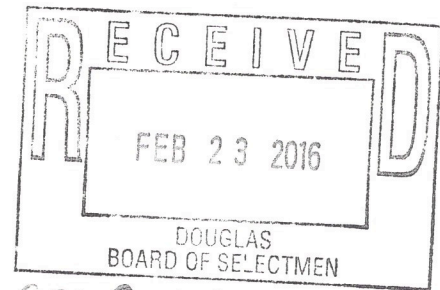
No: Sltmn-16-34

Date: March 23, 2016

To the Departmental Office Making the Payment:

Received of _____ *Selectmen*, the sum of
\$59,901.55 Dollars, for the _____ *period*
ending March 23, 2016 for collections as per schedule of this date, filed in my office.

Treasurer/Assistant Treasurer



cc: Cable

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

March 21, 2016

Mr. Michael Guzinski
Executive Administrator
Town of Douglas
29 Depot Street
Douglas, MA 01516

Dear Mr. Guzinski:

Enclosed is a check in the amount of \$59,901.55. This payment represents the annual PEG Access support payment, pursuant to the License Agreement between the town of Douglas and Charter Communications.

If you have any questions, please contact me at 774-243-9735 or by email:
Tom.Cohan@charter.com.

Sincerely yours,

Thomas P. Cohan
Director of Government Affairs

21311
12405 Powerscourt Dr
St. Louis, MO 63131
(314)965-0555

STUB 1 OF

CHECK DATE: 03/08/16

NO. 05571620

DATE	INVOICE NO.	DESCRIPTION	INVOICE AMOUNT	DEDUCTIONS	AMOUNT PAID
02/17/16	21716	ANNUAL FRANCHISE FEE	59,901.55		59,901.55

641149 TOWN OF DOUGLAS MA

WARNING: ORIGINAL DOCUMENT HAS VISIBLE FIBERS, INVISIBLE FLUORESCENT FIBERS & CHEMICAL REACTIVE PAPER.

Charter
COMMUNICATIONS
12405 Powerscourt Drive
St. Louis, MO 63131-3674
Charter Communications is an Equal Opportunity Employer/Contractor

80-1769/0815
US BANK
MEMPHIS, MO

NO. 05571620

641149

DATE
03/08/16

AMOUNT
\$****59,901.55

PAY FIFTY NINE THOUSAND NINE HUNDRED ONE AND 55/100*****

TO TOWN OF DOUGLAS MA
THE 29 DEWEY ST
ORDER DOUGLAS MA 01516
OF


AUTHORIZED SIGNATURE

THE FACE OF THIS CHECK HAS A VOID FEATURE PANTOGRAPH, A MICROTYPE BORDER AND A SECURITY BACKER.

⑈05571620⑈ ⑆081517693⑆3507002677⑈

Article 6. FY17 Water/Sewer Enterprise Fund:

To see if the Town will vote to raise and appropriate, and/or transfer the sum of \$????? from Water & Sewer charges and fees, and transfer the sum of \$????? from the reserved for debt account, and transfer the sum of \$????? from retained earnings, for a total budget of \$??????? to operate and maintain the Water/Sewer Department.

Salaries/Wages	\$
Expenses	\$
Debt	\$
Capital Outlay	\$
Total	\$

Or take any other action relative thereto.

Article 7. FY17 PEG Access and Cable Related Fund:

To see if the Town will vote to transfer the sum of \$85,897 from the PEG Access and Cable Related Fund to operate and maintain the Cable Department.

Salaries/Wages	\$51,893
Expenses	\$8,004
Capital	\$26,000
Total	\$85,897

Or take any other action relative thereto.

Article 8. Personnel Bylaw Classification & Update:

To see if the Town will vote to approve the Personnel Classification and Compensation plans for Fiscal Year 2017, or to take any other action relative thereto.

*****INSERT CHART HERE*****

Article 9. Recurring Business:

- A. Assessors To Work Additional Hours: To see if the Town will vote to authorize the Board of Assessors to appoint one or more of their members to work for compensation, in accordance with the provisions of the Town's Personnel Bylaw, and to establish such compensation to be paid said member for Fiscal Year 2017 or take any other action related thereto.
- B. Ambulance Receipts Reserved for Appropriation: To see if the Town will vote to reserve all receipts received by the Town from ambulance user charges, user billings, and ambulance donations and gifts to the Ambulance Receipts Reserved Account, or take any other action related thereto.
- C. Simon Fairfield Public Library: To see if the Town will vote to require that all funds received in Fiscal Year 2017 from State Aid Grants for the Public Library be transferred to a Special Account for the Simon Fairfield Public Library, or take any other action related thereto.
- D. State and Federal Grants: To see if the Town will vote to authorize the Board of Selectmen to apply for and accept State or Federal grants they deem beneficial to the Town, provided that the Board of Selectmen shall hold a public hearing prior to the Board's acceptance of any such grant, if said grant requires the Town to meet future conditions or requirements, or take any other action related thereto.
- E. Separate Account Funds: To see if the Town will vote to continue the following account funds and to authorize the expenditure of funds from said fund for the below indicated purposes and not to exceed amount, or to take other actions related thereto:

Charter

COMMUNICATIONS

MA0323
TOWN OF DOUGLAS
Executive Administrator
29 Depot Street
East Douglas, MA 01516

RE: Annual Franchise Fee Payment

Dear Sir or Madam:

This letter is a summary for the ACH payment of franchise fees covering the period from January 1, 2015 to December 31, 2015, for Charter Communications ("Charter"). This franchise fee computation has been prepared in accordance with the terms and conditions found in your cable television Franchise Agreement ("Agreement") with Charter. This payment specifically complies with the language found in the Franchise Agreement, whether the Agreement is based on a percentage, flat rate, or per sub payment, and includes all appropriate revenue sources required by the Agreement.

This payment was calculated as follows:

Franchise Fee Base	2,372
Franchise Fee (as defined in Agreement):	\$.50 per sub
Fee Adjustment (see detail)	<u>\$0.00</u>
Fee Due	<u>\$1,186.00</u>

Please contact your Government Relations representative or send an email directly to CharterFranchiseNotices@chartercom.com for any address updates or corrections.

Charter Communications is proud to serve your community and our customers with cable television service.

Please feel free to contact our office Corp_mm_franchise_fees@chartercom.com if any additional information is required.

Sincerely,

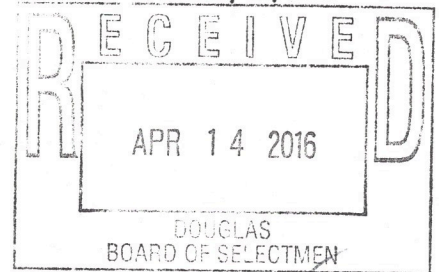


Steve Lottmann
Divisional Controller

915 - 00166570 - 42402

Enclosure

February 22, 2016



cc: Cable ✓

ATTACHMENT CONTAINS TRADE SECRET INFORMATION AND IS CONFIDENTIAL & PROPRIETARY
- NOT FOR PUBLIC DISCLOSURE

314 288 3103
www.charter.com

12405 Powerscourt Drive
St. Louis, Missouri 63131-3764

Vendor Code: 00166570
FCC ID: MA0323
Frequency: Annual
Base Period: 12

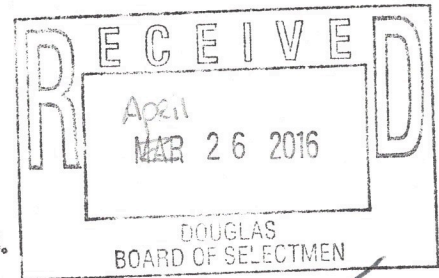
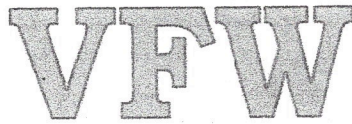
42402 Massachusetts

915/60 Douglas, MA

Source FTA Code(s): 8350/1200/0360,8204/6000/2570

	201501	201502	201503	201504	201505	201506	201507	201508	201509	201510	201511	201512	Total
FEE SUBS	2,328.00	2,331.00	2,333.00	2,330.00	2,383.00	2,385.00	2,397.00	2,390.00	2,387.00	2,370.00	2,368.00	2,372.00	28,374.00
SUBS	2,328.00	2,331.00	2,333.00	2,330.00	2,383.00	2,385.00	2,397.00	2,390.00	2,387.00	2,370.00	2,368.00	2,372.00	28,374.00
FEE CALCULATED	97.00	97.13	97.21	97.08	99.29	99.38	99.88	99.58	99.46	98.75	98.67	102.57	1,186.00
FEE	97.00	97.13	97.21	97.08	99.29	99.38	99.88	99.58	99.46	98.75	98.67	102.57	1,186.00

Fee Factor: \$.50 per sub



VETERANS OF FOREIGN WARS OF THE U.S.
JOSEPH J. MICHNA POST NO. 7554
Douglas, Massachusetts 01516

April 20, 2016

To: Douglas Clergy
Douglas Selectman
Douglas Police Chief
Douglas Fire Chief
Douglas HS & Junior Band Leaders
Woman's Relief Corps
Douglas Boy & Club Scouts
Douglas Girl Scouts & Brownies

cc: Cable ✓

Subject: Douglas Memorial Day Parade Invitation

It is that time of the year again where we in the VFW are making plans to pay tribute to the brave men and women who have made the ultimate sacrifice and to all veterans. Veterans have given so much so that we can live in a free society with so many freedoms and rights that most people in the world just can't understand or comprehend.

Many of forget in our daily lives that **"Freedom isn't Free"**

That being said, we would like to confirm your participation, as in the past, in the Town of Douglas Memorial Day Parade scheduled for Sunday, May 29, 2016.

I have included the following Parade/Program detail:

1. Pre-Parade Cemetery Program and route
2. Memorial Day Parade marching order.
3. Memorial Day Parade program and route.

Please show your support for these brave veterans and join us in the Parade. The parade will end at the Douglas Senior Center (Post Office) and refreshments will be served there after the parade, so please plan accordingly. Please call me with any questions or changes in your participations at 508-278-9568.

Looking forward to seeing you there.

Best regards,

Colonel Dennis J Zifcak, US Army (Retired)
Quartermaster VFW Post 7554

VETERANS OF FOREIGN WARS OF THE UNITED STATES

Douglas Memorial Day parade
Pre-parade cemetery program and route

10:00 A.M. Douglas Center
VFW Color Guard & Firing Squad forms up at the Douglas Center Civil War Monument and marches into Douglas Center Cemetery

1. Invocation by Clergy
2. Salute the dead – Douglass Firing Squad
3. Taps – Douglas H.S. Band
4. Return to Civil War Monument
5. Invocation by Clergy
6. Salute the dead – VFW Firing Squad
7. Taps – Douglas H.S. Band
8. Raising of the Colors/National Anthem Douglas H.S. Band

10:25 A.M. Evergreen Cemetery
VFW Color Guard & Firing Squad form up at cemetery entrance and march into cemetery

1. Invocation by Clergy
2. Salute the dead – Firing Squad
3. Taps – Douglas H.S. Band
4. March out of Cemetery

10:45 A.M. St. Denis Cemetery
VFW Color Guard & Firing Squad form up at top level of cemetery

1. Invocation by Clergy
2. Salute the dead – VFW Firing Squad
3. Taps – Douglas H.S. Band
4. Raising of the Colors/National Anthem – Douglas H.S. Band

11:00 A.M. Pine Grove Cemetery
VFW Color Guard & Firing Squad form up in cemetery

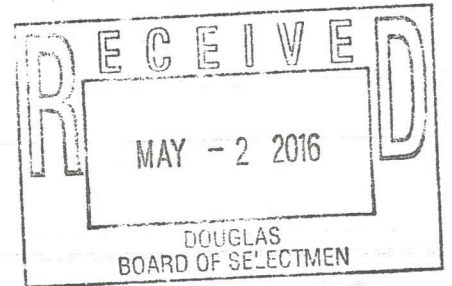
1. Invocation by Clergy
2. Salute the dead – VFW Firing Squad
3. Taps – Douglas H.S. Band

Douglas Memorial Day Parade
Order of organizations marching

1. VFW Commander
2. VFW Color Guard
3. Douglas Veterans
4. Douglas Selectman and Clergy
5. Douglas High School Band
6. Douglas Junior Band
7. Combined Women's Patriotic Organizations
8. Douglas Boy Scouts with Colors
9. Douglas Girl Scouts with Colors
10. Douglas Cub Scouts with Colors
11. Douglas Brownies with Colors
12. Douglas 4H Club
13. Douglas junior Baseball Teams
14. Douglas Fire Dept

Douglas Memorial Day Parade
Program & Route

- 1:30 P.M. Joseph J. Michna Square**
Parade units are formed up for ceremonies
- 1:35 P.M. 1. Invocation by Clergy**
2. Band Selection – Douglas High School Band
3. Salute the dead – VFW Firing Squad
4. Rendition of Taps – Douglas High School Band
5. Raising of the Colors/National Anthem – Douglas High School Band
6. Parade starts East on Rt.16 (N.E. main St.)
- 2:15 P.M. Michael Carter Square**
1. Invocation by Clergy
2. Salute the dead – VFW Firing Squad
3. Rendition of Taps – Douglas High School Band
4. Raising of the Colors/National Anthem – Douglas High School Band
5. Parade heads East on Gilboa St., then makes a right turn on North St.
6. Parade proceeds up North St. stopping at Civil War Monument
- 2:45 P.M. Civil War Monument**
1. Invocation by Clergy
2. Program directed by Women's Relief Corps
3. Salute the dead – VFW Firing squad
4. Raising of Colors/National Anthem – Douglas High School Band
5. Parade then proceeds up N.E. Main St. turning left onto Depot St. and heads up to the WWII Monument
6. Military Units continue up Depot St. and the High School Band bears left up Martin St.
- 3:10 P.M. World War II Monument**
1. Invocation by Clergy
2. Band selection – Douglas Junior Band
3. Salute the dead – VFW Firing Squad
4. Rendition of taps – Douglas High School Band
5. Raising of Colors/National Anthem – Douglas High School Band
- 3:30 P.M. Korean and Vietnam Memorials**
1. Invocation by Clergy
2. Guest Speaker
3. Salute the dead – VFW Firing Squad
4. Rendition of taps – Douglas High School Band
5. Raising of Colors/National Anthem – Douglas High School Band



cc: Cable

April 29, 2016

Mr. Michael Guzinski
Town Administrator
Town of Douglas
29 Depot Street
Douglas, MA 01516

Dear Issuing Authority:

I have enclosed a copy of the Charter Communications 2015 Annual Financial Report for Massachusetts, which includes the MA CTV Form 200 (Financial Balance Sheet) and the MA CTV Form 400 (Statement of Ownership) for 2014. These forms were also filed with the Massachusetts Department of Telecommunications and Cable.

If you have any questions, I can be reached at 774-243-9735 or via email at Tom.Cohan@charter.com.

Sincerely,

Thomas P. Cohan
Director of Government Affairs

Charter Communications Entertainment I, LLC

State of Massachusetts Annual Report

For Year Ending: December 31, 2015

CTV FORM 200
FINANCIAL BALANCE SHEET

Reporting Entity: Charter Communications Entertainment I, LLC
Franchises Served: See Attached
Year Ending: December 31, 2015

Current
Year

Prior
Year

ASSETS

Current Assets

200 Cash and Equivalents	14,764	18,553
210 Accounts Receivable, Less Allowances	4,817,237	4,583,960
220 Inventory	1,335,770	1,798,924
230 Prepaid Expenses	4,226,425	4,271,059
240 Other Current Assets	-	-

250 Total Current Assets	10,394,196	10,672,496
---------------------------------	-------------------	-------------------

Fixed Operating Assets

260 Land	1,864,891	1,935,288
270 Buildings	12,456,484	11,033,894
280 Headend Equipment	58,743,592	71,503,438
290 Trunk and Distribution Equipment	139,680,117	134,603,447
300 Subscriber Devices	146,976,244	167,269,957
310 Other Fixed Operating Assets	19,505,770	13,451,417
320 Construction Work in Progress	1,448,188	1,638,900
330 Total Fixed Operating Assets	380,675,286	401,436,341
340 Accumulated Depreciation	(189,805,705)	(197,650,951)

Net Fixed Operating Assets

Net Fixed Operating Assets	190,869,581	203,785,390
<u>Other Operating Assets</u>		
350 Franchise Acquisition Costs	267,795,664	267,678,575
360 Excess Fair Value	-	-
370 Goodwill	48,069,153	48,048,176
380 Other Intangible Assets	162,108,479	161,846,808
390 Total Other Assets	477,973,296	477,573,559

400 Accumulated Amortization	(112,506,263)	(98,223,341)
Net Other Assets	365,467,033	379,350,218
410 Total Net Assets	566,730,810	593,808,104

CTV FORM 200
FINANCIAL BALANCE SHEET

Reporting Entity: Charter Communications Entertainment I, LLC
Franchises Served: See Attached
Year Ending: December 31, 2015

Current
Year

Prior
Year

LIABILITIES AND OWNER'S EQUITY

Current Liabilities

420 Accounts Payable	2,379,053	2,839,663
430 Subscriber Advance Payments and Deposits	2,964,597	2,662,474
440 Debt Due within One Year	-	-
450 Current Taxes Payable	80,694	49,812
460 Other Current Liabilities	4,581,405	4,221,800
470 Total Current Liabilities	<u>10,005,749</u>	<u>9,773,749</u>

Non Current Liabilities

480 Long-Term Debt	-	-
500 Bonds Payable	-	-
510 Obligation on Capitalized Leases	-	-
520 Deferred Taxes	-	-
530 Other Non Current Liabilities	292,740	289,504
540 Total Non Current Liabilities	<u>292,740</u>	<u>289,504</u>

Owner's Equity

550 Net Assets due from/to Parent Company	-	-
560 Capital Stock	-	-
570 Retained Earnings - Gross	556,432,321	583,744,851
580 Accumulated Dividends	-	-
590 Other	-	-
600 Total Owner's Equity	<u>556,432,321</u>	<u>583,744,851</u>
610 Total Liabilities and Equities	<u><u>566,730,810</u></u>	<u><u>593,808,104</u></u>

CTV FORM 400
STATEMENT OF OWNERSHIP

Please provide the following information for each Issuing Authority. Note that communities served by the same legal entity may be aggregated.

- (1) (a) The full legal name of the cable operator's legal entity (corporation or partnership) holding the cable television license.

Name: **Charter Communications Entertainment I, LLC**

- (b) If applicable, the d/b/a or generally used name of the legal entity within the Issuing Authority's community.

Name: _____

- (2) The full legal name of the ultimate parent entity/ies which own(s) the corporation or partnership holding the cable license.

Name: **Charter Communications, Inc.**

- (3) The regional office(s) managing the cable licenses in Massachusetts:

Name: **Charter Communications**

Street Address: **400 Atlantic Street**

Municipality, State & Zip Code: **Stamford, CT 06901**

Contact Person: **Tom Adams**

Contact Person's Title: **Executive Vice-President, Field Operations**

Contact Person's Telephone Number: **(203) 905-7992**

- (4) The corporate office of the ultimate parent entity:

Name: **Charter Communications, Inc.**

Street Address: **12405 Powerscourt Drive**

Municipality, State & Zip Code: **St. Louis, MO 63131-3674**

Contact Person: **Ken Wooden**

Contact Person's Title: **Senior Accountant**

Contact Person's Telephone Number: **(314) 543-2645**

Attachment I

Charter Communications Entertainment I, LLC
Listing of Massachusetts franchise areas served
As of December 31, 2015

Franchise Area

Auburn, MA
Barre, MA
Belchertown, MA
Berlin, MA
Boylston, MA
Brimfield, MA
Brookfield, MA
Charlton, MA
Chicopee, MA
Douglas, MA
Dudley, MA
Dunstable, MA
East Brookfield, MA
East Longmeadow, MA
East Hampton, MA
Grafton, MA
Groton, MA
Hadley, MA
Hampden, MA
Harvard, MA
Hinsdale, MA
Holden, MA
Hubbardston, MA
Lanesborough, MA
Leicester, MA
Ludlow, MA
Millbury, MA

Franchise Area

Millville, MA
North Brookfield, MA
Northborough, MA
Northbridge, MA
Oakham, MA
Oxford, MA
Paxton, MA
Pepperell, MA
Rutland, MA
Southborough, MA
Southbridge, MA
Southampton, MA
Spencer, MA
Sturbridge, MA
Sutton, MA
Upton, MA
Uxbridge, MA
Wales, MA
Webster, MA
West Boylston, MA
West Brookfield, MA
Westborough, MA
Westport, MA
West Stockbridge, MA
Wilbraham, MA
Worcester, MA



TOWN OF DOUGLAS

Kevin D. Morse – Chair
Michael D. Hughes - Vice Chairman
Timothy P. Bonin
David P. Cortese
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

June 8, 2016

Mr. Christopher Menn
39 Gilboa St.
P.O. Box 26
Douglas, MA 01516

Dear Mr. Menn;

On behalf of the Board of Selectmen, it is my pleasure to inform you that you have been re-appointed to the Cable Advisory Committee for a term ending June 30, 2019.

The Board of Selectmen sincerely appreciates your continued interest in serving the Town and wish to offer you their congratulations.

Please contact the Office of the Town Clerk within 30 days in order to be sworn in to the duties of your office.

Sincerely;

Suzanne Kane
Administrative Assistant

Cc: Town Clerk
Cable Advisory Committee ✓



TOWN OF DOUGLAS

Michael D. Hughes, *Chairman*
Kevin D. Morse, *Vice Chairman*
Timothy P. Bonin
David P. Cortese
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

June 23, 2016

VP/General Manager
Charter Communications
95 Higgins Street
Worcester, MA 01606
Sent by Certified Mail
7016 0910 0000 4175 9323

General Counsel
Charter Communications
Charter Plaza
12405 Powerscourt Drive
St. Louis Missouri 63131
Sent by Certified Mail
7016 0910 0000 4175 9330

RE: Cable Contract – PEG Access Support Section 8.3(b)

Dear Sir/Madam,

Please be advised that, in accordance with Section 8.3(b) of the Cable Television License executed between the Town of Douglas, MA and Charter Communications Entertainment, effective November 18, 2013 (enclosed), the Town of Douglas, acting through a vote of its Board of Selectmen, has opted to receive PEG Access support in year four (4) of the contract in the amount of **\$61,699**.

Please feel free to contact me should you have any questions in regards to this matter (ext. 101). Thank you.

Sincerely,

Michael J. Guzinski
Town Administrator

Cc: Board of Selectmen
Cable Advisory Committee ✓



May 10, 2016

Account:

8350 12 036 0199835

Phone Number:

(508) 341-0750

Security Code:

3109

Service At:

29 DEPOT ST

SB2

DOUGLAS MA 01516-2323

Contact Us

Questions about your bill or services?

Visit spectrumbusiness.net or call **800.314.7195**

Summary

Service from 05/10/16 through 06/09/16
details on following pages

Previous Balance	0.00
Payments Received	0.00
Remaining Balance	0.00
Spectrum Business™ Voice	175.00
One-Time Charges	0.00
Taxes, Fees and Charges	11.12
Current Charges	186.12
Total Due by 05/30/16	\$186.12

175.18

Spectrum Business News

Switch to Spectrum Business Voice Get the best business services for the best price with unlimited local and long distance calling plus over 30 advanced business calling features. All for only **\$29.99 per line, per month**. Call **(855) 706-7188** today.

Go Green Sign up for Spectrum Business Auto Pay today and start taking the hassle out of billing. Go to my account at spectrumbusiness.net.

Welcome to Spectrum Business!

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 NO RP 10 05112016 NNNNNYNN 01 004977 0016

DOUGLAS TOWN HALL-EOC
SB2
29 DEPOT ST
DOUGLAS MA 01516-2323



May 10, 2016

Douglas Town Hall-eoc

Account:

8350 12 036 0199835

Phone Number:

(508) 341-0750

Service At:

29 DEPOT ST

SB2

DOUGLAS MA 01516-2323

Total Due by 05/30/16

\$186.12

Amount you are enclosing

\$

CHARTER COMMUNICATIONS
PO BOX 60187
LOS ANGELES CA 90060-0187



835012036019983500186122

May 10, 2016

Account:
Security Code:Douglas Town Hall-eoc
8350 12 036 0199835
3109**Spectrum**
BUSINESS**Contact Us****Questions about your bill or services?****Visit spectrumbusiness.net or call 800.314.7195**

8634 0080 NO RP 10 05112016 NNNNNYNN 01 004977 0016

Charge Details

Previous Balance	0.00
Remaining Balance	\$0.00

Payments received after 05/10/16 will appear on your next bill.**Service from 05/10/16 through 06/09/16****Spectrum Business™ Voice**

30m/3m Ethernet Intra	175.00
	\$175.00

Taxes	Telephone Sales Tax	10.94
Fees & Charges	State PUC Fee	0.18
		\$11.12

Spectrum Business™ Voice Total **\$186.12****One-Time Charges**

Ethernet Install Intra	05/10	0.00
One-Time Charges Total		\$0.00

Current Charges **\$186.12**
Total Due by 05/30/16 **\$186.12****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 charter.net/taxesandfees for more information.

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

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

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.

Music Rights Fees - In all cases, you are responsible for and must secure any music rights and/or pay applicable fees required by the American Society of Composers, Authors & Publishers ("ASCAP"), Broadcast Music, Inc. ("BMI") and SESAC, Inc. ("SESAC") or their respective successors, and any other entity, or governmental authority from which a license is necessary in connection with your retransmission, distribution, performance or other such use of Charter's services.

Charter Phone Provider - Charter Advanced Services (MA), LLC

Voice / Phone Fees and Charges - These include charges, to recover or defray government fees imposed on Charter, and certain other costs related to Charter's Phone service, including a Federal Universal Service Charge and, if applicable, a State Universal Service Charge to recover amounts Charter must pay to support affordable telephone service, and may include a state Telecommunications Relay Service Fee to support relay services for hearing and speech impaired customers. Please note that these charges are not taxes and are subject to change. For more information, visit charter.net/taxesandfees.

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.

Local Charter Store: 867 Grafton St, Worcester MA 01606 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat - 9:00am to 5:00pm and Sun 12:00pm to 5:00pm

Your WAY can be the GREEN way!**GO GREEN with Spectrum Business**

Spectrum Business Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Spectrum Business 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 spectrumbusiness.net

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 spectrumbusiness.net.

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.

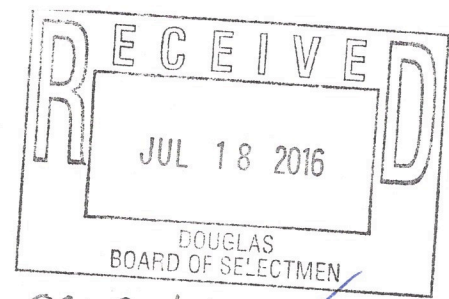


For questions or concerns, please call **1.800.314.7195**.



July 12, 2016

Mr. Michael Guzinski
Town Administrator
Town of Douglas
29 Depot Street
Douglas, MA 01516



Dear Local Franchise Authority:

This letter is to inform you of a new channel addition to our line-up taking effect on or after August 2, 2016.

The following new channels will be added temporarily to the Charter Expanded tier of programming during the upcoming Summer Olympic Games to carry the overflow programming of these popular events:

Programming Service

HD Channel

NBC Olympics Basketball

394

NBC Olympics Soccer

395

Charter Communications customers in your community are already receiving information regarding this new addition.

If you have any questions, please do not hesitate to contact me at 774-243-9735 or via email at Tom.Cohan@charter.com.

Sincerely,

Thomas P. Cohan
Director, Government Affairs

Open Meeting Recording and Broadcast

The policy of the Cable Advisory Committee is to video record all open meetings for broadcast playback on the government access television channel, as well as online streaming and download through the Town website. New meeting groups will be notified prior to the first recording. Exceptions will only be allowed by a Cable Advisory Committee vote.

The Cable Advisory Committee will also cooperate with other entities in order to record government agencies which impact Douglas.

Attached

- May, June, & Year Total 2016 Meetings Reports.
- Cable Newsletter August 2016.

Updates

- New DVDR installed in Resource Room.
- New sign up sheets added to the site for Digital Video Fundamentals, also with new Camera & Editing, one time workshops to help develop interest.
- KidMissing 17 is broadcasting and online.
- Interview with Martha Cupka for Senior Center program opened a door for some ideas with Patrice about a show by seniors.
- Discussions opened with FD about another segment of their show to be filmed soon, still working on branding their "style" of program.

Equipment

- Drobo is in.
- **Resource Room Presentation Equipment:** Gary Pink, Integrated Solutions Group: **\$9,993.25** - *Table Monitors were scrapped by Mike G, switcher/scaler can be placed outside of Cable office for universal access.*
- **Broadcast Server Replacement (Capital FY17):**
Telvue: Product Demo 12/2/15, full quote received.
Tightrope: Product Demo 7/11/16, full quote received.
Castus: Product Demo 7/13/16, awaiting quote.
Leightronix: no longer producing the Nexus or UltraNexus machines, only the UltraNexus-HD from now on.

**Currently seeking info from Charter about what it would take (fiber splicing, modulator) to house the School channel 194 at our Cable office as well, will seek quotes based on having all 3 channels on the new server. Ideally, new servers would all be located in our Broadcast rack and school can use the interface to control channel and bulletin board.*



Douglas Meeting Room

Scope of work

A 75" professional Sony monitor will be mounted to the left of the selectmen. Near this monitor will be two jacks one of which will be a VGA input and the other will be HDMI. These signals will run back to the cable room. Inside the cable room will be a 7 input scaler consisting of 2 VGA inputs and 5 HDMI inputs. The signals from the wall jacks will occupy two of these inputs. The other 4 HDMI inputs are available for use as you see fit. Suggestions included having both AppleTV and Chromecast for wireless connectivity. Douglas cable will need to purchase these items but ISG will install them into the scaler and assist with network integration.

The scaler has two outputs and the VGA output will feed into the cable video switcher via scan converter. The scan converter will handle HDCP content. In order to pass HDCP protected content the town or the cable committee will need sign a contract with the manufacturer. The contracts will state that the town and cable committee will not use the device for any illegal activities (ie copying protected blu-ray movies). This device is key since certain items like the Chromecast have copy protection turned on all the time even if just displaying a local Google doc. The second HDMI output will feed back to the 75" monitor.

Both the VGA and HDMI signals will be converted with active boxes in order to travel the required lengths between the rooms.

There will be a 22" monitor with a cable input mounted at the rear of the room next to the cable room so that the selectmen and administration can see the channel live during meetings.



Date: 7.13.2016
 Quote: Meeting Room Monitor
 Valid For: 30 Days
 Terms: N30
 Prepared By: Gary Pink, Account Executive

Prepared For:

Pat Aldrich
 Douglas Cable Access
 Douglas, MA
cable@douglasma.org

Qty	Model	Description		Price	Ext
1	FWD75W850C	Sony 75" Professional Full HD Public Display		\$ 2,275.00	\$ 2,275.00
1	HG22NA470BF	Samsung 22" LCD Monitor w/RF input		\$ 263.25	\$ 263.25
1	LTM1U	Chief Large Micro Adjustable Mount		\$ 202.75	\$ 202.75
1	VP-734	Kramer 7-Input 4K UHD Presentation Switcher/Scaler		\$ 1,535.25	\$ 1,535.25
1	WP-571	Kramer HDMI to TP Transmitter Wall Plate	Room to scaler	\$ 170.00	\$ 170.00
2	PT-572+	Kramer TP to HDMI Receiver	For above unit & monitor	\$ 170.00	\$ 340.00
1	WP-301xl	Kramer Active HD15 "VGA" transmitter Wall Plate	Room to scaler	\$ 228.00	\$ 228.00
1	TP-50	Kramer Active HD15 "VGA" receiver	For above unit	\$ 341.75	\$ 341.75
1	PT-571	Kramer HDMI to TP Transmitter	Scaler to monitor	\$ 152.25	\$ 152.25
1	BEM-4-H	Ensemble Designs Bright Eye Mitto 4 w/HDCP	Contract to enable	\$ 1,725.00	\$ 1,725.00
		Customer responsible for power for monitor (outlet or extension).			
		Customer responsible to purchase AppleTV and Chromecast			
		if needed. ISG will install.			
1	Installation	Mount and install monitor, Install and wire wall plates. Wire		\$ 2,400.00	\$ 2,400.00
		control room connections. Test			
1	CCP	Cables Connectors and Parts		\$ 260.00	\$ 260.00
1	Shipping	Shipping Charge		\$ 100.00	\$ 100.00
Package Total					\$ 9,993.25

IntegratedSolutions Group
 858 Providence Highway, Norwood, MA 02062
 Phone 781-769-7810 Fax 781-769-5750

Date	Day	Meeting	Time	Roo	Staff	Paid	Canc	Wages	Notes		
5/2/2016	MON	ATM	6:15 PM	DHS	Arthur Griffin	1	0	\$54.45		MON	9
5/2/2016	MON	ATM	6:15 PM	DHS	Sarah Guimond	1	0	\$50.00		TUE	12
5/2/2016	MON	ATM	6:15 PM	DHS	Angie Coe	1	0	\$54.45		WED	6
5/3/2016	TUE	BOS	7:00 PM	RES	CANCELLED	0	1	\$0.00	LNC	THU	2
5/3/2016	TUE	ConCom	7:00 PM	COM	Steve Zisk	0	0	\$0.00	They Do	FRI	1
5/3/2016	TUE	EDC	7:00 PM	KIT	Tess Werme	1	0	\$54.45		9am-12noon	0
5/3/2016	TUE	Octoberfest	7:00 PM	SEL	Sarah Guimond	1	1	\$50.00	Late Cancel	12noon-6pm	8
5/3/2016	TUE	Sewer	7:00 PM	SEW	Arthur Griffin	1	0	\$54.45		7:00 PM	22
5/4/2016	WED	SC	7:00 PM	DHS	Scott Vallemier	0	0	\$0.00	They Do	COM	11
5/4/2016	WED	ZBA	7:00 PM	COM	Sarah Guimond	1	0	\$50.00		RES	4
5/5/2016	THU	BOS	6:00 PM	SEL	Arthur Griffin	0	1	\$0.00	LNC	MISC	13
5/9/2016	MON	SBC	7:00 PM	COM	Sarah Guimond	1	0	\$50.00		Recorded	17
5/11/2016	WED	Building	7:00 PM	RES	Kay Bowen	0	1	\$0.00	LNC	Not R/Paid	2
5/11/2016	WED	PB	7:00 PM	COM	Arthur Griffin	1		\$54.45		Don't Do	4
5/16/2016	MON	COA	6:00 PM	SR	Arthur Griffin	1	0	\$54.45		Cancelled	6
5/16/2016	MON	Cable	7:00 PM	COM	Angie Coe	1	0	\$54.45		MEETINGS	32
5/16/2016	MON	ConCom	7:00 PM	COM	Steve Zisk	1	0	0	They Do		
5/16/2016	MON	Octoberfest	7:00 PM	KIT	Sarah Guimond	1	0	\$50.00			
5/17/2016	TUE	BOS	7:00 PM	RES	Sarah Guimond	1	0	\$50.00			
5/17/2016	TUE	EDC	7:00 PM	COM	Arthur Griffin	1	0	\$54.45			
5/18/2016	WED	BFCC	7:00 PM	COM	Tess Werme	1	0	\$54.45			
5/18/2016	WED	SC	7:00 PM	DHS	Scott Vallemier	0	0	\$0.00	They Do		
5/19/2016	THU	SBC	7:00 PM	COM	Kay Bowen	1	0	\$50.00			
5/20/2016	FRI	Open Mic	7:00 PM	JENC	Sarah Guimond	1	0	\$50.00			
5/23/2016	MON	BOH	6:00 PM	BOH	Sarah Guimond	1	0	\$50.00			
5/24/2016	TUE	Personnel	2:30	COM	Sarah Guimond	1	0	\$50.00			
5/24/2016	TUE	Fin/BOS	6:30	RES	Kay Bowen	1	0	\$50.00			
5/24/2016	TUE	Cemetery	7:00 PM	KIT	Arthur Griffin	1	0	\$54.45			
5/24/2016	TUE	Library	7:00 PM	SEL	Tess Werme	1	1	54.45	No Quorum		
5/24/2016	TUE	PB	7:00 PM	COM	Sarah Guimond	0	1	0	Cancelled		
5/29/2016	SUN	MEM	1:00 PM	ST	Sarah Guimond						
5/29/2016	SUN	MEM	1:00 PM	ST	Kay Bowen						
					Totals	23	6	\$1,148.95			

Date	Day	Meeting	Time	Room	Staff	Paid	Canc	Wages	Notes		
6/1/2016	WED	SC	7:00 PM	DHS	Scott Valleimer	0	0	\$0.00	They Do	MON	5
6/1/2016	WED	ZBA	7:00 PM	COM	Arthur Griffin	1	0	\$54.45		TUE	10
6/6/2016	MON	COA	6:00 PM	SR	Arthur Griffin	1	0	\$54.45		WED	5
6/7/2016	TUE	BOS	7:00 PM	RES	Sarah Guimond	1	0	\$50.00		THU	2
6/7/2016	TUE	EDC	7:00 PM	COM	Kay Bowen	1	0	\$50.00		FRI	1
6/7/2016	TUE	Sewer	7:00 PM	SEW	Arthur Griffin	1	0	\$54.45		9am-12noon	2
6/8	WED	MA DOT	7:00 PM	RES	Sarah Guimond	1	0	\$50.00		12noon-6pm	3
6/9/2016	THU	OpenSpace	7:00 PM	COM	Kay Bowen	1	0	\$50.00		7:00 PM	19
6/10/2016	FRI	Historical	9:00 AM	COM	Sarah Guimond	1	0	\$50.00		COM	10
6/14/2016	TUE	PB	7:00 PM	COM	Arthur Griffin	1	0	\$54.45		RES	5
6/15/2016	WED	Building	7:00 PM	COM	Cancelled	0	1	\$0.00	Cancelled	MISC	9
6/15/2016	WED	SC	7:00 PM	DHS	Scott Vallemier	0	0	\$0.00	They Do	Recorded	17
6/18	SAT	Bench Dedicati	10:00 A	DES	Sarah Guimond	1	0	\$50.00		Not R/Paid	2
6/20	MON	ConCom	7:00 PM	COM	Steve Zisk	0	0	\$0.00	They Do	Don't Do	3
6/20	MON	Octoberfest	7:00 PM	KIT	Arthur Griffin	1	1	\$54.45	Wrong Posting	Cancelled	4
6/20	MON	SBC	7:00 PM	RES	Kay Bowen	1	0	\$50.00		MEETINGS	24
6/21	TUE	BOS	7:00 PM	RES	Sarah Guimond	1	0	\$50.00			
6/21	TUE	EDC	7:00 PM	COM	Tess Werme	1	0	\$54.45			
6/21	TUE	Octoberfest	7:00 PM	KIT	Arthur Griffin	1	0	\$54.45			
6/27	MON	BOH	6:00 PM	BOH	Sarah Guimond	1	0	\$50.00			
6/28	TUE	Personnel	2:30 PM	COM	Sarah Guimond	0	1	\$0.00	Cancelled		
6/28	TUE	Cemetery	7:00 PM	RES	Arthur Griffin	1	0	\$54.45			
6/28	TUE	Library	7:00 PM	COM	Angela Coe	1	0	\$54.45			
6/30	THU	Sewer	7:00 PM	SEW	Arthur Griffin	1	1	\$54.45	No Quorum		
					Totals	19	4	\$994.50			

Meetings FY16	TOTAL	July15	Aug15	Sept15	Oct15	Nov15	Dec15	January16	Feb16	March16	April15	May16	June16
MON	68	5	4	4	6	9	6	4	5	6	5	9	5
TUE	126	9	9	16	9	4	7	11	14	13	12	12	10
WED	62	5	4	7	5	6	4	4	3	6	7	6	5
THU	27	2	3	1	3	3	2	1	3	3	2	2	2
FRI	2	0	0	0	0	0	0	0	0	0	0	1	1
9am-12Noon	7	0	0	0	2	3	0	0	0	0	0	0	2
12-6pm	46	2	4	3	3	5	2	3	4	5	4	8	3
7:00 PM	234	19	16	25	19	14	17	17	21	23	22	22	19
COM	120	13	10	12	11	8	6	8	11	13	7	11	10
RES	71	5	3	6	7	5	8	5	6	7	10	4	5
MISC	94	3	7	10	6	9	5	7	8	8	9	13	9
Recorded	210	13	17	24	16	19	12	17	18	20	20	17	17
NotR/Paid	21	5	2	2	0	1	1	3	0	1	2	2	2
Don't Do	34	2	3	3	0	3	3	3	3	5	2	4	3
Cancelled/NP	50	5	3	4	8	3	3	3	4	3	4	6	4
TOTAL MTGS	288	21	20	27	23	23	19	20	25	28	26	32	24
Wages	\$10,724.95	\$928.95	\$711.15	\$1,028.55	\$661.35	\$725.10	\$670.65	\$781.15	\$835.60	\$1,094.50	\$1,044.50	\$1,248.95	\$994.50

For Immediate Release:

Contact: Pat Aldrich, Cable Coordinator

Phone: 508-476-4000 ext 122

Email: cable@douglasma.org

Re: Monthly Newsletter August 2016

Douglas Cable Access Monthly Newsletter, August 2016

Douglas, MA - Douglas Residents! Enjoy your public access program to the fullest, sign up for one of our free workshops and learn the basics of video production! Turn it into a show and produce your own television show, or just get a better understanding of fundamentals. We need folks in all roles, acting, directing, camera, or general production help. Go to our website and sign up!

Meanwhile, your Government Channel 192 currently broadcasts 24/7 open meeting playback. Find us on the iTunes Podcast listing, search "Town of Douglas" and subscribe! All meetings are on the website below for streaming and/or download. Stay informed!

Visit our site for more details: DouglasMA.org/Cable. Contact by email: cable@douglasma.org, or call us: 508-476-4000 ext. 122. Connect with us on social media: Twitter & Facebook @DouglasCableTV.