

Douglas Cable Advisory Committee

Douglas Municipal Center

Agenda

Monday July 27, 2015

- **Call to order:**
- **FY 16 Re-organization:**
- **Committee Vacancy:**
- **Financials:** *Report from Town Financial Director attached.*
- **Correspondence:**
- **Meeting Minutes:** 4/13/15, 6/22/15
- **Cable Policy Review:**
- **Coordinator's Report:**
- **Equipment:**
- **Cable Goals:**
- **Other Business:**
Open session for topics not reasonably anticipated 48 hours in advance of meeting.
- **Next Meeting:**
- **Adjourn:**

07/23/2015 13:39
9824jlov

|Town of Douglas
|FY15 FINAL EXPENDITURE REPORTS BEFORE

|P 129
|glytdbud

ENCUMBRANCES

FOR 2015 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	.00	27,783.27	2,501.55	.00	-27,783.27	100.0%*
2836951 51200 P/T Wages	0	98,448.11	9,399.93	1,029.10	.00	89,048.18	9.5%
2836951 52400 REPAIRS AND MAINT AG	0	.00	546.65	.00	.00	-546.65	100.0%*
2836951 53002 LEGAL SERVICES	0	.00	480.00	480.00	.00	-480.00	100.0%*
2836951 53012 EMPLOYEE TRAIN SEM/C	0	.00	140.00	.00	.00	-140.00	100.0%*
2836951 53401 POSTAGE	0	.00	70.78	.00	.00	-70.78	100.0%*
2836951 53800 OTHER SERVICES	0	.00	741.70	.00	.00	-741.70	100.0%*
2836951 54200 OFFICE SUPPLIES	0	.00	558.28	.00	.00	-558.28	100.0%*
2836951 55800 OTHER SUPPLIES	0	.00	660.24	.00	.00	-660.24	100.0%*
2836951 57100 IN-STATE TRAVEL	0	.00	90.04	.00	.00	-90.04	100.0%*
2836951 57150 TRAINING AND EDUCATI	0	.00	211.52	.00	.00	-211.52	100.0%*
2836951 57300 DUES AND MEMBERSHIPS	0	.00	625.00	.00	.00	-625.00	100.0%*
2836951 58500 CABLE - ADDITIONAL E	0	.00	17,257.71	621.90	.00	-17,257.71	100.0%*
TOTAL CABLE ADVISORY REVOLVING	0	98,448.11	58,565.12	4,632.55	.00	39,882.99	59.5%
TOTAL CABLE ADVISORY COMMITTEE	0	98,448.11	58,565.12	4,632.55	.00	39,882.99	59.5%

07/27/2015 12:29 |Town of Douglas
9824jlov |FY15 JUN15 REVENUE REPORT

|P 60
|glytdbud

FOR 2015 12

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

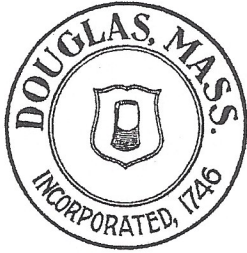
2836951 CABLE ADVISORY REVOLVING FUND						

32 MISC NONRECURRING						

2836951 48400 CABLE - MISCELLANEO	0	.00	-98,448.11	.00	98,448.11	100.0%
TOTAL MISC NONRECURRING	0	.00	-98,448.11	.00	98,448.11	100.0%
TOTAL CABLE ADVISORY REVOLVING	0	.00	-98,448.11	.00	98,448.11	100.0%

Douglas C FY15 Expenditures																	
		Repairs	Adv	Legal	Training	Archt	Services	Postage	Supplies	Other Supp	Travel	Ed Travel	Dues	Equipment		51200	Wages
Date	Vendor	52400	53001	53002	53012	53004	53800	53401	54200	55800	57100	57150	57300	58500			
7/16/2014	Pat Aldrich									\$86.19						7/16/2014	\$1,098.22
7/16/2014	American Alarm	\$85.45														7/30/2014	\$1,385.83
8/6/2014	American Alarm	\$85.45														8/13/2014	\$1,276.97
8/19/2014	Amazon.com									\$480.65						8/27/2014	\$1,250.08
9/16/2014	Amazon.com									\$35.96						9/10/2014	\$1,299.53
9/24/2014	ACM-NE				\$75.00											9/24/2014	\$1,538.38
9/30/2014	American Alarm	\$85.45														10/8/2014	\$1,443.68
10/15/2014	Pat Aldrich									\$21.56		\$79.53				10/22/2014	\$1,406.08
10/16/2014	ACM-NE												\$250.00			11/5/2014	\$1,674.13
11/4/2014	Pat Aldrich										\$57.52					11/19/2014	\$1,295.33
11/24/2014	Dreamhost	\$119.40														12/3/2015	\$1,394.23
11/24/2014	B&H Photo													\$2,809.55		12/17/2014	\$1,348.98
12/3/2014	Lynda												\$375.00			12/31/2014	\$1,295.33
12/4/2014	Google						\$741.70									1/14/2015	\$1,204.83
12/4/2014	Pat Aldrich								\$5.40							1/28/2015	\$1,439.48
12/19/2014	Amazon.com													\$13.99		2/11/2015	\$1,254.28
12/19/2014	American Alarm	\$85.45														2/25/2015	\$1,254.28
1/26/2015	Amazon.com									\$35.88						3/11/2015	\$1,731.98
1/26/2015	Pat Aldrich								\$12.98		\$21.68					3/25/2015	\$1,344.78
2/10/2015	B&H Photo													\$4,979.35		4/8/2015	\$1,488.93
2/18/2015	Amazon.com								\$78.27							4/22/2015	\$1,579.43
3/2/2015	Pat Aldrich							\$58.48								5/6/2015	\$1,534.18
3/24/2015	B&H Photo													\$7,555.12		5/20/2015	\$1,583.63
3/24/2015	American Alarm	\$85.45														6/3/2015	\$1,529.98
4/13/2015	B&H Photo								\$13.50							6/17/2015	\$1,443.68
4/13/2015	B&H Photo													\$640.72		7/1/2015	\$1,484.73
4/15/2015	Mass Access				\$65.00											7/15/2015	\$602.24
4/28/20																	

51200		Wages
7/16/2014		\$1,098.22
7/30/2014		\$1,385.83
8/13/2014		\$1,276.97
8/27/2014		\$1,250.08
9/10/2014		\$1,299.53
9/24/2014		\$1,538.38
10/8/2014		\$1,443.68
10/22/2014		\$1,406.08
11/5/2014		\$1,674.13
11/19/2014		\$1,295.33
12/3/2015		\$1,394.23
12/17/2014		\$1,348.98
12/31/2014		\$1,295.33
1/14/2015		\$1,204.83
1/28/2015		\$1,439.48
2/11/2015		\$1,254.28
2/25/2015		\$1,254.28
3/11/2015		\$1,731.98
3/25/2015		\$1,344.78
4/8/2015		\$1,488.93
4/22/2015		\$1,579.43
5/6/2015		\$1,534.18
5/20/2015		\$1,583.63
6/3/2015		\$1,529.98
6/17/2015		\$1,443.68
7/1/2015		\$1,484.73
7/15/2015		\$602.24
Total FY15 Wages		\$37,183.20
Total FY15 Exp		\$21,381.92
Expenditure Total		\$58,565.12
FY15 Budget		\$47,037.07
Less Capital	Leftover	\$5,729.66
Revenue		
Deposit	10/22/2014	\$50,000.00
Deposit	3/23/2015	\$48,448.11
FY15 Revenue	7/22/2015	\$98,448.11
Revolving Acco	7/1/2014	\$311,231.90
Plus Revenue	7/22/2015	\$98,448.11
Less Total Exp	7/22/2015	\$58,565.12
Ending Balanc	7/22/2015	\$351,114.89



TOWN OF DOUGLAS

Michael D. Hughes - Chairman
Kevin D. Morse - Vice Chair
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 24, 2015

Mr. Mitchell Cohen
25 Marilyn Drive
Douglas, MA 01516

Dear Mr. Cohen;

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, 2018.

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;

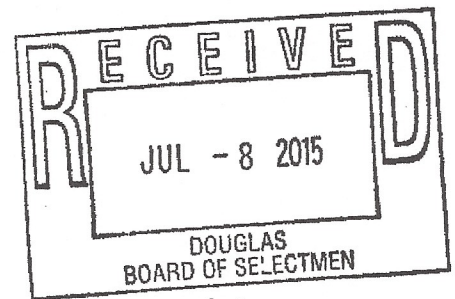
Suzanne Kane
Administrative Assistant

Cc: Town Clerk
Cable Advisory Committee ✓



July 6, 2015

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



cc: cable
Police
fire
Hwy w/s

Dear Franchise Authority/Municipal Official:

Communications is one of the major challenges we all face when dealing with storms that cause significant and widespread damage to our communities. In recent storms, the extensive damage to trees, utility poles and power lines resulted in blocked roads, power outages and loss of key communications services, in many cases, for a week or more.

In addition to cable television, Charter Communications is a major provider of telephone and broadband (Internet) services in your community. At Charter, we do our best to prepare in advance for the storms. We have certainly gained a lot of experience in recent years in deploying our workforce, quickly assessing damage and deploying back-up generators to keep our network operational and restore service to our customers as quickly as possible. One of the key lessons we've learned is that we need to improve the methods and the timeliness of communications with government officials, first responders and the power companies.

To that end, we are distributing the following information twice annually to local officials in the municipalities that Charter serves, and we encourage you to share these emergency numbers with your emergency operations coordinators and public safety officials.

Charter Communications
Emergency Contacts for Municipalities and Public Safety Agencies

To report emergencies such as wires or poles down, road closings, etc, please use the following phone numbers to reach Charter Communications:

During Business Hours: (M-F 6:00 a.m. to 8:30 p.m.; and 7:00 a.m. to 4:30 p.m. on Saturdays and Sundays)

508-854-5045 or 1-800-933-3231 and select Option #4

After Hours: 1-855-248-7822 and select Option #1

These numbers are for emergencies only, and are directed to personnel who can dispatch technicians and crews 24/7.

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

Dear Patrons of the Simon Fairfield Public Library,

People tend to think of libraries as great gobblers of taxpayer dollars, but let's do the math. In the fiscal year of 2015, the library was budgeted **\$208,988** of town funds. We actually spent a few dollars less than that, but that's the figure we will use. In the fiscal year, patrons borrowed 26,433 books, 2,713 magazines, 2,408 audiobooks, 11,438 DVDs, 1,413 e-books, 737 e-audiobooks, and 947 things lacking proper categorization (we'll just call them paperback books to keep our estimate conservative).

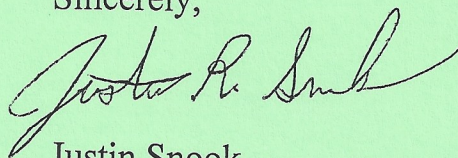
If Douglas residents had bought all that themselves, that would have amounted to **\$998,653** (\$1,061,068 including tax). And that is just counting materials borrowed and doesn't include the value of our other services such as free computers, wifi, children's programming, book clubs, and community meeting space (which would add up to quite a bit).

What is the point of this rambling? In FY2015, the library saved Douglas somewhere in the neighborhood of **\$800,000**.

Imagine how much more we could do with proper facilities! We know that you are getting hit hard from all directions this summer, but please don't forget that you can donate to our library building fund so that one day...*just maybe*...we can renovate our building and offer you so much more. We can take cash or checks made out to the Simon Fairfield Public Library Building Fund at circulation desk.

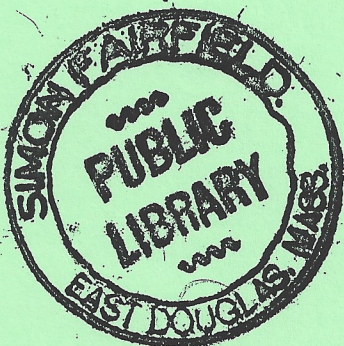
Most importantly, though, keep using our services. Let us know how we can make them better. We welcome your support, but we want to be *worth it*.

Sincerely,



Justin Snook

Director, Simon Fairfield Public Library





July 13, 2015

Account: 8350 12 036 0177070

Phone Number: (508) 476-4000

Security Code: 6828

Service At 29 DEPOT ST
PUBLIC ACCESS
DOUGLAS MA 01516-2323

Contact Us

visit us at charter.com or call
1-888-GET-CHARTER (1-888-438-2427)

Summary

Service from 07/21/15 through 08/20/15
details on following pages

Previous Balance	0.00
Payments Received	0.00
Remaining Balance	0.00
Charter TV®	0.00
Current Charges	0.00
No Payment Due	\$0.00

Thank you for choosing Charter.

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

Charter News

Privacy Notices - Charter's current Privacy Policy is enclosed in this month's statement.

Annual Notices - Pursuant to FCC customer notification requirements, please see the enclosed Annual Notice, which provides important standard terms and conditions for Charter TV service. To obtain a current channel lineup available in your area, please go to charter.com/channellineup and enter your address. To obtain a current rate card for TV services, please go to charter.com/ratecard and enter your address. To obtain a paper copy of your channel lineup or rate card, please contact us at (888) 438-2427, or visit your local Charter Store. To find the nearest Charter Store location, go to charter.com/locations.

Charter Store Hours - Effective Monday, June 15, 2015, the Charter store located at 296 Providence St, Grafton, MA 01560 will have new hours, Monday - Friday 9:00am-6:00pm and closed Saturday and Sunday. Customers may also make payments, upgrade their services and receive support at charter.com/myaccount.



8413 EXCELSIOR DR 120 MADISON WI 53717-1970
8634 0080 NO RP 13 07142015 NYNNNNN 01 005192 0019

DOUGLAS PUBLIC ACCESS
29 DEPOT ST
PUBLIC ACCESS
DOUGLAS MA 01516-2323

July 13, 2015

Douglas Public Access

Account: 8350 12 036 0177070

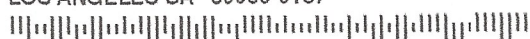
Phone Number: (508) 476-4000

Service at 29 DEPOT ST
PUBLIC ACCESS
DOUGLAS MA 01516-2323

No Payment Due

\$0.00

CHARTER COMMUNICATIONS
PO BOX 60187
LOS ANGELES CA 90060-0187



835012036017707000000000

Account:
Security Code:

Douglas Public Access
8350 12 036 0177070
6828

**Contact Us**

visit us at charter.com or call
1-888-GET-CHARTER (1-888-438-2427)
8634 0080 NO RP 13 07142015 NYNNNNN 01 005192 0019

Charge Details

Previous Balance	0.00
Remaining Balance	\$0.00

Payments received after 07/13/15 will appear on your next bill.

Service from 07/21/15 through 08/20/15



Digital Home	70.99
Includes: Basic, Expanded, Digital Receiver & Interactive Services	
Service Discount	-70.99
	\$0.00
Charter TV® Total	\$0.00
Current Charges	\$0.00
No Payment Due	\$0.00

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 www.charter.com/taxesandfees for more information.

Terms & Conditions - Charter's detailed standard terms and conditions for service are located at www.charter.com/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@charter.com. Send written complaints via US Mail to Executive Escalation Manager, 2 Digital Place, Simpsonville, SC 29681.

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 - Town of Douglas, MA Dept of Telecom & Cable Consumer Division 1000 Washington St, Suite 820 Boston MA 02118-6500 Phone: (800) 392-6066 or (617) 305-3531

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.

Local Charter Store: 296 Providence Rd, South Grafton MA 01560 Store Hours: Mon thru Fri - 9:00am to 6:00pm; Closed Sat

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.com/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.com/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**.



Charter

COMMUNICATIONS

2015 Annual Customer Notification

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", "release", or other statements on or accompanying checks or other payments accepted by Charter, any of which notations still have no legal effect. If your card issuer or financial institution refuses payment for insufficient funds, closed or uncollectible 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 declined 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 an unpaid balance. In the unlikely event that Your account has been disconnected for nonpayment, You may be liable for all reconnection 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 entirely from circumstances beyond Charter's reasonable control. Subject to requirements under applicable law, credit may be given for qualifying outages. For TV 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 of 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 1-802-828-2336 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 1-800-292-8565 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

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 FAQs 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 all 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 & tiers, 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 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. 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 repairs 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.

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 of 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 our 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 collects personally identifiable information from credit reporting agencies to, for example, determine Your creditworthiness, credit score, and credit usage. Charter also may maintain research records combining 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 store 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 marketing 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 adult 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 or 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 Your personally identifiable information obtained from us, whether for that 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 county) 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 involve 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, although we cannot prevent the display of Your name and/or telephone number when You did certain business numbers, 911, 900 numbers or toll-free 800, 866, 877 or 888 numbers.

If allowed by and after complying with any federal law requirements, Charter may disclose personally identifiable information about Customer to representatives of government or include records 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 (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.OhioGuardOnline.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 of 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 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 these 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 customized 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 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 cases 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.

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 / 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 such 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 directly 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 confined to 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 reoperation 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.

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 and 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 it is connected to a Charter-issued digital receiver, 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 RMVJ2620, RCA RCRPS06, 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 on 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, 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 of 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 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-rating of Charter services or a rate increase, You may elect within 30 days to downgrade the services You are receiving of 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: Billed 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.

PROGRESSIVE 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 offer 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.

Cable Coordinator's Report

7/27/15

- **Monthly Meetings Report Attached: June 2015 & FY15 Total**
- **Cable Newsletter August 2015**
- Cable Dept. has been reconciled with Finance Director for FY15.
- KidMissing 13 online and being broadcast.
- DHS Shure mixer warranty trade-in has been fixed and is back in rack.
- Pre-ATM meetings are being planned out, will meet with Mike G before next Town Meeting.
- Started working with DFD to shoot a short production about their resident and volunteer programs.
- Concert at the Gazebo will be filmed August 1st.

General Cable Goals:

- Garner interest in classes/workshops.
- Work tighter with CPI groups to get more regular programming.
- Outline needs for a thriving Public program.
- Improve as a resource for the Town.

For Immediate Release:

Contact: Pat Aldrich, Cable Coordinator

Phone: 508-476-4000 ext 122

Email: cable@douglasma.org

Re: Monthly Newsletter August 2015

Douglas Cable Access Monthly Newsletter, August 2015

Douglas, MA - This month on Public Channel 191, we are showing the latest episode of "KidMissing" with Angelina Wilson. This show helps bring awareness to various open and historical cases around the country. Host and writer Angelina Wilson produces the show as a televised version of her radio blog "KidMissing Radio" which is also available at blogtalkradio.com/kidmissing.

The Government Channel 192 offers 24/7 playback of open meetings. Our goal is 100% coverage in an effort to provide Douglas with total government transparency. The videos are archived for streaming and download on the Town Website: douglasma.org/cable and can also be found on the iTunes podcast directory, just search "Town of Douglas".

Douglas Cable Access offers a "Digital Video Fundamentals" workshop, which is free for residents. Sign up or read the course overview at douglasma.org/cable. Create your own show to be aired on the Public Channel and our YouTube channel: youtube.com/douglascableaccess.

Connect with us on Twitter and Facebook @DouglasCableTV for updates and information. For all other correspondence, feel free to email us at cable@douglasma.org.

June												
Date	Day	Meeting	Time	Room	Staff	Paid	Canc	Wages	Notes			
6/1/2015	MON	COA	615pm	SR	Sarah Guimond	1	0	45.25		MON	9	
6/1/2015	MON	ConCom	7:00 PM	COM	Steve Zisk	1	0	0		TUE	9	
6/2/2015	TUE	Sewer	7:00 PM	SEW	Arthur Griffin	1	0	49.45		WED	6	
6/3/2015	WED	ZBA	7:00 PM	COM	Kay Bowen	1	0	45.25		THU	4	
6/3/2015	WED	SC	7:00 PM	DHS	Scott Vellemiere	1	0	0		FRI	0	
6/4/2015	THU	OpenSpace	7:00 PM	COM	Sarah Guimond	1	0	45.25		9am-12noon	0	
6/8/2015	MON	EDC	7:00 PM	RES	Sarah Guimond	1	0	45.25		12noon-6pm	4	
6/9/2015	TUE	Cemetery	7:00 PM	RES	Arthur Griffin	1	0	49.45		7:00 PM	24	
6/9/2015	TUE	PB	7:00 PM	COM	Tess Werme	0	1	0 LNC		COM	13	
6/10/201	WED	Building	7:00 PM	COM	Angie Coe	1	0	49.45		RES	8	
6/11/201	THU	OGSDC	7:00 PM	RES	Kay Bowen	0	1	0 LNC		MISC	7	
6/11/201	THU	St Budget	5:00 PM	COM	Sarah Guimond	1	0	45.25		Recorded	25	
6/15/201	MON	ConCom	7:00 PM	COM	Steve Zisk	1	0	0		Not R/Paid	1	
6/15/201	MON	Cable	7:00 PM	COM	Tess Werme	0	1	0 LNC		Don't Do	4	
6/16/201	TUE	BOS	7:00 PM	RES	Sarah Guimond	1	0	45.25		Cancelled	4	
6/17/201	WED	Building	7:00 PM	COM	Arthur Griffin	1	1	49.45	No Quorum	MEETINGS	28	
6/17/201	WED	SC	7:00 PM	DHS	Scott Vallemeire	1	0	0				
6/18/201	THU	SBC	7:00 PM	RES	Kay Bowen	1	0	45.25				
6/22/201	MON	Cable	7:00 PM	COM	Tess Werme	1	0	49.45				
6/22/201	MON	FinCom	7:00 PM	RES	Sarah Guimond	1	0	45.25				
6/23/201	TUE	St Budget	5:30 PM	SEL	Kay Bowen	1	0	45.25				
6/23/201	TUE	Library	7:00 PM	RES	Sarah Guimond	1	0	45.25				
6/23/201	TUE	PB	7:00 PM	COM	Arthur Griffin	1	0	49.45				
6/24/201	WED	Building	7:00 PM	COM	Kay Bowen	1	0	45.25				
6/29/201	MON	BOH	6:00 PM	BOH	Sarah Guimond	1	0	45.25				
6/29/201	MON	Cemetery	7:00 PM	COM	Arthur Griffin	1	0	49.45				
6/30/201	TUE	BOS	7:00 PM	RES	Kay Bowen	1	0	45.25				
6/30/201	TUE	Octoberfest	7:00 PM	MEN	Sarah Guimond	1	0	45.25				
						25	4	979.65				

Meetings FY15

	TOTAL	July14	August14	Sept14	October14	November14	December14	January15	February15	March15	April15	May15	June15
MON	76	4	4	5	9	6	4	7	5	12	5	6	9
TUE	100	6	5	12	9	2	7	7	11	9	12	11	9
WED	63	3	4	4	6	6	3	5	3	7	9	7	6
THU	64	5	2	6	5	6	5	6	8	6	7	4	4
FRI	6	0	1	2	0	0	0	0	0	0	0	3	0
9am-12Noon	6	1	0	2	0	1	1	0	0	0	0	1	0
12-6pm	64	5	1	3	5	5	6	8	6	9	4	8	4
7:00 PM	242	12	15	24	25	15	12	17	21	25	29	23	24
COM	124	6	7	13	9	5	13	12	11	14	12	9	13
RES	98	5	6	4	13	8	3	7	9	10	14	11	8
MISC	87	5	3	12	8	7	3	6	7	10	7	12	7
Recorded	226	13	9	18	22	11	15	15	18	28	27	25	25
NotR/Paid	11	0	2	1	0	1	0	1	1	0	3	1	1
Don't Do	38	3	2	4	3	3	3	2	2	4	4	4	4
Cancelled/NP	62	1	3	6	5	5	1	8	10	5	7	7	4
TOTAL MTGS	300	18	16	29	30	20	19	25	27	34	29	25	28
Public	19	1	2	1	5	1	1	2	1	0	1	4	0
Wages	\$9,333.32	\$605.05	\$555.60	\$852.30	\$984.82	\$514.55	\$559.80	\$564.00	\$712.35	\$938.60	\$1,082.75	\$983.85	\$979.65