

Douglas Cable Advisory Committee

Douglas Municipal Center

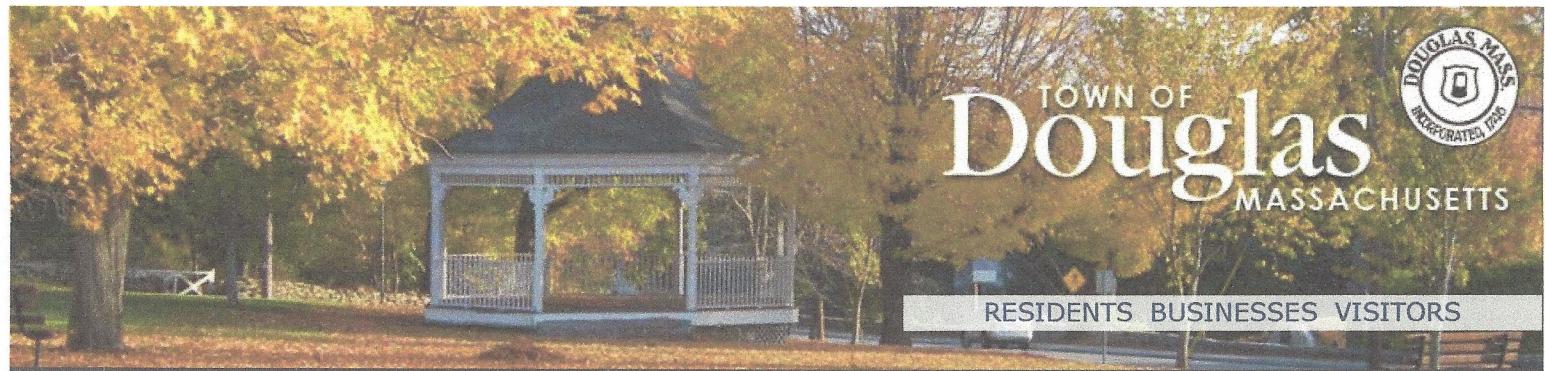
Agenda

Monday April 13, 2015

- **Call to order:**
- **Committee Vacancy:**
- **Charter Encryption Update:**
- **BVT School Committee Meetings:**
- **Cable Policy Review:**
- **Coordinator Review:**
- **Financials:**
- **Correspondence:**
- **Meeting Minutes:** 3/9/15
- **Coordinator's Report:**
- **Equipment:**
- **Other Business:**

Open session for topics not reasonably anticipated 48 hours in advance of meeting.

- **Next Meeting:** Monday, May 11, 2015
- **Adjourn:**



RESIDENTS BUSINESSES VISITORS

[Home](#) [About Douglas](#) [Boards and Committees](#) [Departments](#)
[Bulletin Board Form](#)
[Cable Committee](#)
[Cable Committee Charge](#)
[Charter Digital Transition 2014](#)
[Equipment](#)
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Cable Committee

Cable Advisory Committee - Policy Development

The Cable Advisory Committee adopted the following as its Mission Statement on September 25, 2006:

To inform and educate the residents of Douglas by:

- The recording and broadcast of local government meetings
- Fostering the production of local events of special interest
- Develop and enforce cable licenses in the best interest of the community
- Make available video production technology and training to the public
- Provide cable broadcast access to every Douglas resident

Following are the policies of the Douglas Cable Advisory Committee. If you have any comments or questions, on these policies, please contact us at cable@douglasma.org, 508-476-4000 x122, or by mail at 29 Depot St., Douglas, MA 01516.

Policy and Procedure Development

The Cable Advisory Committee shall develop policies and procedures that are consistent with its mission statement and the Charge of the Board of Selectmen.

All policies and procedures will be subject to public review for a period of no less than twenty-one days from first Committee discussion to Committee vote. Policies shall be in effect once approved by a majority of members present at an open meeting.

Policies and procedures of an emergency nature may be adopted by a two-thirds majority vote of members present at an open meeting. All emergency policies and procedures take effect immediately and must be reported with explanation to the Board of Selectmen within seven days. Emergency policies and procedures will expire unless ratified by the Committee within sixty days of the date of adoption.

The Cable Advisory Committee shall notify the public of ongoing policy and procedure discussions through the use of an electronic web page, town mailings, bulletin board postings, and/or other reasonable means.

The Cable Advisory Committee shall maintain a current collection of policies

[Agendas & Meeting Minutes](#)
[Meeting videos](#)

Upcoming Meetings

Wednesday, February 18
7:00 PM, Building & Facility Const. Com.

Thursday, February 19
7:00 PM, School Building Committee

Monday, February 23
6:00 PM, Board of Health
7:00 PM, Finance Committee

Tuesday, February 24
6:30 PM, DPW Study Committee
7:00 PM, D.P.A.C.
7:00 PM, Library Board of Trustees
7:00 PM, Planning Board

Thursday, February 26
7:00 PM, School Building Committee

Monday, March 2
6:15 PM, Council on Aging
7:00 PM, Conservation Commission

Tuesday, March 3
7:00 PM, Board of Selectmen

Wednesday, March 4
7:00 PM, School Committee
7:00 PM, Zoning Board of Appeals

Thursday, March 5
6:00 PM, Board of Assessors

Monday, March 9
7:00 PM, Cable Advisory Com.
7:00 PM, Economic Dev. Com.

and procedures available for public inspection in the Cable office, in both hard copy and electronic form.

Electronic Bulletin Board

The Cable Advisory Committee shall maintain an electronic "Bulletin Board" of items of interest to the general public. The Bulletin Board shall be displayed on one or more Cable channels for at least four hours between midnight and noon, and at least four hours between noon and midnight, with such times to be either contiguous or non-contiguous.

All local government, non-profit, and informal not-for-profit organizations may submit items for the Bulletin Board. Use of the Bulletin Board by for-profit organizations and purposes is prohibited under any circumstances.

Use of the Bulletin Board to advocate any position of a political nature or candidate for elective office is prohibited. General non-advocacy notices, such as those announcing a local party caucus, shall not be construed as prohibited by this policy.

The Committee shall develop a form to provide clear instructions and process for the submission of items for the Bulletin Board. This form shall provide instructions on the amount of submittal time required, the maximum length of a message, and the maximum time a message shall appear.

The public shall be encouraged to submit items electronically. Printed submittals otherwise consistent with the electronic form shall also be accepted.

Channel Availability

The Cable Advisory Committee shall be responsible for maintaining two cable channels, referred to as the Public and Government channels. The School Department programs the Education channel. The Cable Advisory Committee shall work cooperatively with the School Department as needs warrant.

The Public channel shall be primarily for programming submitted by residents of the Town and organizations based in the Town as defined in the Public Access Programming submissions policy.

The Government channel shall be primarily for programming produced by and about town government, such as Committee meetings, Town Meetings, and any official government productions.

Public Channel Programming - Submission

Any person who is a resident of the Town of Douglas shall be provided the right to submit programming for broadcast on the Public Channel. Non-residents are encouraged to seek a sponsor within the town to submit their programming.

If a person created a program, they are considered the Producer. If a person did not create a program, but are requesting that program to be aired, they are considered the Sponsor. No program shall air unless requested to be aired by either a Producer or a Sponsor. The Cable Advisory Committee shall not be the Producer or Sponsor of any program, although individual members of the

Tuesday, March 10
7:00 PM, Planning Board

Thursday, March 12
7:00 PM, Old Grammar School
Disp. Committee

Meetings crossed out were previously scheduled and have since been cancelled

[Full meeting calendar](#)

Committee can be either.

Under no circumstance shall the Cable Advisory Committee refuse to air any program based on the content of that program, unless the content is pornographic or otherwise prohibited by state or federal laws.

Programs which are understood to be of an adult nature shall be aired only between the hours of 10:00pm and 5:00am [*Editorial note: check times with FCC rulings*].

The Cable Advisory Committee shall establish forms and procedures for the submittal of programming for the Public Channel. These forms shall indemnify the Town of Douglas regarding the content of programming. By signing the submission form, the program sponsor assumes any and all legal liability relating to the program.

No program shall be aired without a properly completed submission form.

The Cable Advisory Committee may refuse submissions of non-approved formats or of poor image or sound quality.

Public Channel Programming – Scheduling

Programs submitted to the Public Channel shall be aired on a fair and unbiased schedule. No person or program shall be given special privileges or priority for the broadcast based on their position in the community or for any other reason.

The specific schedule shall be determined by the Cable Access Coordinator or other person assigned the responsibility of maintaining the schedule by the Cable Advisory Committee.

The Producer or Sponsor of a Program may request a specific schedule. Those requests shall be taken under advisement but cannot be guaranteed

Public Channel Programming – Production Assistance

The Cable Advisory Committee shall provide assistance at no charge to Producers who wish to create programming for the Public Channel. Priority shall be given to residents of Douglas.

The objective of this assistance shall be to provide Producers with the knowledge to become independent in their productions. Assistance shall be provided based on staff and volunteer availability, and priority will be given to generate new programming.

Public Channel Programming – Training

The Cable Advisory Committee shall offer periodic classes in television production. Priority shall be given to residents of Douglas.

The Cable Advisory Committee shall offer other training opportunities to the public, such as making available books, product manuals, and online courseware.

All training shall be offered free of charge to residents of Douglas.

Public Channel Programming – Equipment Availability

The Cable Advisory Committee shall make equipment available to Producers who wish to create programming. Equipment may be designated as non-removable from the Cable studio area. Certain equipment may require additional training as determined by the Cable Advisory Committee or their designee.

No equipment shall be borrowed from the Cable studio without the Producer completing a sign-out form.

The Cable Advisory Committee shall also make available appropriate recording media at no charge for the production of programming.

Equipment and recording media may only be used for the production of programming for broadcast on the Douglas PEG channels, or for the support of Douglas government operations. The use of equipment or media for any other purpose is prohibited, without the formal approval of the Cable Advisory Committee.

Producers

Any person that has completed a video production course offered by the Cable Advisory Committee will be approved as a Producer. A person may also be named a Producer by demonstrating equivalent knowledge at the discretion of the Cable Advisory Committee or its designee.

The Cable Advisory Committee shall maintain a list of Producers. A list of volunteer Producers shall be made available for assistance in programming production.

Violations

The Cable Advisory Committee or its designee is authorized to issue warnings and suspensions.

Major violations will result in an immediate 90-day suspension of equipment use privileges and may be brought to the attention of Douglas Police Department. These may include, but are not limited to:

- Violence, threat of violence, or verbal abuse towards staff or volunteers.
- Commercial or profit-making use of Douglas facilities or equipment.
- Misrepresentation of Douglas residency.
- Falsifying forms.
- Unauthorized use or access of production facilities and/or equipment.
- Abuse of equipment.
- Facility reconfiguration.
- Misrepresenting program content.
- Refusal to return equipment.

Any subsequent major violation will result in the immediate and permanent loss of equipment and facilities privileges.

Stipends

Stipends may be offered for the following purposes where volunteers are not available:

- To persons who are deemed to be qualified to conduct course offerings.
- To persons appointed to produce local government programming.

Stipends must be approved by prior vote of the Cable Advisory Committee and is subject to the availability of funds.

This policy shall not be in effect unless approved by the Board of Selectmen.

New Recurring Meeting Recording – Approved October 15, 2007

This policy refers to the regular recording of future public meetings of any specific Committee.

The Cable Advisory Committee (CAC) will determine the date upon which it will begin recording the new meetings.

Upon the decision of the CAC to record the meetings of another Committee, the CAC shall send a letter to the Chair of the effected Committee stating:

- The decision to record their meetings
- The first date after which the CAC proposes to initiate the video recording. This date shall be no sooner than 30 days following this decision.
- A list of common questions and answers regarding recording and distribution, which the Committee shall establish under regular business and modify as necessary
- It is the intent of the CAC to work cooperatively with every Board and Committee.

Individual Meeting Requests – Approved October 15, 2007

Consistent with the Charge to the Cable Advisory Committee (CAC), the CAC shall record and broadcast any meeting or event so requested by the Board of Selectmen, Executive Administrator, or required by Town Bylaws, subject to the availability of staffing and resources. Further, the Chair of any Committee may request that an individual meeting of their own Committee may be recorded and broadcast. These requests shall not require formal vote of the CAC, and can be decided upon by the Chair or the Cable Coordinator.

Individual meetings otherwise recorded by any person will be considered Public Access programming and if requested, broadcast under appropriate Public Channel policies.

Government Programming – Distribution – Approved October 15, 2007

All Government programming shall air on the Government Channel, and shall also be made available on the online archive of Government programs.

The Cable Advisory Committee shall establish a minimum regular schedule of programs to be broadcast on the Government channel. This shall include, at a minimum, standard playback times for Board of Selectmen meetings. It is recognized that programs regularly vary in length and quantity, thus any permanent full schedule of all Government programs is difficult to produce.

The Cable Coordinator or his/her designee shall schedule meetings not covered by the minimum schedule defined above. Schedules should vary daily. All Government meetings shall air at least three times during the hours of 9am to 11pm within two weeks following the meeting.

Video Copy Requests - Approved April 9, 2008

Although the Cable Advisory Committee is not the keeper of the records, we will make copies of programs as requested for a fee to be determined by the Cable Advisory Committee.

Cable Advisory Committee Guidelines

Guidelines are instructions to Cable Advisory Committee staff and volunteers that by necessity are more fluid and flexible than policies.

Government Programming Guidelines – Schedule – Approved October 15, 2007

This minimum schedule shall be followed whenever possible:

Finance Committee: Monday 7pm, Wednesday 1pm

Board of Selectmen: Tuesday 7pm, Thursday 1pm

Planning Board: Wednesday 7pm, Friday 1pm

Conservation Commission: Thursday 7pm, Monday 1pm

Zoning Board of Appeals: Friday 7pm, Tuesday 1pm

The Cable Advisory Committee may modify this schedule at any time.

Meetings listed above should be broadcast at additional times as well. Meetings not listed above shall be aired in a frequency and duration to be determined by the Cable Coordinator. Such additional meetings will be broadcast during prime time (6-11pm) at least once per week and thereafter as equitably as possible.

Meetings should be broadcast for a maximum of two weeks following the first broadcast of the meeting. Meetings can be repeated more frequently or longer than two weeks upon request of any person if the meeting is of significant value and does not materially impact the scheduling of other programming.

The Cable Coordinator's decisions on scheduling shall be final, and can only be superceded by vote of the Cable Advisory Committee. The Coordinator or Committee may assign the implementation of the programming schedule to any other qualified person or persons in the event the Coordinator or his/her designee is unavailable to perform such duty.

Video Copy Requests fee structure - Approved April 9, 2008

Requests for DVD duplication: No charge for up to three DVD's per week; \$5.00 each DVD thereafter.

Requests for VHS duplication: \$10.00 per copy.

These fees can be waived by a vote of the Committee.

Public Event Recording - Approved December 20, 2010

The Cable Coordinator shall periodically identify public events of community interest of which videotaping and broadcasting of those events may be beneficial to the community. For example, Douglas Octoberfest, the Memorial Day Parade, political candidate debates, etc. For-profit events are not permitted, although paid fundraisers for not-for-profit organizations are permitted. Political events not open to participation by all equivalents (such as single-party or single-candidate events) are not permitted.

Meetings or presentations of a Town Government body or personnel are classified as Government Programming thus not applicable to this policy.

A calendar of annual events shall be maintained by the Cable Coordinator. Additional one-time events may be added as appropriate and presented periodically to the Cable Committee and posted on the Town Web Site.

Videotaping and editing of these events shall be coordinated by the Cable Coordinator, and may include the use of staff paid their usual rates in the absence of volunteers. A maximum of four events utilizing paid staff per month are permitted without prior consent of the Cable Committee Chair, Vice-Chair, or vote of the Committee.

Recognizing public events are not necessarily acceptable to be videotaped, the Coordinator shall obtain permission from the event management prior to videotaping the event. The Town of Douglas Cable Advisory Committee is the owner of both the raw and produced programming.

The event management shall be provided up to three DVD copies of produced event programming; additional copies may be provided upon request and based on available resources. This programming shall be broadcast on the Public Channel.

Recording Assistants' Participation in Meetings - Approved May 12, 2014

A Recording Assistant is scheduled, as a representative of the Cable Advisory Committee, to an assigned meeting to record that meeting for Cable. All Recording Assistants must be respectful of the assigned meeting without interrupting. This includes the setup time previous to the meeting, during the meeting, after the meeting concludes, and while breaking down equipment.

If a Recording Assistant anticipates the need to participate in, or has business before an assigned meeting, the Recording Assistant must contact the Cable Coordinator to schedule someone else for that meeting.

If an unanticipated need for the Recording Assistant to participate arises, step

away from the Cable equipment and sit/stand in the attendee area to clarify that your participation will not be coming from your position as Recording Assistant. You will need to wait to be recognized by the Chair before participating in the meeting.

Unforeseen technical issue(s) that arise during the meeting that can impede with the recording of the meeting may respectfully be brought to the attention of the chair.

Recording Assistants Late Notification Alert - Approved May 12, 2014

All Recording Assistants must provide a method of contact to be used by the Cable Coordinator as a "Late Notification Alert". The Recording Assistant must check their Late Notification Alert contact 2 hours before an assigned meeting for changes or cancellations.

No payment will be made if a Recording Assistant reports to record a meeting that has been cancelled using the Late Notification Alert.

Late Notification Contacts can be one of the following and must be agreed upon with the Cable Coordinator: Cell or home phone with voicemail, cell phone text, or email.

From: Mitch Cohen, Vice Chair, Douglas Cable Advisory Committee

To: Douglas Cable Advisory Committee

CC: Douglas Board of Selectmen
Executive Administrator Michael Guzinski

Re: Cable policy sampler

Date: July 12, 2006

The Cable Advisory Committee has been formally tasked with defining policies. To begin this process I have merged the policy documents I have collected into one large "sampler" document. The entire file, in PDF format, is 448 pages. In an effort to save trees I will arrange for the printing of a single copy of this large volume to be stored in Town Hall, and will make the PDF file available to you and all other interested parties via the town web site. It will be placed in the Cable Programming section, or directly at <http://www.douglasma.org/cable/>.

All documents are current as of today, in that I gathered (or re-gathered) them today from the web sites today and some via email very recently.

Information contained in this document represents a significant range in information and approach. Included are formal policy manuals, informal web pages, forms for airing programming, mission statements, etc. Also included are organizational bylaws for those communities who operate their Public Access programming through a 501c3 non-profit. While the bylaws as a whole are not applicable to us, some items within may be of benefit.

Information in this document has been gathered from the Public Access stations

of Athol-Orange, Beverly, Billerica, Cape Cod, Carver, East Bridgewater, Falmouth, Framingham, Franklin, Hadley, Holliston, Newton, Plymouth, Shrewsbury, Westborough, and Wilmington. They are presented in this order within the PDF file.

If you wish to focus on specific station's documents, I suggest starting with Shrewsbury, Newton, Plymouth, and Cape Cod – all stations of which are very highly regarded. I've had the pleasure of meeting all of these stations directors.

If you wish to review the web sites of these or any other Public Access station, an excellent starting point is <http://www.bevcam.org/peg/>. You may also wish to visit <http://www.alliancecm.org/> and <http://www.massaccess.org/>, two organizations of which we are members and that I've become involved in personally.

Before our next meeting we should all take a cursory review of these documents so we can begin to plan our own policy structure and development approach.

Please let me know if you have any questions.

The Town of Douglas is an Equal Opportunity Provider, and Employer

Short link to this page: <http://douglasma.org/s/Xnp8z>

Public Channel 191 Programming – Production Assistance Policy

The Cable Advisory Committee shall provide assistance at no charge to Residents of Douglas to become "Producers" who wish to create programming for the Public Channel. The objective of this assistance shall be to provide Producers with the knowledge to become independent in their productions. Assistance shall be provided based on staff and volunteer availability, and priority will be given to generate new programming.

Producer Requirements

In order to create your own program with Douglas Cable Access equipment for air on Douglas Cable Access Public Channel 191 and optionally the Douglas Cable Access YouTube channel, there are some minimum requirements.

1. Under 18: Guardian must sign off on all documents.
2. Under 16: Guardian must be present.
3. Open to Douglas: Residents, Business Owners, and Staff.
4. Successful Completion of the Digital Video Fundamental Training.
5. *Provide a Production Crew: Writer, Director, Designer, Engineer, Talent, Editor.
**You can fill any and all roles yourself, but they need to be filled by the Producer.*
6. "Program Idea" Submission Form (will be available online).
7. Signed Producer's Indemnification Form (will be available online).

Douglas Cable Access will provide, upon meeting the above requirements:

1. Douglas Cable will get your show up and running, but producers will be responsible for all their own leg work per program.
2. Room Reservation at the Municipal Center for producer meetings, read-throughs, rehearsals, and filming.
3. Camera, lighting, and audio equipment on loan as needed.
4. Video Editing Bay time upon reservation.
5. Training on all equipment.
6. Broadcast of final program on channel 191 and optionally YouTube.

DOUGLAS CABLE ADVISORY COMMITTEE

Employee Performance Review

EMPLOYEE INFORMATION

Name	Employee ID
Job Title	Date
Department	Manager
Review Period	to

RATINGS

	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Job Knowledge	<input type="checkbox"/>				
<i>Comments</i>					
Work Quality	<input type="checkbox"/>				
<i>Comments</i>					
Attendance/Punctuality	<input type="checkbox"/>				
<i>Comments</i>					
Initiative	<input type="checkbox"/>				
<i>Comments</i>					
Communication/Listening Skills	<input type="checkbox"/>				
<i>Comments</i>					
Dependability	<input type="checkbox"/>				
<i>Comments</i>					
Overall Rating (average the rating numbers above)					

EVALUATION

ADDITIONAL COMMENTS
GOALS <i>(as agreed upon by employee and manager)</i>

VERIFICATION OF REVIEW

By signing this form, you confirm that you have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.

Employee Signature	Date
Manager Signature	Date

FOR 2015 09

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED			AVAILABLE BUDGET	PCT USED
			BUDGET	YTD EXPENDED	ENCUMBRANCES		

695 CABLE ADVISORY COMMITTEE

2836951 CABLE ADVISORY REVOLVING FUND

2836951 51110	F/T WAGES	0	.00	.00	19,957.32	.00	-19,957.32	100.0%*
2836951 51200	P/T Wages	0	98,448.11	98,448.11	5,979.08	.00	92,469.03	6.1%
2836951 52400	REPAIRS AND MAINT AG	0	.00	.00	461.20	.00	-461.20	100.0%*
2836951 53012	EMPLOYEE TRAIN SEM/C	0	.00	.00	75.00	.00	-75.00	100.0%*
2836951 53401	POSTAGE	0	.00	.00	58.48	.00	-58.48	100.0%*
2836951 53800	OTHER SERVICES	0	.00	.00	741.70	.00	-741.70	100.0%*
2836951 54200	OFFICE SUPPLIES	0	.00	.00	96.65	.00	-96.65	100.0%*
2836951 55800	OTHER SUPPLIES	0	.00	.00	660.24	.00	-660.24	100.0%*
2836951 57100	IN-STATE TRAVEL	0	.00	.00	79.20	.00	-79.20	100.0%*
2836951 57150	TRAINING AND EDUCATI	0	.00	.00	79.53	.00	-79.53	100.0%*
2836951 57300	DUES AND MEMBERSHIPS	0	.00	.00	625.00	.00	-625.00	100.0%*
2836951 58500	CABLE - ADDITIONAL E	0	.00	.00	7,802.89	.00	-7,802.89	100.0%*
TOTAL CABLE ADVISORY REVOLVING		0	98,448.11	98,448.11	36,616.29	.00	61,831.82	37.2%
TOTAL CABLE ADVISORY COMMITTEE		0	98,448.11	98,448.11	36,616.29	.00	61,831.82	37.2%

04/07/2015 12:44
9824jlov

|Town of Douglas
|FY15 FEB15 REVENUE REPORT

|P 48
|glytdbud

FOR 2015 08

	ORIGINAL ESTIM REV	ESTIM REV ADJSTMTS	REVISED EST REV	ACTUAL YTD REVENUE	REMAINING REVENUE	PCT COLL
695 CABLE ADVISORY COMMITTEE						
2836951 CABLE ADVISORY REVOLVING FUND						
2836951 48400 CABLE - MISCELLANEO	0	.00	.00	-50,000.00	50,000.00	100.0%
TOTAL CABLE ADVISORY REVOLVING	0	.00	.00	-50,000.00	50,000.00	100.0%
TOTAL CABLE ADVISORY COMMITTEE	0	.00	.00	-50,000.00	50,000.00	100.0%

UniBank
Town of Douglas

CLIENT: Town of Douglas

Account:

79XXX7898

Transaction Type / Code: CTX / 22 (Credit) Transaction Amount: \$50,000.00
Settlement Date: 10/22/2014 ID Number: 00403549

ORIGINATOR INFORMATION

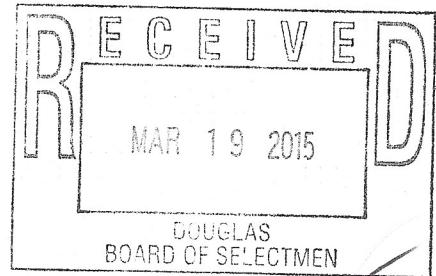
Originator Name: MASSACHUSETTS Originator Company ID: 7431843260

TRANSACTION DETAILS

Company Name/ID#: TOWN OF DOUGLAS Trace #: 42000016015103

SEC CODE INFORMATION

Description: Charter Payment



March 13, 2015

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
- 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,

Thomas P. Cohan
Director of Government Affairs



2014 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 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 on 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, drivers 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 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 about 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.

X62282

X62285



2014 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 off 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 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. 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: A Wire Maintenance Plan is an optional service available to customers for a low monthly rate. It ensures that You do not have to pay Charter to repair cable and telephone communications wires that are inside Your home. Certain limitations apply to the 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. 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.

2/27/14 2:53 PM

3/3/14 12:38 PM



March 10, 2015
Account: [REDACTED]
Phone Number: (333) 333-3333
Security Code: [REDACTED]
Service At 95 HIGGINS ST
[REDACTED]
WORCESTER MA 01606-1913

Contact Us

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

Summary

Service from 03/10/15 through 04/09/15
details on following pages

Previous Balance	0.00
Payments Received	0.00
Remaining Balance	0.00
Charter TV®	66.99
One-Time Charges	0.00
Taxes, Fees and Charges	9.44
Current Charges	76.43
Total Due by 03/30/15	\$76.43

Welcome to Charter!

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.

Charter News

Charter our Community is Charter Communications' philanthropic initiative, providing education, resources and financial support to improve 25,000 unsafe and unhealthy homes by 2020. Find out how you can get involved at www.CharterOurCommunity.com.



8413 EXCELSIOR DR 120 MADISON WI 53717-1970
8634 0080 N1 RP 10 03112015 NNNNNYNN 01 003973 0011

CHARTER COMMUNICATIONS
301 BARBER AVE
[REDACTED]
WORCESTER MA 01606-2475

1999 RELEASE UNDER E.O. 14176

March 10, 2015

Charter Communications

Account: [REDACTED]
Phone Number: (333) 333-3333
Service at 95 HIGGINS ST
[REDACTED]
WORCESTER MASS.

Total Due by 03/30/15	\$76.43
Amount you are enclosing	\$

Amount you are enclosing \$

CHARTER COMMUNICATIONS
PO BOX 60187
LOS ANGELES CA 90060-0187

835012001529378500076430

Charge Details

Previous Balance	0.00
Remaining Balance	\$0.00

Payments received after 03/10/15 will appear on your next bill.

Service from 03/10/15 through 04/09/15

Charter TV®

Basic & Expanded	66.99
	\$66.99
Fees & Charges	
Broadcast TV Surcharge	5.25
FCC Admin Fee	0.08
Franchise Fee	3.73
Public Access/franchise Related Costs	0.27
State And Local Fee	0.11
	\$9.44
Charter TV® Total	\$76.43

One-Time Charges

Install Service	03/10	49.99
Service Discount		-49.99
One-Time Charges Total		\$0.00
Current Charges		\$76.43
Total Due by 03/30/15		\$76.43

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.

Local Charter Store: 95 Higgins St, Worcester MA 01606 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat - 9:00am to 2:00pm

Continued on the next page....

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

Charter
COMMUNICATIONS

Contact Us

visit us at charter.com or call
1-888-GET-CHARTER (1-888-438-2427)
8634 0080 N1 RP 10 03112015 NNNNNYNN 01 003973 0011

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.

Authorization to Convert your Check to an Electronic Funds Transfer Debit

By sending your check to us, you authorize us to send the information from your check electronically to your bank for payment. Your bank account will be debited in the amount of your check as early as the same day we receive your payment. Your original check will be destroyed once processed, and you will not receive your cancelled check back. If we cannot post the transaction electronically, you authorize us to present an image copy of your check for payment. If you do not wish to participate in this check conversion program or have further questions please call 888-254-9269 between the hours of 7:00 AM to 7:00 PM CST, Monday through Friday.

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.

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.

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.



Payment Options

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

Pay with your Mobile Device - Visit m.charter.com Login to MyAccount from My Account & Bill Pay.

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
Account: [REDACTED]
Security Code: [REDACTED]

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

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.



Contact Us

visit us at charter.com or call
1-888-GET-CHARTER (1-888-438-2427)
8694 0080 N1 RP 10 03112015 NNNNNYNN 01 003973 0011

Introducing your New Charter Billing Statement

Charter
COMMUNICATIONS

1 May 01, 2014
Account: 8382 30 123 4567890
Phone Number: (987) 654-3210
Security Code: 3456
Service At: 1234 SAMPLE ST
APPLE VALLEY MN 55124-5834

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

4 Summary Service from 05/10/14 through 05/09/14
details on following pages

Previous Balance	0.00
Payments Received -Thank You!	-0.00
Adjustments	-5.99
Remaining Balance	5.99
Charter TV®	76.87
Charter Internet®	49.99
Charter Phone®	38.99
Other Charges	4.99
One-Time Charges	55.98
Partial Month Charges	1.67
Taxes, Fees and Charges	20.23
Current Charges	249.82
Total Due by 05/21/14	5 \$243.83

5a Welcome to Charter! 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.

6 613 EXCELSIOR DR 120 MADISON WI 53117-1970
8634 0164 N0 07 27 08512014 NNNNNNNN 01 002933 0012
1234 SAMPLE ST
APPLE VALLEY MN 55124-5834

6a CHARTER COMMUNICATIONS
PO BOX 3149
MILWAUKEE WI 53201-3149

This is a sample bill for demonstration only.

Charter
COMMUNICATIONS

7 **Page 2 of 2** **May 01, 2014**
Residential Sample
Account: 8382 30 123 4567890
Security Code: 3456

8 **Charge Details**

Previous Balance	0.00
Credit Card Payment	04/21 -0.00
Payments received after 05/01/14 will appear on your next bill.	
Adjustments	
VOD Movie - Adjustment	04/22 -5.99
Adjustments Total	-5.99
Remaining Balance	\$243.83

9 **Services from 05/10/14 through 05/09/14**

Charter TV®	59.89
Charter TV Select	59.89
Charter TV Expanded Basic TV Services	59.89
Service Discount \$10 off 12mo	-10.00
Digital Receiver and Interactive Service	6.99
On Screen Guide, Pay-Per-View & Video On Demand (where Available)	0.00
Silver Package	20.00
Included: HBO, Cinemax, Showtime & Digi Tier 1	
Total Due by 05/21/14	5 \$243.83

10 **Charter TV®**

Charter TV Select	59.89
Charter TV Expanded Basic TV Services	59.89
Service Discount \$10 off 12mo	-10.00
Digital Receiver and Interactive Service	6.99
On Screen Guide, Pay-Per-View & Video On Demand (where Available)	0.00
Silver Package	20.00
Included: HBO, Cinemax, Showtime & Digi Tier 1	
Total Due by 05/21/14	5 \$243.83

11 **Charter Internet®**

Internet Services (includes Modem)	49.99
Total Due by 05/21/14	5 \$243.83

12 **Charter Internet® Total**

Internet Services (includes Modem)	49.99
Total Due by 05/21/14	5 \$243.83

Charter Phone®

Phone number (987) 654-3219	39.99
Unlimited Long Distance	
Package Includes: Phone Line, Phone Modem Lease, Ten Calling Features Package, State-wide Long Distance Calling, Unlimited Long Distance Calling	
Total Due by 05/21/14	5 \$243.83

13 **Charter Phone® Total**

Phone number (987) 654-3219	39.99
Unlimited Long Distance	
Package Includes: Phone Line, Phone Modem Lease, Ten Calling Features Package, State-wide Long Distance Calling, Unlimited Long Distance Calling	
Total Due by 05/21/14	5 \$243.83

14 **Charter Phone® Taxes**

Federal Excise Tax	0.20
Telephone Sales Tax	2.60
Line Access	6.50
Federal Universal Service Fund	2.08
Regulatory Cost Fee	0.32
Total Due by 05/21/14	5 \$243.83

15 **Charter Phone® Fees & Charges**

Wire Maintenance	4.99
Other Charge Total	\$4.99
Total Due by 05/21/14	5 \$243.83

16 **Charter Phone® Other Charged**

Wire Maintenance	4.99
Other Charge Total	\$4.99
Total Due by 05/21/14	5 \$243.83

17 **Charter Phone® One-Time Charges**

Installation	49.99
Anchorman 2	5.99
One-Time Charges Total	\$55.98
Total Due by 05/21/14	5 \$243.83

18 **Charter Phone® Partial Month Charges**

Partial Month Charges	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

19 **Charter Phone® Current Charges**

Current Charges	\$249.82
Total Due by 05/21/14	5 \$243.83

20 **Charter Phone® Total**

Charter Phone® Total	\$243.83
Total Due by 05/21/14	5 \$243.83

21 **Charter Phone® Taxes**

Sales Tax	1.02
Franchise Fee	0.36
Total Due by 05/21/14	5 \$243.83

22 **Charter Phone® Fees & Charges**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

23 **Charter Phone® Other Charged**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

24 **Charter Phone® One-Time Charges**

One-Time Charges Total	\$55.98
Total Due by 05/21/14	5 \$243.83

25 **Charter Phone® Partial Month Charges**

Partial Month Charges	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

26 **Charter Phone® Current Charges**

Current Charges	\$249.82
Total Due by 05/21/14	5 \$243.83

27 **Charter Phone® Total**

Charter Phone® Total	\$243.83
Total Due by 05/21/14	5 \$243.83

28 **Charter Phone® Taxes**

Sales Tax	1.02
Franchise Fee	0.36
Total Due by 05/21/14	5 \$243.83

29 **Charter Phone® Fees & Charges**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

30 **Charter Phone® Other Charged**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

31 **Charter Phone® One-Time Charges**

One-Time Charges Total	\$55.98
Total Due by 05/21/14	5 \$243.83

32 **Charter Phone® Partial Month Charges**

Partial Month Charges	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

33 **Charter Phone® Current Charges**

Current Charges	\$249.82
Total Due by 05/21/14	5 \$243.83

34 **Charter Phone® Total**

Charter Phone® Total	\$243.83
Total Due by 05/21/14	5 \$243.83

35 **Charter Phone® Taxes**

Sales Tax	1.02
Franchise Fee	0.36
Total Due by 05/21/14	5 \$243.83

36 **Charter Phone® Fees & Charges**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

37 **Charter Phone® Other Charged**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

38 **Charter Phone® One-Time Charges**

One-Time Charges Total	\$55.98
Total Due by 05/21/14	5 \$243.83

39 **Charter Phone® Partial Month Charges**

Partial Month Charges	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

40 **Charter Phone® Current Charges**

Current Charges	\$249.82
Total Due by 05/21/14	5 \$243.83

41 **Charter Phone® Total**

Charter Phone® Total	\$243.83
Total Due by 05/21/14	5 \$243.83

42 **Charter Phone® Taxes**

Sales Tax	1.02
Franchise Fee	0.36
Total Due by 05/21/14	5 \$243.83

43 **Charter Phone® Fees & Charges**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

44 **Charter Phone® Other Charged**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

45 **Charter Phone® One-Time Charges**

One-Time Charges Total	\$55.98
Total Due by 05/21/14	5 \$243.83

46 **Charter Phone® Partial Month Charges**

Partial Month Charges	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

47 **Charter Phone® Current Charges**

Current Charges	\$249.82
Total Due by 05/21/14	5 \$243.83

48 **Charter Phone® Total**

Charter Phone® Total	\$243.83
Total Due by 05/21/14	5 \$243.83

49 **Charter Phone® Taxes**

Sales Tax	1.02
Franchise Fee	0.36
Total Due by 05/21/14	5 \$243.83

50 **Charter Phone® Fees & Charges**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

51 **Charter Phone® Other Charged**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

52 **Charter Phone® One-Time Charges**

One-Time Charges Total	\$55.98
Total Due by 05/21/14	5 \$243.83

53 **Charter Phone® Partial Month Charges**

Partial Month Charges	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

54 **Charter Phone® Current Charges**

Current Charges	\$249.82
Total Due by 05/21/14	5 \$243.83

55 **Charter Phone® Total**

Charter Phone® Total	\$243.83
Total Due by 05/21/14	5 \$243.83

56 **Charter Phone® Taxes**

Sales Tax	1.02
Franchise Fee	0.36
Total Due by 05/21/14	5 \$243.83

57 **Charter Phone® Fees & Charges**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

58 **Charter Phone® Other Charged**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

59 **Charter Phone® One-Time Charges**

One-Time Charges Total	\$55.98
Total Due by 05/21/14	5 \$243.83

60 **Charter Phone® Partial Month Charges**

Partial Month Charges	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

61 **Charter Phone® Current Charges**

Current Charges	\$249.82
Total Due by 05/21/14	5 \$243.83

62 **Charter Phone® Total**

Charter Phone® Total	\$243.83
Total Due by 05/21/14	5 \$243.83

63 **Charter Phone® Taxes**

Sales Tax	1.02
Franchise Fee	0.36
Total Due by 05/21/14	5 \$243.83

64 **Charter Phone® Fees & Charges**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

65 **Charter Phone® Other Charged**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

66 **Charter Phone® One-Time Charges**

One-Time Charges Total	\$55.98
Total Due by 05/21/14	5 \$243.83

67 **Charter Phone® Partial Month Charges**

Partial Month Charges	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

68 **Charter Phone® Current Charges**

Current Charges	\$249.82
Total Due by 05/21/14	5 \$243.83

69 **Charter Phone® Total**

Charter Phone® Total	\$243.83
Total Due by 05/21/14	5 \$243.83

70 **Charter Phone® Taxes**

Sales Tax	1.02
Franchise Fee	0.36
Total Due by 05/21/14	5 \$243.83

71 **Charter Phone® Fees & Charges**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

72 **Charter Phone® Other Charged**

Wire Maintenance	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

73 **Charter Phone® One-Time Charges**

One-Time Charges Total	\$55.98
Total Due by 05/21/14	5 \$243.83

74 **Charter Phone® Partial Month Charges**

Partial Month Charges	1.67
Partial Month Charges Total	\$1.67
Total Due by 05/21/14	5 \$243.83

75 **Charter Phone® Current Charges**

Current Charges	\$249.82
Total Due by 05/21/14	5 \$243.83

76 **Charter Phone® Total**

Charter Phone® Total	\$243.83
Total Due by	

SERVICE NAME AND ADDRESS HIGHWAY 11	TECHNICIAN	JOB DESCRIPTION		JOB		
	SALES REP	ORDER NUMBER		PRINT DATE		
REQUESTOR	HOME PHONE	DATE	TIME	UNITS	CATG.	REPRINT
	WORK PHONE	CUSTOMER NUMBER		CALL FIRST		PRINT ID
	ORDER REASONS					

4. RETRIN 40

8,00

MAP CODE: 08-60 HSE TAGS: 1147PMUG
90 HSE HUB: 107 NODE: W0100BWD100BWD100S
HSE TAGS: HSE TAGS:
1ST A 1147PMUG HSE TAGS:
2ND SHPR: A HSE TAGS:

TYPE: R-RES TEST A 15 1440 SUPP: A HSE TAGS: HSE MISCE:

NOTES TO TECHNITION

DATA ENTERED JOB FOR GOV REL. WORKORDER NEEDED. MM.

ACCOUNT NUMBER: [REDACTED] CURR BAL: 0.00

DEQ STAT: NORMAL DEQ BAL: 0.00 DEQ STAT: NORMAL

ST. STMT: 0.00 DELO DAYS: 000 VIP FLAG: NOVIBE

DATE	TECHNICIAN	START	STOP	CODE	RESOLUTION CODES	CASH ON DELIVERY

TV Residential Services and Rates

Effective October 2014. All charges exclude applicable taxes, state and local regulatory fees, FCC fees, public access fees, franchise fees and the Broadcast TV Surcharge.

Charter
COMMUNICATIONS

BASIC SERVICE

EXPANDED SERVICE

BROADCAST TV SURCHARGE, applies to Basic Service and all additional TV service packages^o

CHARTER TV -SELECT

Includes Basic Service, Expanded Service and the following services where available (check your local lineup for availability): Bloomberg TV, Disney Jr., Hallmark Movies & Mysteries, Indie Plex, Movie Plex, Retro Plex

CHARTER TV - SILVER

Includes Charter TV Select, Digi Tier 1, HBO, Cinemax, and Showtime (check your local lineup for availability)

CHARTER TV - GOLD

Includes Charter TV Silver, Digi Tier 2, TMC, Starz, Encore, and EPIX (check your local lineup for availability)

EQUIPMENT & INTERACTIVE GUIDE SERVICE (with subscription to CHARTER TV SELECT, SILVER or GOLD)

Standard Digital or HD or DVR or DVR/HD Receiver, Remote & Interactive Guide Services (per outlet)*	\$6.99
CableCARD TM ♦	\$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
Digital Interface Device!!	\$6.99

DIGITAL TIERS (available with subscription to CHARTER TV SELECT, SILVER or GOLD)

Digi Tier 1	\$10.00
Digi Tier 2	\$10.00
Latino View	\$6.99
TV Japan	\$14.99
South Asian View	\$29.99
French View	\$6.99

PREMIUM NETWORKS (available with subscription to CHARTER TV SELECT, SILVER or GOLD)

HBO	\$15.00
Cinemax	\$15.00
Showtime	\$15.00
TMC	\$15.00
Starz	\$15.00
Encore	\$15.00
EPIX (includes access to epixhd.com)	\$15.00

CHARTER PAY-PER-VIEW AND ON DEMAND

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

SUBSCRIPTION SERVICES ON DEMAND

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

\$17.99

\$49.00

\$5.00

\$59.99

\$79.99

\$99.99

\$6.99

\$2.00

\$11.99

\$19.99

\$6.99

\$10.00

\$10.00

\$6.99

\$14.99

\$29.99

\$6.99

\$15.00

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V Residential Services and Rates

Effective October 2014. All charges exclude applicable taxes, state and local regulatory fees, FCC fees, public access fees, franchise fees and the Broadcast TV Surcharge.

Ancillary Equipment Installation

With Initial Install	\$9.99
Special Trip	\$49.99
Wall Fish	\$50.00

^oThe Broadcast TV Surcharge reflects charges assessed to Charter by broadcast TV stations.

^{*}DVR service fee required with subscription to DVR or DVR/HD receiver.

^{**}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).

^{***}An amplifier may be required for a dwelling with multiple outlets (outlet = digital receiver/modem/eMTA). Technician assessment and professional installation required.

◆ 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.

!! DLNA-enabled Ethernet connector; 2 device limit per customer; limited to customers who subscribe to the Basic Service Tier only and who own IP-enabled clear QAM devices; includes CableCARD; professional installation required.

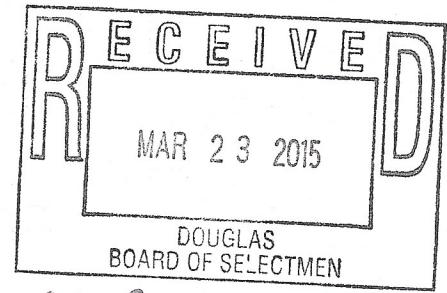
CableCARD customers subscribing to any service package in which Charter leased equipment is included in the package price, may receive a discounted price, reduced by an amount equal to/greater than the fee for such equipment not leased from Charter. We lease CableCARDs for \$2.00 per month per CableCARD for use in customer-owned retail CableCARD-ready devices. Our leased digital receivers also include either a CableCARD or integrated security inside the device. Our lease rate for digital receivers with CableCARD includes a \$2.00 imputed charge for the included CableCARD.

OTHER TERMS: Prices are per month unless noted otherwise. All services may not be available in all areas. Unless specified on this rate card, additional installation services are generally billed using the Labor Charge in 1/4 hour increments. All rates and services are subject to change. Charter reserves the right to institute different rates/or terms and conditions of service for promotional purposes.

IMPORTANT CUSTOMER INFO: Customers are not required to subscribe to any tier of service, other than the 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 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. The programs, packages, services, number of channels, content, format, rates and other aspects of Charter offerings are subject to change or discontinuance at any time in accordance with applicable law.

WIRE PROTECTION PLAN: A Wire Maintenance Plan is an optional service available to customers for a low monthly rate. It ensures that You do not have to pay Charter to repair cable and telephone communications wires that are inside Your home. Certain limitations apply to the 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.





VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED

March 20, 2015

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

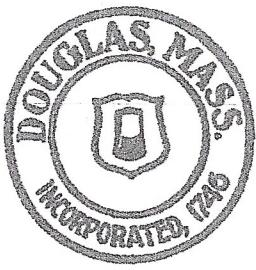
Dear Mr. Guzinski:

Enclosed is a check in the amount of \$48,448.11. 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



TOWN OF DOUGLAS

Timothy P. Bonin
Keith F. Brown
Harold R. Davis

OFFICE OF THE SELECTMEN
29 Depot Street • Douglas, MA 01516
508-476-4000
Fax: 508-476-1070
TTY 508-476-1619

Michael J. Guzinski
Town Administrator

Suzanne L. Kane
Administrative Assistant

JUL 10 2014
GULV. RELATIONS DIR.

July 7, 2014

VP/General Manager
Charter Communications
95 Higgins Street
Worcester, MA 01606
Sent by Certified Mail
7011 0470 0001 0765 7398

General Counsel
Charter Communications
Charter Plaza
12405 Powerscourt Drive
St. Louis, Missouri 63131
Sent by Certified Mail
7011 0470 0001 0765 7404

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 (minutes enclosed), has opted to receive PEG Access support in year two (2) of the contract in the amount of \$48,448 (representing a 3% increase over the current contract year).

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

21311

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

STUB 1 OF 1

CHECK DATE: 03/03/15

NO. 05391422

DATE	INVOICE NO.	DESCRIPTION	INVOICE AMOUNT	DEDUCTIONS	AMOUNT PAID
02/26/15	22615	ANNUAL FRANCHISE FEE	48,448.11		48,448.11

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

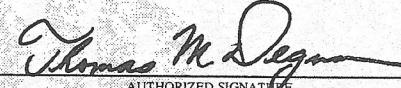
US BANK
MEMPHIS, MO

NO. 05391422

641149	DATE	AMOUNT
	03/03/15	\$*****48,448.11

PAY FORTY EIGHT THOUSAND FOUR HUNDRED FORTY EIGHT AND 11/100*****

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



Thomas M. Dugan
AUTHORIZED SIGNATURE

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

05391422 08151769303507002677



CC: Accountant

Cable

TOWN OF DOUGLAS

SCHEDULE OF DEPARTMENTAL PAYMENTS TO TREASURER

No: Sltnmn-15-37

Department: Selectmen

Date: March 23, 2015

Munis Account Number: 01012240 43210

Munis Description: Fees

No: Sltnmn-15-37

To the Accounting Officer:

The above is a detailed list of monies collected by me, amounting in the aggregate to
48,448.11 Dollars, for the period ending March 23, 2015
which I have paid to the Treasurer, whose receipt I hold therefore.

Town Administrator

Admin. Assistant

No: Sltnmn-15-37

Date: March 23, 2015

To the Departmental Office Making the Payment:

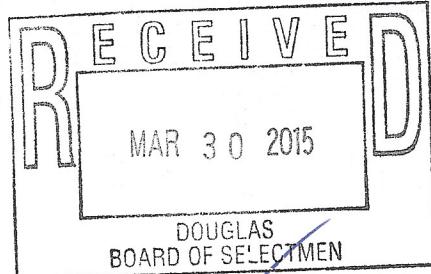
Received of *Selectmen* the sum of

\$48,448.11 Dollars, for the *period*
ending March 23, 2015 for collections as per schedule of this date, filed in my office

Treasurer/Assistant Treasurer

DEPARTMENT RECEIPTS LOG

DEPARTMENT: Selectmen # 01012240



March 27, 2015

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

Dear Mr. Guzinski:

This letter is to inform you of new channel additions to our line-up taking effect on or after April 28, 2015.

The WBZ-2 Decades (CBS) Multicast service will be added to Channel 188 and will be included in the Basic Service.

BabyFirstTV, a new programming service, will be added on Digital Tier 2, channel 103.

Charter Communications customers in your community are already receiving information regarding these new additions.

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,

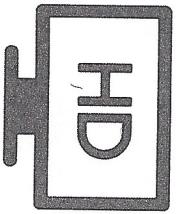
Thomas P. Cohan
Director of Government Affairs

COMMUNITIES SERVED:
Douglas; Millville; Sutton; & Uxbridge, MA

TV RESIDENTIAL CHANNEL LINEUP

Uxbridge, MA

Effective September 2014



YOUR ENTERTAINMENT GUIDE.

- Browse channels by package, theme or numerical listing
- Including special interest tiers, premium channels and more!

ublic, Educational, Government Channel; availability may vary by community.
re to system technology enhancements in a switched digital market, access to certain digital channels will
uire a digital receiver, as HDTVs equipped with CableCARDs™ cannot access certain digital channels
lapter for access to such digital channels.

2014 Charter Communications. Programming may vary. Channels, Tiers and Packaging subject to change.
rvices not available in all areas. Charter issued digital receiver or CableCARD required to view programming
annels. 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
t be available to CableCARD customers. All service levels may contain channels with some R-rated
ogramming, which can be blocked using the Parental Control feature on your on-screen program guide.

15071200/0310-0330,0360

1-888-GET-CHARTER

(1-888-438-2427)

charter.com/welcome

D-87CDD9CB
JB060049
08.04.14

Charter

BASIC SERVICE

2	WGBH - PBS	184	WCVB - MeTV	720	Syfy HD
3	HSN	191	P.E.G. (Access)	721	truTV HD
4	WBZ - CBS	192	P.E.G. (Access)	723	CNBC HD
5	WCVB - ABC	193	Charter TV3 Worcester	724	Investigation Discovery HD
6	WFXT - FOX	194	P.E.G. (Access)	725	The Weather Channel HD
7	WHDH - NBC	195	WNEU - Telemundo	726	FOX News Channel HD
8	WSBK - IND	235	WUFT - UniMás	727	msnbc HD
9	WLVI - CW	236	WGBH - PBS (HD)	728	CNN HD
10	WJAR - NBC	237	WBZ - CBS (HD)	729	HLN HD
11	QVC	242	QVC HD	730	Animal Planet HD
12	WNEU - Telemundo	243	WASA - EstrellaTV	731	TLC HD
13	WYDN - Daystar	244	WBFX - ION (HD)	732	Food Network HD
14	WSBE - PBS	245	WFXT - FOX (HD)	733	HGTV HD
15	C-SPAN	246	WHDH - NBC (HD)	734	A&E HD
16	WPRI - CBS	247	WSBK - IND (HD)	735	HISTORY HD
17	EWTN	248	WCVB - ABC (HD)	736	National Geographic HD
18	WUFT - UniMás	249	WFXT - FOX (HD)	737	Discovery Channel HD
19	WBIN - IND	250	WHDH - NBC (HD)	738	Travel Channel HD
20	WBFX - ION	251	WLVI - CW (HD)	740	Hallmark Channel HD
21	WGBX - PBS	252	WNEU - Telemundo (HD)	742	FXX HD
22	Jewelry TV	253	WLVI - UNV (HD)	743	USA Network HD
23	WMFP - IND	254	WUFT - UniMás (HD)	744	TNT HD
24	WBIN - IND	255	WASA - EstrellaTV	745	TBS HD
25	WUNI - UNV	256	EISP	746	FX HD
26	ShopHQ	257	TV Guide Network HD	747	Oxygen HD
27	C-SPAN3	258	INSP	748	Lifetime HD
28	TBN - Trinity Broadcasting	259	TV Guide Network HD	749	OWN HD
29	94	260	INSP HD	751	E! HD
30	95	261	TBN - Trinity Broadcasting	752	Esquire Network HD
31	99	262	HD	753	Disney Channel HD
32	170	263	EWTN HD	754	Disney XD HD
33	180	264	C-SPAN HD	755	Cartoon Network HD
34	181	265	C-SPAN2 HD	756	Nickelodeon HD
35	182	266	C-SPAN3 HD	757	ABC Family HD
36	183	267	WUNI - UNV (HD)	758	Regional Sports Extra
37	184	268	WUFT - UniMás (HD)	759	Games HD
38	185	269	WGBX - PBS Create	760	Regional Sports Extra
39	186	270	WGBX - PBS World	761	MLB Network
40	187	271	WJAR - NBC	762	FOX Sports 1 HD
41	188	272	WJAR - NBC	763	MLB Network HD
42	189	273	WLVI - CW	764	NBC Sports Network HD
43	190	274	WLVI - CW	765	Golf Channel HD
44	191	275	WLVI - CW	766	Comcast SportsNet HD
45	192	276	WLVI - CW	767	ESPN HD
46	193	277	WLVI - CW	768	NESN HD
47	194	278	WLVI - CW	769	Comcast SportsNet HD
48	195	279	WLVI - CW	770	ESPN2 HD
49	196	280	WLVI - CW	771	ESPN2 HD
50	197	281	WLVI - CW	772	ESPN HD
51	198	282	WLVI - CW	773	NBC Sports Network HD
52	199	283	WLVI - CW	774	Golf Channel HD
53	200	284	WLVI - CW	775	Comcast SportsNet HD
54	201	285	WLVI - CW	776	Velocity HD
55	202	286	WLVI - CW	777	FOX Business Network HD
56	203	287	WLVI - CW	778	Univision Deportes HD

EXPANDED SERVICE

22	Investigation Discovery	42	HLN	705	AMC HD
24	Disney XD	43	msnbc	706	TCMHD
28	Lifetime	44	CNNC	708	TV Land HD
29	Discovery Channel	45	FOX News Channel	709	GSN HD
30	FX	46	The Weather Channel	710	MTV2 HD
31	USA Network	47	Spike	711	MTV HD
32	TNT	48	TV Land	712	VH1 HD
33	TBS	49	Comedy Central	713	BET HD
34	ESPN	50	ABC Family	714	Comedy Central
35	ESPN2	51	Cartoon Network	715	Central HD
36	Comcast SportsNet	52	Nickelodeon	716	Spike HD
37	NESN	53	Disney Channel	717	Comedy Central HD
38	Golf Channel	54	HISTORRY	718	Spike HD
39	FOX Sports 1	55	TLC	719	Comedy Central HD
40	NBC Sports Network	56	Animal Planet		
41	CNN		National Geographic		

CHARTER TV SELECT

Includes Basic Service, Expanded Service and channels below

75	Hallmark Movie Channel	336	SEC Network	805	Cooking Channel HD
82	Bloomberg Television	337	SEC Network - Extra 1	807	Destination America HD
89	Disney Junior	347	NFL Network	808	DIY Network HD
90	IndiePlex	702	Bravo HD	811	ReelZChannel HD
91	MoviePlex	703	IFC HD	812	SundanceTV HD
92	RetroPlex	710	Fuse HD	813	FX Movie Channel HD
98	FLIX - East	715	Science Channel HD	819	Daystar HD
113	Disney Junior Deportes	716	American Heroes Channel HD	820	FamilyNet HD
273	Univision Deportes	662	RetroPlex	824	Nick Jr. HD
602	FLIX - East	663	MoviePlex	825	Nicktoons HD
CHARTER TV SILVER		707	Hallmark Movie Channel HD	741	WE tv HD
<i>Includes Charter TV Select plus Digi Tier 1, HBO, Cinemax and Showtime</i>		755	Disney Junior HD	750	ESPNU HD
		834	Bloomberg Television HD	759	NFL Network HD
		870	Univision Deportes HD	762	CBS Sports Network HD
				778	FOX Sports 2 HD
				803	BBC America HD

CHARTER TV GOLD

Includes Charter TV Silver plus Digi Tier 2, TMC, Starz, Encore, and EPIX

DIGITAL HOME

Includes Basic Service, Expanded Service, Standard Digital Receiver and Interactive Guide Services

DIGI TIER 1

(available with subscription to Charter TV Select, Charter TV Silver or Charter TV Gold)

13	NFL Network	122	Fuse	240	Galavisión
88	Sprout	125	CMT	299	Willow TV
96	Science Channel	128	FamilyNet	799	GAC HD
100	BBC America	134	WE tv	821	UP HD
101	Catholic TV	136	Lifetime Real Women	832	BBC World News HD
102	Destination America	139	Bravo	878	Galavisión HD
104	Cooking Channel	140	FX Movie Channel	889	Willow TV HD
105	DIY Network	142	IFC		
107	The Hub Network	143	SundanceTV		
108	Nick2	148	Logo		
109	Nick Jr.	150	Science Channel		
110	TeenNick	151	American Heroes Channel		
111	Nicktoons	152	fyi		
112	Sprout	153	H2		
115	mtvU	155	Nat Geo Wild		
116	MTV Hits	173	ReelzChannel		
117	MTV Jams	219	Fusion		
118	VH1 Classic	225	Tr3s		
119	CMT Pure Country	310	ESPNU		
120	Centric	317	FOX Sports 2		
121	VH1 Soul	318	CBS Sports Network		

DIGITAL VIEW & DIGITAL VIEW PLUS

(available with subscription to Basic, Expanded or Digital Home)

Digital View is comprised of the channels in bold below.

13	NFL Network	75	Hallmark Movie Channel	117	MTV Jams
		82	Bloomberg Television	118	VH1 Classic
		88	Sprout	119	CMT Pure Country
		96	Science Channel	120	Centric
		98	FLIX - East	121	VH1 Soul
		100	BBC America	122	Fuse
		101	Catholic TV	123	GAC
		102	Destination America	125	CMT
		104	Cooking Channel	127	UP
		105	DIY Network	130	Boomerang
		107	The Hub Network	134	WE tv
		108	Nick2	136	Lifetime Real Women
		109	Nick Jr.	139	Bravo
		110	TeenNick	140	FX Movie Channel
		111	Nicktoons	142	IFC
		112	Sprout	143	SundanceTV
		115	mtvU	148	Logo
		116	MTV Hits	150	Science Channel
		117	MTV Jams	151	American Heroes Channel

152
fyi,
H2

153
Nat Geo Wild

173
ReelzChannel!

175
Ovation

219
Fusion

225
Tr3s

310
ESPN

317
FOX Sports 2

336
SEC Network

337
SEC Network - Extra 1

347
NFL Network

602
Flix - East

702
Bravo HD

703
IFC HD

707
Hallmark Movie Channel HD

710
Fuse HD

715
Science Channel HD

716
American Heroes Channel HD

718
CMT HD

739
H2 HD

741
fyi, HD

HD ULTRA VIEW

(Available with subscription to Basic, Expanded or Digital Home)

795
Universal HD

797
Smithsonian HD

SPORTS VIEW

(Available with subscription to Basic, Expanded or Digital Home)

13
NFL Network

308
ESPN

309
ESPN Classic

310
ESPN

311
FCS Atlantic

312
FCS Central

313
FCS Pacific

317
FOX Sports 2

318
CBS Sports Network

319
Tennis Channel

320
TVG

321
FOX Deportes

322
WFN

323
Outdoor Channel

324
Sportsman Channel

325
Discovery Fit & Health

327
RTV

329
May TV

335
BTN

345
NHL Network

750
WE tv HD

759
ESPN HD

762
NFL Network HD

778
FOX Sports 2 HD

799
GAC HD

803
BBC America HD

805
Cooking Channel HD

807
Destination America HD

808
DIY Network HD

811
ReelzChannel HD

812
SundanceTV HD

813
FX Movie Channel HD

814
UP HD

824
Nick Jr. HD

825
Nicktoons HD

826
Sprout HD

827
The Hub Network HD

828
Nat Geo Wild HD

834
Bloomberg Television HD

840
SEC Network HD

841
SEC Network - Extra 1 HD

882
Fusion HD

LATINO VIEW

24
Disney XD

51
Cartoon Network

106
Disney XD

225
Tr3s

238
FOROTv

239
Univision thovelas

240
Galavisión

241
FOX Life

247
mun2

248
Azteca América

249
CentroaméricaTV

250
TV Chile

252
TeleFórmula

253
CNN en Español

254
Cable Noticias

255
HITN

256
Canal Sur

257
Mexico 22

258
Once Mexico

259
RCN Nuestra Tele

260
Multimedios

262
Cine Mexicano

263
De Película

264
De Película Clásico

265
ViendoMovies

266
Latele Novela Network

267
Infinito

268
HTV Music

269
Bandamax

270
TeleHit

271
Ritmoson Latino

272
ESPN Deportes

273
Univision Deportes

274
GOL TV

275
ONE World Sports

276
ONE World Sports HD

277
HISTORY en Español

278
Nat Geo Mundo

279
Discovery en Español

280
Discovery Familia

281
La Familia Cosmovision

282
EWTN en Español

283
TBN Enlace USA

284
Semillitas

285
iSorpresa! TV

286
BabyTV SAP

287
Disney XD

288
Cartoon Network

289
Cinelatino

321
FOX Deportes

754
Disney XD HD

756
Cartoon Network HD

870
Univision Deportes HD

871
GOL TV HD

872
ESPN Deportes HD

873
FOX Deportes HD

874
EWTN en Español HD

875
ONE World Sports HD

876
TeleFórmula HD

877
Gaiavisión HD

878
Azteca América HD

880
FOROTv HD

881
FOROTv HD

TV JAPAN

275
ONE World Sports

290
TV Japan

875
ONE World Sports HD

890
TV Japan HD

FRENCH VIEW

275
ONE World Sports

297
TV5MONDE

875
ONE World Sports HD

897
TV5MONDE HD

SOUTH ASIAN VIEW

275
ONE World Sports

297
TV5MONDE

875
ONE World Sports HD

897
TV5MONDE HD

272
ESPN Deportes

273
Univision Deportes

274
GOL TV

275
ONE World Sports

276
AYM Sports

277
HISTORY en Español

278
Nat Geo Mundo

279
Discovery en Español

280
Discovery Familia

281
La Familia Cosmovision

282
EWTN en Español

283
TBN Enlace USA

284
Semillitas

285
iSorpresa! TV

286
BabyTV SAP

287
Disney XD

288
Cartoon Network

289
Cinelatino

290
FOX Deportes

291
Disney XD HD

292
Cartoon Network HD

293
ONE World Sports HD

294
Discovery en Español HD

296
ONE World Sports HD

297
TV5MONDE HD

298
ONE World Sports HD

299
Discovery en Español HD

300
ONE World Sports HD

301
Discovery en Español HD

302
Discovery en Español HD

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Discovery en Español HD

304
Discovery en Español HD

305
Discovery en Español HD

306
Discovery en Español HD

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Discovery en Español HD

308
Discovery en Español HD

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HBO

500 HBO HD On Demand
501 HBO HD - East
502 HBO HD - West
503 HBO 2 HD - East
504 HBO 2 HD - West
505 HBO Signature HD - East
506 HBO Signature HD - West
507 HBO Family HD - East
508 HBO Family HD - West
509 HBO Comedy HD - East
510 HBO Comedy HD - West
511 HBO Zone HD - East

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520 HBO 2 - East
521 HBO Signature - East
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524 HBO Zone - East
525 HBO Latino - East

CINEMAX

530 Cinemax HD On Demand
531 Cinemax HD - East
532 Cinemax HD - West
533 MoreMAX HD - East
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535 ActionMAX HD - East
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537 ThrillerMAX HD - East
538 ThrillerMAX HD - West
539 5 StarMAX HD - East
541 MovieMAX HD - East
543 OuterMAX HD - East

545 MAX Latino HD - East
548 Cinemax On Demand
549 Cinemax - East
550 Cinemax - West
551 MoreMAX - East
552 ActionMAX - East
553 ThrillerMAX - East
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556 OuterMAX - East
557 MAX Latino - East

SHOWTIME

560 Showtime HD On Demand
561 Showtime HD - East
562 Showtime HD - West
563 Showtime 2 HD - East
564 Showtime 2 HD - West
565 Showtime Showcase HD - East
566 Showtime Showcase HD - West
567 Showtime Beyond HD - East
569 Showtime Extreme HD - East
570 Showtime Extreme HD - West
571 Showtime Women HD - East

573 Showtime Next HD - East
577 Showtime On Demand
578 Showtime - East
579 Showtime - West
580 Showtime 2 - East
581 Showtime Showcase - East
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584 Showtime Women - East
585 Showtime Next - East

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590 The Movie Channel HD On Demand
591 The Movie Channel HD - East
592 The Movie Channel HD - West
593 The Movie Channel Xtra HD - East

594 The Movie Channel Xtra HD - West
597 The Movie Channel On Demand
598 The Movie Channel - East
599 The Movie Channel Xtra - East
600 The Movie Channel - West

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605 Starz HD On Demand
606 Starz HD - East
607 Starz HD - West
608 Starz in Black HD - East
610 Starz Comedy HD - East
612 Starz Cinema HD - East
614 Starz Kids & Family HD - East
616 Starz Edge HD - East

620 Starz On Demand
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622 Starz - West
623 Starz in Black - East
624 Starz Comedy - East
625 Starz Cinema - East
626 Starz Kids & Family - East
627 Starz Edge - East

ENCORE

630 Encore HD On Demand
631 Encore HD - East
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633 Encore Action HD - East
635 Encore Classic HD - East
637 Encore Suspense HD - East
639 Encore Black HD - East
643 Encore On Demand
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646 Encore Action - East
647 Encore Classic - East
648 Encore Westerns - East
649 Encore Suspense - East
650 Encore Black - East
651 Encore Family - East
652 Encore Espanol - East

EPIX

(includes access to epixhd.com)

670 EPIX HD On Demand
671 EPIX HD - East
672 EPIX HD - West

675 EPIX On Demand
676 EPIX - East
677 EPIX - West

ZEE TV

293 ZEE TV

PLAYBOY TV

967 Playboy TV

968 Playboy TV HD

PAY-PER-VIEW AND ON DEMAND

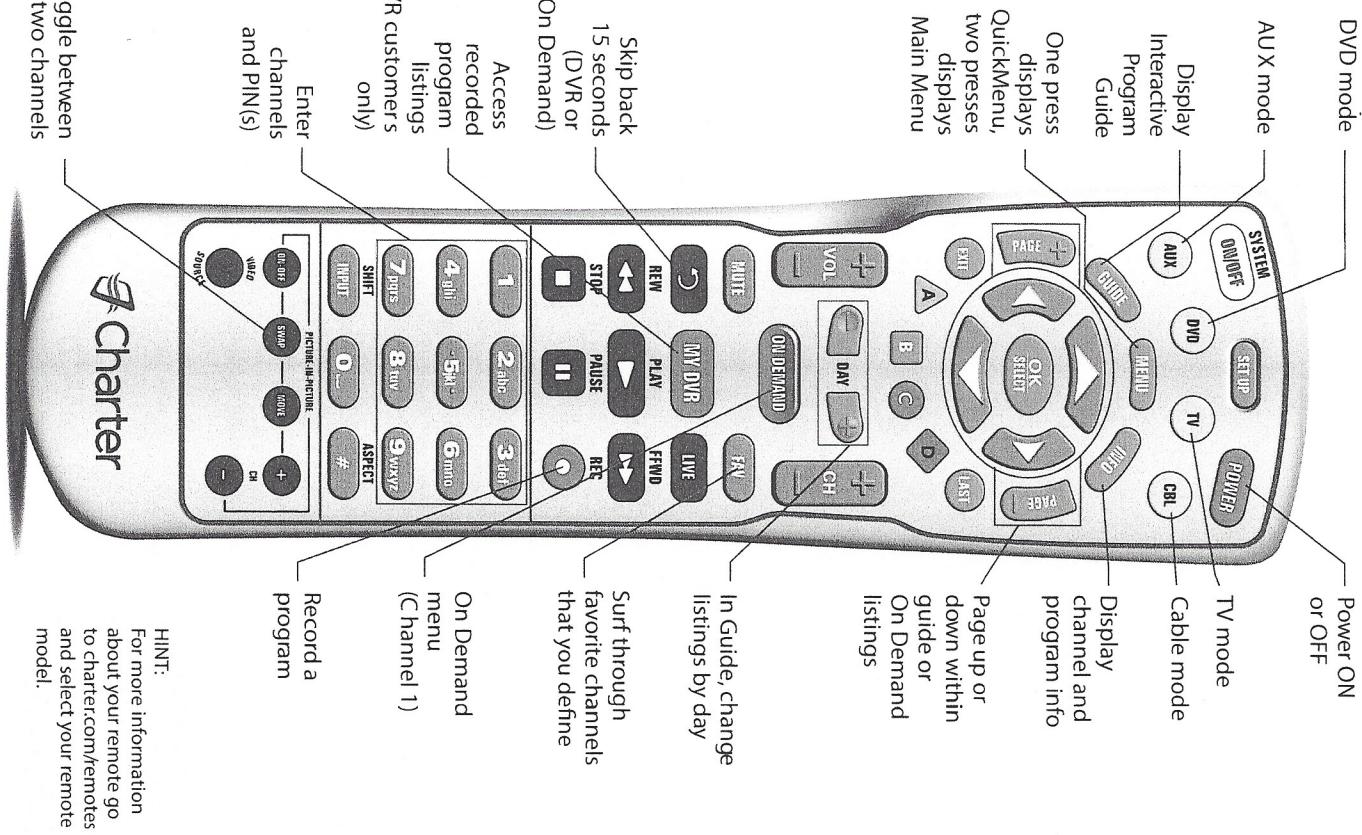
1 Charter On Demand
350-363 NHL Center Ice/MLB Extra Innings
952 HD Pay-Per-View
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DIGITAL MUSIC

- 903 Hit List
- 904 Pop Rhythmic
- 905 Dance/EDM
- 906 Indie
- 907 Hip-Hop and R&B
- 908 Rap
- 909 Hip-Hop Classics
- 910 Throwback Jamz
- 911 R&B Classics
- 912 R&B Soul
- 913 Gospel
- 914 Reggae
- 915 Rock
- 916 Metal
- 917 Alternative
- 918 Adult Alternative
- 919 Rock Hits
- 920 Classic Rock
- 921 Soft Rock
- 922 Pop Hits
- 923 Party Favorites
- 924 Teen MC
- 925 Kidz Only!

All music is uncensored and may contain lyrics that may not be appropriate for all listeners.

YOUR REMOTE CONTROL



From: Integrated Solutions Group, a division of The Camera Company dkatz@isgboston.com
Subject: DON'T MISS our 25th Annual Pro Video & Lighting Show! May 14th - Holiday Inn Dedham
Date: April 2, 2015 at 10:45 AM
To: cable@douglasmedia.org



**INTEGRATED
SOLUTIONS GROUP**

Broadcast | Lighting | Design

A Division of The Camera Company

PRO VIDEO & LIGHTING SHOW

25 *th Annual*

Thursday, May 14, 2015
9:00am-6:00pm | Holiday Inn Dedham

**Just a few reasons why you should attend our
25th Annual Pro Video & Lighting Show...**

- Manufacturers will be on hand to demo the latest in video and lighting technology
- Gain new insight into the rapidly changing world of video technology at **free** seminars
- Discover new and better ways to communicate with video on the web and elsewhere
- See new products fresh from NAB
- Compare and try competing products all in one place at one time
- Learn from and share your thoughts with the manufacturers
- Meet and network with your fellow professionals
- Trade In & Trade Up Event from Manfrotto
- Save on gear through "show only" specials
- Admission is free, knowledge is priceless

Don't miss ...

Tightrope Media Systems Cablecast User Group - 9:00am until Noon
Come meet Ray Tiley, Cablecast developer and guru! [Click here](#) for more information.

Introduction to Drones ... New Technology for Broadcast and Media

Learn more about the Advantages & Disadvantages, Uses, Mapping & Aerial Inspection, Safe Operations, FAA Regulations and more...

Manufacturer Representatives (partial list)

MANUFACTURER REPRESENTATIVES (ISG IPN/ISG)

Sony Broadcast	Manfrotto
JVC Professional	Fiilex
Panasonic Broadcast	Canon Video
Videssence	Sennheiser
AJA	For-A
Chauvet	Telemetrics
Tightrope	Broadcast Pix
Cool-Lux	Compix
Magic Box	Newtek
Edit Share	Ushio
SWIT	Shure

For More Information

Visit us at www.ISGBoston.com or call 781.769.7810

Show Location / Hours

Holiday Inn Dedham
55 Ariadne Road, Dedham
9:00am - 6:00pm

FREE EXHIBITION ENTRY**Integrated Solutions Group**

a division of The Camera Company

858 Providence Highway | Norwood, MA 02062

781.769.7810 | www.ISGBoston.com

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NORTHEAST REGION OF THE ALLIANCE FOR COMMUNITY MEDIA

Connecticut – Maine – Massachusetts – New Hampshire – New York – Rhode Island – Vermont
<http://acm-ne.org>

CALL FOR NOMINATIONS FOR FOUR AT-LARGE SEATS ON THE NORTHEAST REGION BOARD OF DIRECTORS

The Northeast Region of the Alliance for Community Media is now accepting nominations for four (4) at-large members of the Board of Directors. The term of these positions is two years beginning at the first Board meeting after the ACM National Conference.

The Purpose: The Northeast Region – the six New England states plus New York – is one of the most active ACM regions. Serving on the Board of Directors gives individuals the opportunity to become more involved with the Alliance, to promote regional communication and coordination with the National organization, and to represent the Region at the Annual Business Meeting. The Region's main responsibility is to build the Alliance by recruiting new members, coordinating with state chapters to provide locally-based services to meet members' needs, and engaging in activities that promote community media and further the Alliance's goals. Current major program activities include a Fall Conference and Video Festival, a newsletter and website, and exploration of new training collaborations and opportunities.

The Expectations: We are looking for people who are willing to meet face-to-face at least two times a year (Spring and Fall), and participate in a 1 hour conference call every other month. Candidates must be willing to serve actively on two committees of the region board as part of their service to the board. Board members are expected to attend all meetings, and (if possible) attend the ACM National Conference. Board members serve as a primary information resource for regional members, and should be accessible to all Alliance members. They also act as leaders in shaping and protecting community media in the Northeast.

Qualifications: All candidates for at-large members of the Northeast Region Board of Directors must be a member of the Alliance for Community Media. Any member who runs for an at-large seat shall, prior to election and during their term of office, publicly disclose all current involvement with a telecommunications entity in which financial compensation is involved. No voting member of the Board of Directors may serve as a paid staff member of the Alliance for Community Media.

Deadline for Nominations: Candidates for nomination must complete the enclosed nomination form, or its electronic equivalent, and mail, fax, or e-mail by May 1, 2015 to:

Keith Thibault, Election Officer
ACM Northeast Region Board
FRCMedia/Bristol Community College
777 Elsbree Street
Fall River, MA 02720
774-357-2354
Fax: 508-730-3221
keith.thibault@bristolcc.edu

NOMINATION FORM ON BACK >>>>>>>>>>



NORTHEAST REGION OF THE ALLIANCE FOR COMMUNITY MEDIA
Connecticut – Maine – Massachusetts – New Hampshire – New York – Rhode Island – Vermont
<http://acm-ne.org>

NOMINATION FORM- ALLIANCE FOR COMMUNITY MEDIA NORTHEAST REGION BOARD OF DIRECTORS-2015

I am interested in running as a candidate for:

At-large Member (2-year term)

Name: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Fax: _____ Email: _____

Please give a brief statement concerning your interest in serving as an at-large member of the Northeast Region Board of Directors. Be sure to include the nature and extent of your involvement in the Alliance and with community media. What will you contribute? This statement will be used to prepare the ballot. (You may submit your statement on a separate sheet of paper. Limit 200 words)

To comply with national reporting requirements, please indicate below any current involvement with a telecommunications entity involving financial compensation. (You may submit your information on a separate sheet of paper.)

Please mail this form or its electronic equivalent by May 1, 2015 to:

Keith Thibault, Election Officer
ACM Northeast Region Board
FRCMedia/Bristol Community College
777 Elsbree Street
Fall River, MA 02720
774-357-2354
Fax: 508-730-3221
Keith.thibault@bristolcc.edu

from the ACM By-Laws:

"The corporation will ensure that no individual is discriminated against with regard to membership, services, access to information or any activity of the corporation because of color, creed, national origin, sex, age, sexual orientation, religious belief, physical challenges, developmental challenges, political belief, economic status, or for any other reason contrary to law."

Douglas Cable Advisory Committee

Douglas Municipal Center

Meeting Minutes

Monday March 9, 2015

Mitch Cohen called the meeting to order at 7:07pm

Attendance:

Committee: Mitch Cohen, Tom Devlin, Chris Menn

Staff: Pat Aldrich

1. **Interview for Recording Assistant:** Applicant did not respond to meeting change, was originally due for interview at Feb meeting that was cancelled due to snow. Pat will try to contact for next meeting.
2. **Vacancy:** Mike Belleville has resigned, there is an opening on the Committee. Mitch may have a couple leads of people who may be interested, will follow up.
3. **Charter Encryption Update:** Mitch gave some background on the issue, has a meeting set up with Tom Cohan from Charter and Atty Bill Solomon for Friday, will let us know how it works out.
4. **BVT School Committee Meetings:** 1/22, 3/5/15 meetings have been recorded and are online, all 13 district towns have been contacted. Pat has been keeping track of progress and coordinating the future meeting recordings. Some discussion about protocol. The Committee asked Pat to continue coordinating the efforts and gave him permission to host a BVT District meeting with the other Town Cable stations involved.
5. **Cable Policy Review:** Mitch gave a brief overview of the current Cable Policies, as shown on the Town Website, as well as a summary of the history of policy development. To be discussed at the next meeting. Pat summarized some ideas he has for "producer requirements" to define his role in helping public programming.
6. **Coordinator Review:** Mitch asked Pat to distribute the form for approval the April meeting.
7. **Financials: Report from Town Financial Director Attached.**
8. **Correspondence:** Charter Annual Form 500, Charter Dept Collection for highway dept. Tom Cohan said to ignore, Public Record Request for storm related communication with Charter - Mitch sent 400 pages of emails, Charter letter about tier changes,
9. **Meeting Minutes:** 1/12/15: One change, "Financial Director" should be "Finance Director". *Tom motioned to accept as amended, Chris 2nd, unanimous favor.*
10. **Coordinator's Report:** January & February 2015 meeting reports submitted.

Sr. Center "Luau" video shot and uploaded, KidMissing 10 and 11 have been shot and uploaded, Library "Robots on the Run" recorded and uploaded, DHS Audio has been installed, Recording media for Community Room "Gefen TV" did not work out, needs replacement, new Sony cameras are in use, new XLR adapters have been ordered to stop the buzzing from microphones, Audio Journal is now playing behind the Bulletin Board on channel 191, Douglas Cable Newsletter for March 15 has been sent to publications, meeting minute packets of FY15 have been scanned into PDF format available on Google Drive, MassAccess Spring Conference 2015 and Trade Show in Springfield on April 27 \$50 for members. The committee was supportive of Pat going.

11. **Equipment:** Some discussion on the requested items for the field studio kit in relation to our current needs. *Tom motioned to purchase equipment as discussed for the field studio kit in the amount of \$9,750.00, 2nd by Chris, unanimous favor.* Discussion on new items for the Community Room media recording unit, which is still covered under the old motion, no new motion needed. Mitch presented a new multi-microphone unit for use in meeting rooms where there is no recording media setup. *Tom motioned to spend up to \$250 on the Acoustic Magic Voice Tracker, Chris 2nd, unanimous favor.* DHS live audio is unusable due to the feedback in the room. *Tom motioned to approve \$250.00 to purchase a Feedback Destroyer to eliminate the feedback in the School Committee meeting recordings, Chris 2nd, unanimous favor.* Pat will send an email to the school to let them know, and will recommend cables.

12. **Adjourn:** *Chris motioned to adjourn at 8:12pm, Tom 2nd, unanimous favor.*

- **Monthly Meetings Report Attached: March 2015**
- Community Room recording media is being tested for install, need to iron out file conversion.
- Community Room Audio setup had a bad splitter, the audio from a few meetings in that room suffered, but it is fixed now and back to normal. Broadcast videos had poor audio, online is fine.
- Field Studio Kit is all in, will be using to film Mark and Riainne concert 4/16/15.
- Public Channel Programs:

KidMissing	Valley Chapel
Physician's Focus	Along the Blackstone
Road to Recovery	Talk Show with RJ Sheedy
SHINE Medicare	All Politics is Local
- Open Mic Night @ Jenckes May 1
- School Audio having issues with input on mixer, Feedback Destroyer is in the rack, just need to test and tweak when we can get the room.
- Octoberfest vendor form has been submitted.

Date	Day	Meeting	Time	Room	Staff	Paid	Canc	Wages	Notes		
3/2/2015	MON	COA	615pm	SR	Arthur Griffin	1	0	\$49.45		MON	12
3/2/2015	MON	ConCom	7:00 P	COM	Steve Zisk	0	0	\$0.00		TUE	9
3/2/2015	MON	FinCom	7:00 P	RES	Sarah Guimond	1	0	\$45.25		WED	7
3/3/2015	TUE	BOS	7:00 P	RES	Sarah Guimond	1	0	\$45.25		THU	6
3/3/2015	TUE	Sewer	7:00 P	SEW	Arthur Griffin	1	0	\$49.45		FRI	0
3/4/2015	WED	SC	5:00 P	DHS	Them	1	0	\$0.00		9am-12noon	0
3/4/2015	WED	Capital	2:00 P	COM		0	0	\$0.00		12noon-6pm	9
3/4/2015	WED	ZBA	7:00 P	COM	Kay Bowen	1	0	\$45.25		7:00 PM	25
3/5/2015	THU	BVT SC	7:00 P	BVT	Pat Aldrich	1	0	\$0.00		COM	14
3/9/2015	MON	Cable	7:00 P	KIT	Pat Aldrich	1	0	\$0.00		RES	10
3/9/2015	MON	EDC	7:00 P	COM	Arthur Griffin	1	0	\$49.45		MISC	10
3/9/2015	MON	FinCom	7:00 P	RES	Sarah Guimond	1	0	\$45.25		Recorded	28
3/10/2015	TUE	PB	7:00 P	COM	Sarah Guimond	1	0	\$45.25		Not R/Paid	0
3/12/2015	THU	Sewer	3:00 P	SEW	Tess Werme	0	1	\$0.00	LNC	Don't Do	4
3/12/2015	THU	St Budget	5:00 P	COM	Sarah Guimond	1	0	\$45.25		Cancelled	5
3/16/2015	MON	ConCom	7:00 P	COM	Steve Zisk	1	0	\$0.00		MEETINGS	34
3/17/2015	TUE	BOS	7:00 P	RES	Sarah Guimond	1	0	\$45.25			
3/17/2015	TUE	Octoberfest	7:00 P	COM	Arthur Griffin	1	0	\$49.45			
3/18/2015	WED	SC	7:00 P	DHS	Them	1	0	\$0.00			
3/18/2015	WED	Building	7:00 P	COM	Tess Werme	0	1	\$0.00	LNC		
3/19/2015	THU	SBC	7:00 P	RES	Kay Bowen	1	0	\$45.25			
3/23/2015	MON	DPAC	7:00 P	DES	Sarah Guimond	1	0	\$45.25			
3/23/2015	MON	FinCom	7:00 P	RES	Angie Coe	1	0	\$49.45			
3/24/2015	TUE	Personnel	2:00 P	COM	Pat Aldrich	1	0	\$0.00			
3/24/2015	TUE	Library	7:00 P	RES	Sarah Guimond	1	0	\$45.25			
3/24/2015	TUE	PB	7:00 P	COM	Arthur Griffin	0	1	\$0.00	LNC		
3/25/2015	WED	Building	7:00 P	COM	Tess Werme	1	0	\$49.45			
3/25/2015	WED	Sewer	7:00 P	SEW	Arthur Griffin	1	0	\$49.45			
3/26/2015	THU	Capital	2:00 P	COMM	Tess Werme	0	1	\$0.00	LNC		
3/26/2015	THU	OGSDC	7:00 P	RES	Kay Bowen	1	0	\$45.25			
3/30/2015	MON	Capital	2:00 P	COM	Pat Aldrich	1	0	\$0.00			
3/30/2015	MON	BOH	6:00 P	BOH	Mitch Cohen	1	0	\$0.00			
3/30/2015	MON	FinCom	7:00 P	RES	Sarah Guimond	1	0	\$45.25			
3/31/2015	TUE	BOS	7:00 P	RES	Arthur Griffin	1	0	\$49.45			

For Immediate Release:
Contact: Pat Aldrich, Cable Coordinator
Phone: 508-476-4000 ext 122
Email: cable@douglasma.org
Re: Monthly Newsletter April 2015

Douglas Cable Access Monthly Newsletter, April 2015

Douglas, MA - Be sure to check out Audio Journal, which is broadcasting over the public slideshow on 191. This month, the Public Channel 191 is showing the following programs: Physician's Focus, North Uxbridge Baptist Church Service, All Politics is Local, Talk Show Live with RJ Sheedy, KidMissing, and Douglas Octoberfest 2014 Entertainment.

Douglas Government Channel 192 you will find 24/7 playback of open meetings from the previous weeks. Douglas Cable Access is committed to 100% open meeting coverage, including recent workings with Blackstone Valley Technical School Committee to get coverage of their 2015 meetings recorded and broadcast on Community Media in the district. The second meeting of March 5, 2015 is currently available for online viewing at DouglasMa.org/Cable.

Douglas residents have free access to our Digital Video Fundamentals class, offered year-round at the studio in the Douglas Municipal Center. Sign up or read the course overview at DouglasMA.org/Cable. Create your own digital video project to be aired on Douglas Public Access 191 and optionally on our YouTube page: YouTube.com/DouglasCableAccess. Connect with us on Twitter and Facebook @DouglasCableTV for updates and information. For additional information or to connect with Douglas Cable, email cable@douglasma.org.

Part Time Recording Assistant Needed for Douglas Cable Access

Douglas Cable Access is committed to providing the residents with 100% Government transparency through video archives of Open Meetings. Our Recording Assistants earn a stipend of 5 hours per meeting booked, and is a great opportunity to explore interest in local Government, Video Production, or simply to pick up some extra money.

We are currently seeking help covering Morning & Afternoon Weekday meetings.

Morning meetings generally begin between 9 - 11am.
Afternoon meetings generally begin between 1-3pm.

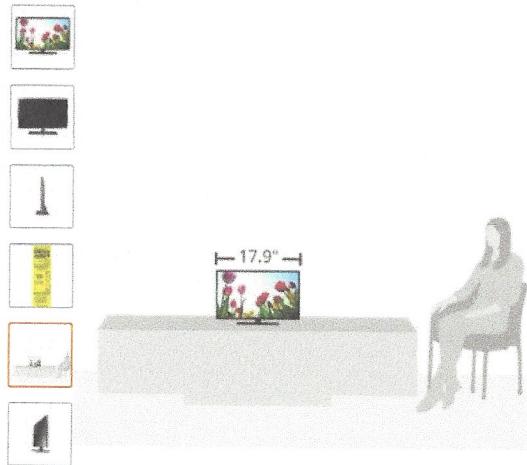
Ideal candidate is local (Douglas resident preferred) and available for last minute scheduling if needed.

Will train on A/V equipment, no experience necessary.

Additional information about Douglas Cable Access, and current video samples can be found on the Town Website:

<http://www.douglasma.org/cable>

Email your resume and contact info: cable@douglasma.org



Click to open expanded view

Samsung UN19F4000 19-Inch 720p 60Hz LED TV

by Samsung

608 customer reviews

| 316 answered questions

Price: \$138.99

Low Price Guarantee

In Stock.

Ships from and sold by Amazon.com. Gift-wrap available.

Want it tomorrow, April 14? Order within 4 hrs 37 mins and choose One-Day Shipping at checkout. [Details](#)

Size: 19-Inch

- Refresh Rate: 60Hz (Native); Clear Motion Rate 120 (Effective)
- Backlight: LED (Edge-Lit)
- Smart Functionality: No
- Dimensions (W x H x D): TV without stand: 17.9" x 12.4" x 4.9"; TV with stand: 17.9" x 11.1" x 1.9"
- Inputs: 2 HDMI, 1 USB, 1 Component, 1 Composite In, 1 RF In
- Accessories Included: Standard Remote Control

[See more product details](#)

12 new 7 used from \$105.00

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Qty: 1

 Include 4-Year Protection for \$18.47 Include 3-Year Protection for \$17.77[Add to Cart](#)

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\$147.99

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+ Free Shipping

Sold by: Adorama Camera

\$147.99

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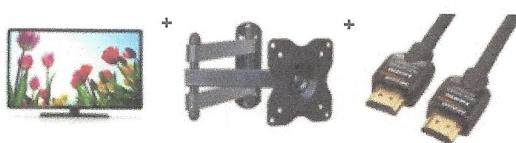
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- ✓ VideoSecu Articulating Arm TV LCD Monitor Wall Mount, Full Motion Tilt Swivel and Rotate for Most 15" ... \$12.69
- ✓ AmazonBasics High-Speed HDMI Cable - 6.5 Feet (2 Meters) Supports Ethernet, 3D, 4K and Audio Return \$5.49

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SkyBell Wi-Fi Video Doorbell Version 2.0
(460)

\$199.00

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