

Charter

COMMUNICATIONS

September 15, 2016

Mr. Paul Sieloff
Town Administrator
Town of Lanesborough
83 North Main Street
Lanesborough, MA 01237

Dear Mr. Sieloff:

I write to inform you that the customer walk-in office in Chatham will close on October 28 and we are providing courtesy notice to you at this time. Due to the myriad of payment options available to our customers, and the ability to reach the company toll-free, twenty-four hours per day, the local office is used infrequently by our customers.

In recent years, Charter has added new customer service features like electronic bill payment and other ways to pay bills via a credit card, check, money order, or cash. Customers can pay bills online at www.charter.net, via their bank's online bill payment function, by phone at 1-888-438-2427, or in person at MoneyGram and Western Union locations in nearby retail outlets. Additionally, Charter now offers free direct shipment of converters and remotes, allowing customers to exchange equipment without leaving their home.

As you know, Charter 24-hour telephone customer service allows our subscribers to make inquiries and get information at any time during the day or night. Customers needing assistance or requesting a change in service may contact us at: 1-888-GET-CHARTER (1-888-438-2427) or online at www.charter.net. In addition, customers can instantly upgrade their service through their digital box by clicking channel 2495 on their remote. For the convenience of our customers, these services are available 24-hours per day.

Charter continues to focus on bringing the best services possible to both residential and business customers. Charter continues to invest in Lanesborough, most recently enhancing service with its 100% all-digital upgrade to the area. Last month, we launched Charter Spectrum, where customers can enjoy more than 200 HD channels and Internet speeds up to 60 Mbps. Later this month, Charter will also be launching Voice services with 13 different calling features.

We remain committed to providing excellent communications and entertainment services in the Lanesborough community and in each of the communities we serve.

Sincerely,



Thomas P. Cohan
Director, Government Affairs