



**Charter bringing 60 Mbps Broadband Internet,
Voice Services & HD channels to the Lanesborough area!**

Certified Mail/Return Receipt Requested

July 1, 2016

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

Dear Franchise Official:

I am excited to share with you that Charter customers in Lanesborough will soon enjoy access to 60Mbps high speed Internet service, fully featured telephone services, and more than 200 high-definition (HD) television channels, as Charter completes an upgrade to the cable system serving this area.

Our upgrade in Lanesborough is scheduled to take place on or after August 2, 2016. As a result, customers will soon have access to a full range of advanced Charter broadband services, including Charter Spectrum TV®, Charter Spectrum Internet®, and Charter Spectrum Voice®. Some of your current channels will be moving to a new location, as fully detailed in the attached customer notification. The Government Access Channel is moving to channel 190, 191.

As part of this upgrade process, customers must take action by acquiring Charter-issued digital set-top boxes for each of their televisions. Customers can pick up their equipment at our local Charter store located at:

Charter Store

- 437 Route 295, Suite 2, Chatham, NY 12037
- Monday & Thursday 9:00am - 2:00pm,
- Friday 1:00pm - 6:00pm,
- Saturday 9:00am - 1:00pm
- Closed: Sunday, Tuesday, Wednesday
- **Expanded Store Hours: July 25th - July 29th**
- **and Aug 1st - Aug 5th**
- **Monday thru Friday 9:00am - 6:00pm**

To ensure a smooth transition, Charter is providing free digital equipment to customers for a specified period of time depending on eligibility. These offers will vary based on a customer's current level of service and are described in greater detail in the attached customer notification. Applicable standard equipment rate card pricing will apply upon expiration of those offers.

Charter has been communicating with customers via direct mail, bill messages, and outbound calls. Customers may visit www.charter.com/digitalnow or call us at **1-855-75SPECTRUM** (1-855-757-7328) for more information. I've enclosed a copy of the notification letter and new channel line-up that customers are receiving this week.

We are excited about the tremendous customer benefits Charter's All-Digital transition will bring to your community. [REDACTED]
[REDACTED] If any of your residents require assistance please direct them to our customer care group at 1-855-75 SPECTRUM (1-855-757-7328) or Spectrum.com/digitalnow.

Sincerely,



Thomas P. Cohan
Director of Government Affairs