



June 6, 2012

Mr. Walter F. Alterisio Chairman, Board of Selectmen
Town of Dunstable
511 Main Street
P.O. Box 1313
Dunstable, MA 01827

Dear Mr. Alterisio:

Charter is proud to serve your community and we greatly value our relationship. As a leading communications and entertainment provider in the community, we are pleased to announce a series of enhancements to our television service. As you already know, we are committed to providing our customers with the highest quality television programming available today, and have launched additional channels and online content over the past year as a part of our evolution of Charter TV. With a majority of customers already receiving digital programming in their home, and a steadily growing number of high definition customers, we are continuing to provide more of what today's consumers want with the addition of 29 new High Definition (HD) channels in super-sharp quality beginning on July 17, 2012. With these additions, Charter will offer our customers more than 100 HD channels.

In addition, certain channels will be digitized, moving from an analog to a digital format. Digital is the common delivery method of video now and in the future, providing a higher quality audio and video experience and helping make room for even more HD channels and other video, Internet and phone enhancements. While change is often challenging at first, we're always here to help our customers through this transition. We're confident that having access to 100+ HD channels, programmer apps for tablets and 1,500 HD on demand choices – many in 3D, will make up for these changes.

We are outlining the channel additions and changes to our customers via direct mail to their homes and in messages in the monthly billing statements. We are also providing a new online channel lineup guide, available at www.charter.com/futureTV in advance of the launch.

Effective July 17, 2012, Charter will add 29 new HDTV programming services listed on the attached page. At the same time, to facilitate the addition of these HD services, a number of programming services are being digitized on our channel lineup. See attached list describing these changes.

A Charter digital set top receiver is necessary for digital channels to be viewed on a TV, and an HDTV and Charter HD receiver are necessary to view programming in high-definition. More than 90% of our customers with service packages that include the analog channels being digitized already subscribe to Digital TV, most with a digital receiver on more than one TV, in order to view digital programming and enjoy the other features enabled by digital technology. Charter digital and HD set top receivers are available at our local Charter sales and service locations.

Charter is making these changes as part of our goal to offer our customers more of what they want—great products and services at a great value wrapped up with a great customer experience. We're so anxious to provide continuous product enhancements that we included a Product Promise in the Charter Customer Guarantee: We are committed to providing cutting-edge technology and on-going

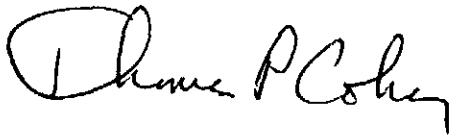
enhancements, including increased Internet speeds and more HD and On Demand choices. We'll provide functionality and improvements you may not have even imagined yet. At Charter, we never stop working to bring you additional value in your services.

As always, please feel free to contact me by email at Tom.Cohan@chartercom.com or by phone at 508-853-1515 x72857 should you have any questions.

For communities currently receiving a franchise fee, don't forget you have an alternative to U.S. mail-delivered paper checks for franchise fee payments. You now have the option to receive electronic direct payments for franchise fees, assuring a more efficient and timely manner of receiving your funds. If you would like to pursue the electronic payment process, please contact me at 508-853-1515 x72857 or via email at Tom.Cohan@chartercom.com and I will forward you the sign-up form. We hope this convenient and simple method will be of value to you.

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

Sincerely,

A handwritten signature in black ink, reading "Thomas P. Cohan". The signature is written in a cursive, flowing style with a large initial "T".

Thomas P. Cohan
Director of Government Relations

Basic HD Service*

780	WBPX-HD - ION
781	WMUR-HD - ABC
782	WGBH-HD - PBS
783	WBZ-HD - CBS
785	WCVB-HD - ABC
786	WFXT-HD - FOX
787	WHDH-HD - NBC
788	WSBK-HD - IND
789	WLVI-HD - CW
791	WNEU-HD - Telemundo
792	WUNI-HD - UNV
793	WUTF-HD - Telefutura

Expanded HD Service**

701	LMN HD
705	AMC HD
706	Turner Classic Movies HD
708	TV Land HD New!
709	GSN HD New!
711	MTV2 HD New!
712	MTV HD
713	VH1 HD
714	BET HD New!
717	Comedy Central HD
719	Spike TV HD
720	SyFy HD
721	tru TV HD
723	CNBC HD
725	The Weather Channel HD
726	FOX News Channel HD
727	MSNBC HD
728	CNN HD
729	HLN HD New!
730	Animal Planet HD
731	TLC HD
732	Food Network HD
733	HGTV HD
734	A&E HD
735	History HD
736	National Geographic HD
737	Discovery Channel HD
738	Travel Channel HD
740	Hallmark Channel HD
743	USA HD
744	TNT HD
745	TBS HD
746	FX HD
747	Oxygen HD New!
748	Lifetime HD
751	E! HD New!
752	Style HD New!

753	Disney Channel HD
754	Disney XD HD New!
756	Cartoon Network HD
757	Nickelodeon HD
758	ABC Family HD
760	Regional Sports Extra Games HD
763	SPEED Channel HD
766	MLB Network HD
767	NBC Sports Network HD
768	Golf Channel HD
770	Comcast SportsNet HD
771	ESPN2 HD
773	ESPN HD
774	NESN HD

Digital View HD & Digital View Plus HD***Digital View only includes channels in **bold** below.*

702	Bravo HD
703	IFC HD
707	Hallmark Movie Channel HD
710	Fuse HD
715	Science HD
718	CMT HD New!
724	Investigation Discovery HD New!
739	H2 HD New!
749	OWN HD New!
750	WE tv HD
762	NFL Network HD
772	ESPNU HD

Premium HD**

652	HBO 2 HD New!
653	HBO Signature HD New!
654	HBO Family HD New!
655	The Movie Channel Xtra HD New!
664	Starz Cinema HD New!
665	Starz Kids & Family HD New!
667	Starz in Black HD New!
672	Encore HD New!
677	Showtime Extreme HD New!
678	SHO Showcase HD New!
679	Showtime Too HD New!
697	MoreMax HD New!
698	ActionMax HD New!
704	Epix HD
775	TMC HD
776	Starz HD
777	HBO HD
778	Showtime HD
779	Cinemax HD

HD Ultra View**

795	Universal HD
796	Velocity
797	Smithsonian
798	Palladia

Sports View HD**

761	NFL Red Zone HD New!
762	NFL Network HD
764	BTN HD New!
765	Tennis Channel HD New!
772	ESPNU HD

Charter PPV HD & On Demand HD**

1	HD On Demand and 3D On Demand Enjoy 1,500 HD choices - many are FREE
769	HD PPV

*Digital equipment (digital receiver, HD receiver for HD services) required to view or TV equipped with digital QAM tuner.

**Charter leased digital equipment required to view (digital receiver, HD receiver for HD services).

Due to system technology enhancements in a switched digital market, access to certain digital channels will require a receiver, as HDTVs equipped with CableCARDs cannot access certain digital channels requiring two-way communication. CableCARD customers with TiVo equipment not leased from Charter will also need a Tuning Adapter for access to such digital channels.

All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide.

©2012 Charter Communications, Inc. Programming may vary. Channels, Tiers and Packaging subject to change. Services not available in all areas. SAP - Second Audio Programming (Spanish Language when available) is offered on analog Basic Service and Expanded Service channels. Check your interactive program guide for further details. Channel numbers listed are for either analog cable-ready TV sets or Charter digital receivers. Customers using a QAM tuner TV or other personal QAM tuner device, not connected to a digital receiver, must activate the Auto Program feature, as described in the TV/device's Owner's Manual, to receive some digital services. HD capable equipment is required to view HD programming (where available). All programming may not be available to CableCARD customers.

Programming Being Digitized and/or Relocated

Channel	Ch. #	Service Level	NEW Ch. #	NEW Service Level
C-SPAN	16	Basic	16	Basic (Digital Only)
INSP	18	Basic	95	Basic (Digital Only)
HSN	22	Basic	22	Basic (Digital Only)
QVC	24	Basic	24	Basic (Digital Only)
EWTN	95	Basic	18	Basic
EI	29	Expanded	59	Expanded Basic (Digital Only)
Travel Channel	58	Expanded	58	Expanded Basic (Digital Only)
Discovery Channel	59	Expanded	29	Expanded
Style	60	Expanded	60	Expanded Basic (Digital Only)
VH1	69	Expanded	69	Expanded Basic (Digital Only)
ESPNU HD	761	Digital View HD & Sports View HD	772	Digital View HD & Sports View HD