

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)	
)	
Charter Communications Inc., and)	MB Docket No. 18-_____
Falcon Telecable,)	
Time Warner Cable Pacific West LLC, and)	
Bresnan Communications, LLC)	
)	
Petition for Declaratory Ruling,)	
Enforcement Order, and Further Relief For)	
Violations of Sections 76.1603 and)	
76.1619 of the Commission's Rules)	

**PETITION FOR DECLARATORY RULING,
ENFORCEMENT ORDER, AND FURTHER RELIEF**

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April 4, 2018

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SUMMARY

Crescent City, California (“City”) submits this Petition in response to violations of Federal Communications Commission (“Commission”) rules governing the customer service obligations (including obligations to provide notice of rate changes) by Falcon Telecable, a cable franchisee and by Charter Communications, Inc. (“Charter”), which controls the franchisee. On Friday, February 2, 2018 at 5:00 p.m. Eastern time, Charter terminated carriage on the cable system it controls of local broadcast stations owned by Northwest Broadcasting, Inc. (“Northwest”), including broadcast stations serving the City and its residents. Crescent City is also a Charter subscriber itself.

Charter has for some time included a “broadcast surcharge” on its bills, which the company claims is only charged as a pass-through of the costs charged by broadcasters for carriage of the signals. Despite this representation, Charter continued to charge Crescent City and other Crescent City subscribers the full “Broadcast TV Surcharge” subsequent to the removal of Northwest’s broadcast stations.

The Commission’s rules require 30 days’ advance notice to subscribers and local franchising authorities before the deleting a channel from a cable operator’s channel lineup and before increasing rates. Charter intentionally violated these rules by failing to deliver any advance notice to subscribers or the City. Charter also continues to deceptively and fraudulently impose its “Broadcast TV Surcharge” in full, despite the deletion of channels whose costs are allegedly passed through by imposition of this fee. Accordingly, pursuant to Section 76.7 of the Commission’s rules, the City submits this complaint and petition asking that the Commission find that: Charter violated the Commission’s rules; Charter must provide subscribers with appropriate refunds; and forfeitures should be imposed commensurate with Charter’s intentional violation of the Commission’s rules. The Cities of Yuma, AZ, El Centro, CA and Jackson, WY

join in this Petition to the extent it seeks relief in addition to that sought in MB Docket No. 18-91. The parties to this Petition respectfully request that this proceeding be consolidated with MB Docket No. 18-91, as it deals with essentially the same issues and facts.

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¹ Crescent City believes it has independent authority to find a breach of Falcon Telecable’s franchise, and to adopt appropriate remedies. However, given the broader effects of Charter’s actions on the City and other communities nationwide, the evident attempt to evade notice obligations, and the continued imposition of a Broadcast TV Surcharge, discussed below, the City believes that Commission action is also appropriate.

Falcon Telecable violated 47 C.F.R. Section 76.1603(b) and (c) (requiring prior notices of changes in programming, and change in rates) as well as 47 C.F.R. Section 76.1619 (billing requirements), and the Commission orders explaining those requirements. Most notably, it has fraudulently included and collected an itemized pass-through of the “charges” it incurs to carry broadcast channels that it in fact no longer carries.

The Cities of Yuma, AZ, El Centro, CA and Jackson, WY join in this Petition to the extent it seeks relief in addition to that sought in MB Docket No. 18-91.² The parties to this Petition respectfully request that this proceeding be consolidated with MB Docket No. 18-91, as it deals with essentially the same legal issues and facts.

I. THE COMPLAINANTS

Crescent City is authorized under California’s Digital Infrastructure and Video Competition Act (“DIVCA”) and pursuant to local ordinance, to enforce state and federal customer service standards.³ The City is also a Falcon customer, purchasing cable service for the City’s fire station located at 520 “I” Street in Crescent City.⁴ Falcon provides cable service in Crescent City pursuant to a state video services franchise granted to it by the California Public Utilities Commission.⁵ Falcon is a cable operator under the Cable Act, and so is Charter, as a cable operator includes any person who “otherwise controls or is responsible for, through any arrangement the management and operation” of a cable system.⁶ Both companies are responsible

² See Petition of Yuma, AZ, El Centro, CA, and Jackson, WY, MB Docket No. 18-91 (Mar. 22, 2018) (“March 2018 Petition”).

³ Declaration of Eric Wier, Interim City Manager, Crescent City, California. at ¶ 2 (“Wier Declaration”).

⁴ *Id.* at ¶ 5.

⁵ *Id.* at ¶ 2.

⁶ 47 U.S.C. § 522(5).

for compliance with applicable customer service requirements, including the notice requirements. We refer to the companies collectively as “Charter” throughout the remainder of this pleading. The remaining complainants are described in the March 2018 Petition.⁷

II. THE DISPUTE

The local broadcast stations serving Crescent City were all carried by Charter pursuant to one or more retransmission consent agreements between Charter and Northwest.⁸ Those agreements were extended in December 2016, and were scheduled to expire on January 31, 2018.⁹ The agreement, or agreements, affected stations serving not only Crescent City, but also communities and subscribers elsewhere in California, and in Arizona, Oregon, Idaho, New York, and Wyoming.¹⁰

Charter’s cable service to Crescent City included KIEM and KVIQ, the local affiliates of NBC and CBS respectively, and both owned by Northwest.¹¹ On February 2, 2018, Charter caused KIEM and KVIQ to be removed from the channel lineup in Crescent City without any prior notice to the City or to subscribers.¹²

Crescent City was not notified until 3:33 pm local time (6:33 pm Eastern Time), more than *ninety minutes after* Charter had deleted the signals, of Charter’s decision to remove the channels.¹³

⁷ See March 2018 Petition at 2-5.

⁸ Declaration of Brian Brady, Chief Executive Office, Northwest Broadcasting, Inc. at ¶ 2 (“Brady Declaration”).

⁹ *Id.*

¹⁰ *Id.*

¹¹ Wier Declaration at ¶ 1.

¹² *Id.* at ¶ 3.

¹³ *Id.*; see also Wier Exhibit A (Ludovici email).

Northwest reached out to Charter approximately eight months *before* the scheduled expiration date (i.e. about May 2017). As shown in emails filed with the March 2018 Petition,¹⁴ Charter appears to have presented an oral proposal on November 20, 2017, which it reiterated on January 17, 2018 – two weeks *before* the agreement was scheduled to expire.¹⁵ Charter’s oral offer was not put in writing until February 2, 2018.¹⁶

On the expiration date, January 31, Charter said that it would enter into “day-to-day” extensions of the agreement,¹⁷ and in fact, Northwest offered a 24-hour extension, which Charter accepted.¹⁸ Negotiations continued through February 1, and an additional 24-hour extension until February 2nd was agreed to.¹⁹ Charter’s written proposal was submitted just before the extension was about to expire.²⁰

On February 2, Northwest proposed a further 24-hour extension to allow negotiations to continue.²¹ Charter declined, demanding instead a 3-day extension until February 5, to allow Charter subscribers to watch the Super Bowl but indicating that Charter would agree to no further extensions, and would eliminate the channels on February 5 if an agreement was not reached.²² Northwest stated a willingness to discuss additional extensions, but at 4:50 p.m. Eastern on

¹⁴ See March 2018 Petition, Wilkinson Exhibit C (Letter from John E. Fogarty to Daniel R. White, February 19, 2018); March 2018 Petition, McLaurin Exhibit C (Letter from Mary Roehr to Audrey Cohen-Davis, February 16, 2018.)

¹⁵ Brady Declaration at ¶ 3.

¹⁶ *Id.*

¹⁷ See March 2018 Petition, Wilkinson Exhibit C, Attachment B (email from Charter to Northwest dated January 31, 2018.)

¹⁸ Brady Declaration at ¶ 4.

¹⁹ *Id.*

²⁰ *Id.*

²¹ *Id.*

²² *Id.*

February 2 – ten minutes before the expiration of the agreement – Charter refused to consent to a 24-hour extension and told Northwest that Charter was removing the stations covered by the retransmission consent agreement at 5:00 p.m. Eastern that day.²³

Ten minutes after refusing a further extension, at 5:00 p.m. Eastern on February 2, 2018, Charter removed KIEM and KVIQ and all associated channels covered by the carriage agreement from its cable services.²⁴

Charter never sought an extension that would permit them to comply with notice obligations to subscribers, or to the City, and evidently chose not to give notice 30 days' notice before the scheduled expiration of the carriage agreement.²⁵

III. CHARTER'S ACTIONS AFTER DELETING THE CHANNELS

Following its removal of Northwest's stations from its cable lineup, Charter began to undertake some limited, insufficient efforts to provide after-the-fact notice to the City and to its customers.

Charter made on-air announcements of the removal after it had been carried out, notified subscribers via email, distributed the address of a website (<http://www.northwestfairdeal.com>) which Charter established blaming Northwest for the blackout, and advised subscribers that they could view NBC programming (including the Super Bowl and the Olympics) that would have been carried on the Northwest channels via NBC streaming video services.²⁶ While the City and subscribers did not receive notice that the channels would be removed until after Charter shut

²³ *Id.*

²⁴ Wier Declaration at ¶ 3.

²⁵ Brady Declaration at ¶ 5.

²⁶ Charter Spectrum, Northwest Fair Deal, <http://www.northwestfairdeal.com/> (last accessed Apr. 4, 2018).

them down, Charter had in fact been planning its post-blackout notice and public relations campaign for weeks. ICANN WHOIS records indicate that the website “northwestfairdeal.com,” which contained the Charter attacks blaming Northwest for the programming disruption, had been registered by Charter on January 18, 2018, almost two weeks before the estimated expiration, and the day after Charter made an oral offer to Northwest.²⁷

Not only did Charter fail to provide advance notice, the notice it did provide was misleading. It implied customers had streaming alternatives that either were not adequate substitutes, or would not actually be available to them once Charter stopped carrying the stations. Subscribers were not only given late notice, they were given misleading notice Friday afternoon on Super Bowl weekend.²⁸

In addition, customers, including cities that purchased service from Charter, were being charged something Charter calls a “Broadcast TV Surcharge,”²⁹ which it justifies as a “pass-through.” Its website explains:

As a direct result of local broadcast, or "network-affiliated," TV stations increasing the rates to Charter Communications to distribute their signals to

²⁷ ICANN WHOIS result for “northwestfairdeal.com”, <https://whois.icann.org/en/lookup?name=northwestfairdeal.com> (last accessed Apr. 4, 2018).

²⁸ Charter told customers, for example, that over-the-air reception could serve as a substitute. Crescent City is located at the extreme edge of, or entirely outside, the broadcast range of KIEM and KVIQ. *See* Wier Exhibit A (Ludovici email). Due to the combination of distance and terrain, Crescent City residents have little to no expectation of consistent reception of those signals, and rely on MVPD service to access those channels. *See, e.g.* FCC 28 dBu Service Contour for KIEM-TV, Eureka, CA (last accessed Apr. 4, 2018), <https://www.fcc.gov/media/radio/map-display#appid=1317581&call=KIEM-TV&contour=28&city=EUREKA&state=CA&fileno=BLCDT-20090622AGO&.map>; *see also* Warren Communications News, *Television and Cable Factbook 2018*, A-127-28 (2018) (depicting the expected coverage range of KVIQ & KIEM based on FCC contour data.)

²⁹ Wier Declaration at ¶ 5; Wier Exhibits B & C (Charter Bills from January through March 2018); *see also* Attachment 1: Jackson, Wyoming Charter Bills; Attachment 2: Yuma, Arizona Charter Bills; Declaration of Marcela Piedra, City Manager, City of El Centro, CA, at ¶ 10 (“Piedra Declaration”).

our customers, we'll be passing those charges on as a Broadcast TV Surcharge. These local TV signals were historically made available to us at no cost or low cost. However, in recent years the prices demanded by local broadcast TV stations have necessitated that we pass these costs on to customers.³⁰

Despite the fact that the fee is itemized and justified as a pass-through, Charter did not eliminate or reduce that fee, even though it was no longer incurring costs associated with carriage of (in the case of Crescent City and Yuma) at least two network affiliates.³¹ That fee is substantial – between \$7.50 and \$8.85 per month³² – which means that subscribers were required to pay a fake surcharge likely exceeding hundreds of thousands of dollars per month.³³

IV. CHARTER'S FAILURE TO PROVIDE 30 DAYS' ADVANCE NOTICE TO ITS SUBSCRIBERS AND TO THE CITY VIOLATED SECTIONS 47 C.F.R. §§ 76.1603(b) AND (c) OF THE COMMISSION'S RULES

The Commission's regulations, specifically 47 C.F.R. § 76.1603(b), require that customers be given written notice of "any changes in rates, programming services or channel positions" as soon as possible, and in any case at least thirty days in advance "if the change is within the control of the cable operator."³⁴ 47 C.F.R. § 76.1603(c) supplements that requirement by specifying that local authorities also be notified, and that "when the change involves the addition

³⁰ Charter Spectrum, "What is the Broadcast TV Surcharge on my statement?" (last accessed Apr. 4, 2018), <https://www.timewarnercable.com/en/support/faqs/faqs-account-and-billing/billing/what-is-the-broadcast-tv-surcharge-on-my-statement.html>.

³¹ Wier Declaration at ¶ 5; Wier Exhibit C (Charter Bill dated March 1, 2018); *see also* Attachment 1: Jackson, WY Charter Bills dated February 18, 2018 and March 18, 2018, at 2; Attachment 2: Yuma, AZ Charter Bill dated February 28, 2018, at 2; Piedra Declaration at ¶ 10; Piedra Exhibit D (Charter Bills) (collectively showing continued imposition of undiminished Broadcast TV Surcharge for service periods occurring entirely after the date of the blackout.)

³² *See, e.g.* Wier Exhibit C; Attachment 1: Jackson, WY Charter Bill dated March 18, 2018, at 2; Attachment 2: Yuma, AZ Charter Bill dated February 28, 2018, at 2.

³³ There are nearly 100,000 people in Yuma and Crescent City alone. Even assuming a modest 20,000 subscribers, the Broadcast TV Surcharge would yield about \$160,000 per month.

³⁴ 47 C.F.R. § 76.1603(b).

or deletion of channels, each channel added or deleted must be separately identified.”³⁵ Specific advance notice of channel deletion must therefore be provided to both affected subscribers, and to local authorities.

The Commission adopted these rules to further at least two main objectives:

First, it provides customers with the opportunity to make their voices heard before any programming changes are made. Second, it allows customers to make arrangements to secure dropped channels through alternative means, such as by changing service providers.³⁶

The Media Bureau reiterated, in reconsideration of that same matter, that “one of the principal purposes of Section 76.1603...is to allow consumers to make alternative arrangements to view programming that is dropped by a cable provider.”³⁷

Charter was plainly in control of the deletion of Northwest’s channels from its lineup. It had an offer in hand that permitted it to continue to carry the signals. Northwest indicated it was willing to provide further extensions.

Charter made no effort to comply with the Commission’s notice rules. It never sought a longer extension of its carriage rights to ensure compliance with the rules – it sought instead only “day-to-day” extensions.

Charter timed the channel deletion at the end of the week, when it must have known that its subscribers would have had little opportunity to find an alternative way to ensure delivery of the Super Bowl, or other programming. It chose not to provide notice earlier - at the time it geared up its public relations plan to attack Northwest, for example.

³⁵ 47 C.F.R. § 76.1603(c).

³⁶ *Time Warner Cable, a Division of Time Warner Entertainment Company, L.P.* 21 FCC Rcd. 8808 (Med. Bur. 2006) at ¶7, *on recon*, 21 FCC Rcd. 9016 (Med. Bur. 2007) (“NFL Reconsideration Order”).

³⁷ NFL Reconsideration Order at ¶ 23.

From a customer perspective, then, this is a clear violation of the rules, and a violation that seems in all likelihood to have been planned to place the most pressure on Northwest, while avoiding the customer losses Charter might otherwise have suffered had it provided notice 30 days in advance.

Indeed, the overall pattern here reveals a disregard for customer interests, and disregard for the Commission's rules. The Commission has narrowly defined circumstances "not within the control of the cable operator" in 47 C.F.R. § 76.309(c)(4)(ii):

Those conditions which are not within the control of the cable operator include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions which are ordinarily within the control of the cable operator include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the cable system.

The Commission's definition distinguishes plainly between those events which are wholly unpredictable – natural disasters, utility outages, or extreme weather – with those which any business might reasonably be expected to have awareness of in the course of its normal operations. Specifically, the Commission observed that "events [that] are generally scheduled by the cable operator" and events for which "the operator knows the schedule reasonably well in advance of the event" are within the operator's control.³⁸ Charter was not only plainly aware of the scheduled agreement deadline, but its behavior demonstrates advance planning in anticipation of blacking out Northwest's channels, a negotiating strategy that was built around intentional brinksmanship, and a refusal to accept extensions, or to seek extensions that would permit rule compliance.

³⁸ *In the Matter of Implementation of Section 8 of the Cable Television Consumer Protection and Competition Act of 1992, Consumer Protection and Customer Service*, Report and Order, 8 FCC Rcd. 2892, 2903 ¶ 43 (1993) ("1993 Customer Service Order.")

The failure to provide adequate notice was compounded by the fact that the notice that was eventually provided, far from being “understandable” as required by Section 76.1306(c), was deceptive, misleading customers as to the effect of Charter’s decision on them. Charter proposed viewership solutions which suggested that there were some streaming options (which, if available, would have been available to those with Charter’s Internet service) that were in fact not available, or that were not satisfactory alternatives. Charter plainly had the advance warning and the foresight to plan for a blackout and position itself to use public outrage about the blackout for better leverage in subsequent negotiations, yet deliberately chose *not* to notify either the City or its subscribers, as required by law. Furthermore, the removal of marquee programming channels substantially changed the cable services provided, effectively constituting a rate increase without the notice required by the Commission’s rules, particularly troubling in light of Charter’s continued inclusion of a full Broadcast TV Surcharge on the City and other subscribers’ bills, as discussed in greater detail below.

V. CHARTER’S DECEPTIVE BROADCAST TV SURCHARGE VIOLATES COMMISSION RULES.

In addition to notice requirements, the Commission has promulgated rules governing the contents of cable operators’ bills.³⁹ In adopting these rules, the Commission recognized that “the legislative history of the Cable Act of 1992 manifests Congress’ perception that billing is a significant problem for many cable customers.”⁴⁰ The Commission therefore required that bills be “clear, concise, and understandable.”⁴¹

³⁹ 47 C.F.R. § 76.1619.

⁴⁰ 1993 Customer Service Order, 8 FCC Rcd. at 2906.

⁴¹ 47 C.F.R. § 76.1619(a).

Charter's bills were of questionable validity under those rules to begin with. The rules required that rates quoted to subscribers include all fees and charges, essentially adopting a "single rate" rule under which itemized amounts were to be provided for customer information, and not as "add-ons" to the bill.⁴² In adopting the "single rate" rule, the Commission rejected cable operator arguments that retransmission consent fees were governmentally-imposed and thus should be required to be specifically itemized. The Commission held that retransmission consent fees "are [...] no different from all other binding obligations of cable operators to pay those who supply them with goods and services."⁴³ The Commission allowed only that "these [costs] may be identified to subscribers if that is done in a manner that does not conflict with other provisions of the law."⁴⁴ Despite this, Charter tells some subscribers the Broadcast TV Surcharge is imposed "to recover costs of complying with its governmental obligations."⁴⁵

But setting aside Charter's error in making the Broadcast TV Surcharge an additional rate, it necessarily follows that, to avoid subscriber confusion and deception, what is identified as a retransmission consent fee must in fact reflect the fee being paid by a given group of subscribers. That is certainly how Charter justified the fee, representing to its customers that the "Broadcast TV Surcharge" is simply Charter "passing those charges on" to its customers.⁴⁶ The fee to

⁴² *In the Matter of Implementation of Sections of the Cable Television Consumer Protection and Competition Act of 1992 Rate Regulation*, Report and Order and Further Notice of Proposed Rulemaking, 8 FCC Rcd 5631, 5970-5973 (1993) ("1993 Rate Regulation Order"); *see also* Third Order on Reconsideration, 9 FCC Rcd 4316, 4368 (1994) (requiring that operators advertise a single rate for service).

⁴³ 1993 Rate Regulation Order, 8 FCC Rcd at 5969.

⁴⁴ *Id.* at note 1402.

⁴⁵ *See, e.g.* Attachment 2: Yuma, AZ Charter Bill dated January 28, 2018, at 2; Charter Bill dated February 28, 2018, at 2.

⁴⁶ *Id.*; *see also* Charter Spectrum, "What is the Broadcast TV Surcharge on my statement?" (last accessed Mar. 30, 2018), <https://www.timewarnercable.com/en/support/faqs/faqs-account-and-billing/billing/what-is-the-broadcast-tv-surcharge-on-my-statement.html>.

Charter subscribers, including the City, ranges from \$7.50 to \$8.85 per month.⁴⁷ Due to the elimination of Northwest's channels, however, Charter is no longer incurring the same expenses. Nonetheless, Charter bills covering the period after removal included the Broadcast TV Surcharge in the same amounts as before removal. Effectively, subscribers are now being charged a fictional add-on to rates. If one assumed that each community was served by four broadcast affiliate charging the same retransmission fee, the overcharge would be between \$3.75 and \$4.45 per month per subscriber in Yuma, El Centro, and Crescent City, each of which lost two network affiliates. This not only compounds the failure to provide the rate increase notice as described above, but evidences further, willful violation of the Commission's requirements with respect to billing, including the requirement that bills be "clear" and "understandable."⁴⁸ No consumer could possibly understand this charge, nor is it clear, as Charter is charging consumers the cost of a service Charter is not delivering.

RELIEF REQUESTED

Charter has willfully violated the 30-day notice requirement contained in the Commission's rules by failing to provide any advance notice whatsoever of its decision to remove Northwest's channels from Charter's cable systems. What is more, the effect of that removal was also an increase in the rates paid by customers, also made without the required notice. Charter's continued application of its full Broadcast TV Surcharge is a violation of the Commission's billing rules. Customers, including but not limited to Crescent City, received less on February 3 than they had contracted for, and continued to pay the same rates for a service that was distinctly

⁴⁷ See, e.g. Wier Exhibits B & C (Charter bills showing \$7.50 surcharge); Attachment 1: Jackson, WY Charter Bill dated March 18, 2018, at 2 (showing \$8.85 surcharge); Attachment 2: Yuma, AZ Charter Bill dated February 28, 2018, at 2 (showing \$8.85 surcharge).

⁴⁸ 47 C.F.R. § 76.1619.

diminished. Charter here willfully departs from the Commission's requirements, affecting numerous subscribers not only within the City, but throughout all communities where Charter once carried Northwest programming.

In order to protect customers, and to ensure that this behavior does not recur, the Commission should:

- A. Declare that Charter has violated 47 C.F.R. Sections 76.1603 and 76.1619.
- B. Order Charter to make public disclosures appropriate to correct any misrepresentation that the channel deletion did not involve fault on the part of Charter.
- C. Ensure appropriate refunds are issued to affected Charter subscribers for the un-noticed rate increase, including the inappropriate imposition of the full Broadcast TV Surcharge, without the need for customers to call Charter. The Commission should specifically require Charter to show how the Broadcast TV Surcharge was calculated, and to reduce or eliminate the fee and require appropriate refunds.
- D. Assess substantial and appropriate forfeitures against Charter for its knowing, intentional, and repeated violation of the Commission's rules, pursuant to 47 C.F.R. § 1.80.

As noted at the outset, Yuma, El Centro and Jackson join in this pleading to the extent it raises claims in addition to those raised in MB Docket No. 18-91. In the interests of administrative efficiency for the Commission and all other interested parties, the Petitioners request that the Commission consolidate consideration of this Petition and the Petition filed in MB Docket No. 18-91 under a single docket.

Petitioners respectfully request that the Commission grant the relief requested above, and any other relief it deems appropriate.

Respectfully submitted,

/s/ Elizabeth Martyn

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April 4, 2018

CERTIFICATE OF SERVICE

I hereby certify that, on April 4, 2018 I sent a copy of the forgoing **PETITION FOR DECLARATORY RULING, ENFORCEMENT ORDER, AND FURTHER RELIEF** via UPS delivery to the following party:

Richard R. Dykehouse
Executive Vice President & General Counsel
Charter Communications, Inc.
400 Atlantic Street
Stamford, CT 06901

Furthermore, an additional copy has been distributed electronically to the following Charter representatives:

Laurence Schott
Senior Director, State Government Affairs
Charter Communications, Inc.
10450 Pacific Center Court
San Diego, CA 92121

Erik Rasmussen
Senior Manager, Government Affairs
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270 Bridge Street
San Luis Obispo, CA 93401

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Vice President and Assistant Chief Counsel
Charter Communications
400 Atlantic Street
Stamford, CT 06901

Dated: April 4, 2018

By: /s/ Joseph Van Eaton
Joseph Van Eaton
BEST BEST & KRIEGER LLP
2000 Pennsylvania Avenue, N.W., Suite 5300
Washington, DC 20006
Telephone: 202-785-0600

DECLARATION OF ERIC WIER

DECLARATION OF ERIC WIER

1. I serve as the Interim City Manager for the City of Crescent City, California. I affirm that the following is a true and accurate representation of the events surrounding the removal of KIEM and KVIQ, the local affiliates of NBC and CBS respectively, from the Charter Communications, Inc. ("Charter") cable system serving Crescent City.

2. Charter owns and operates a cable system serving customers in Crescent City pursuant to a statewide franchise issued to its subsidiary, Falcon Telecable. Crescent City is authorized under California's video franchising laws (DIVCA) to enforce customer service standards and take other actions.

3. On Friday, February 2, 2018 at 3:33 p.m. local time (6:33 Eastern time), I received an email from Lisa M. Ludovici, Director of Government Affairs at Charter, stating that Charter stopped broadcasting KVIQ (CBS) and KIEM (NBC) at 5:00 p.m. Eastern time (2:00 p.m. local time) on Friday, February 2, 2018. *See* attached Exhibit A (Ludovici email). Ms. Ludovici's email was the first correspondence that I received from Charter indicating that KVIQ and KIEM were going to be removed from Charter's cable system. From the email, it appears that Ms. Ludovici notified the city council by way of email approximately 12 minutes earlier at 3:21 p.m. local time (6:21 Eastern time).

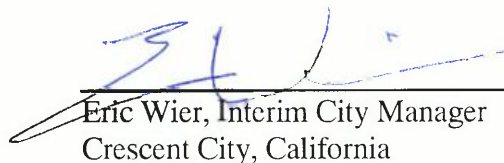
4. Charter's removal of the channels created a lot of frustration and anger among the City's residents, especially because the residents who subscribe to Charter's cable service were unable to watch the Super Bowl and Winter Olympics, or receive their daily local news on their televisions. Although Charter provided instructions for its subscribers to live stream NBC and CBS online, those instructions were misleading. I have received reports from other City residents who attempted to stream live events that Charter subscribers were unable to stream

content, such as the Olympics, on NBC. We have had more than one individual speak at public comment during city council meetings and request that the City take any action that it may have at its disposal to assist in obtaining refunds or other relief for customers.

5. The City is also a cable video service customer of Charter's. Charter provides cable video service to the Crescent City Fire Hall located at 520 "I" Street. Charter charges the City a Broadcast TV Fee of \$7.50 each month. *See* attached Exhibit B (January 1, 2018 and February 1, 2018 Spectrum Business ("Charter") invoices). Despite Charter's significant reduction in local broadcast channel carriage effective February 2, 2018, it continues to charge the City the broadcast fee in full. *See* attached Exhibit C (March 1, 2018 Spectrum Business ("Charter") invoice).

I certify under penalty of perjury that the foregoing is true and correct to the best of my knowledge and information.

Dated: March 29, 2018


Eric Wier, Interim City Manager
Crescent City, California

From: Ludovici, Lisa M [<mailto:Lisa.Ludovici@charter.com>]

Sent: Friday, February 02, 2018 3:33 PM

To: Eric Wier <ewier@crescentcity.org>; Robin Patch <rpatch@crescentcity.org>

Subject: CORRECTION- IMPORTANT-DISRUPTION TO CHARTER SERVICE

Importance: High

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Eric and Robin – I had bad emails for you so resending. Please let me know if you have any questions.

Best regards,



Lisa Ludovici | Director, Government Affairs | 805.783.4945

270 Bridge Street | San Luis Obispo, CA 93401

E-MAIL CONFIDENTIALITY NOTICE: The contents of this e-mail message and any attachments are intended solely for the addressee(s) and may contain confidential and/or legally privileged information. If you are not the intended recipient of this message or if this message has been addressed to you in error, please immediately alert the sender by reply e-mail and then delete this message and any attachments. If you are not the intended recipient, you are notified that any use, dissemination, distribution, copying, or storage of this message or any attachment is strictly prohibited.

From: Ludovici, Lisa M

Sent: Friday, February 02, 2018 3:22 PM

To: ewier@cc.crescentcity.org; cityclerk@crescentciy.org; binscore@cc.crescentcity.org; hkime@cc.crescentcity.org; afallman@cc.crescentcity.org; jgreenough@cc.crescentcity.org; dshort@cc.crescentcity.org

Subject: RE: CORRECTION- IMPORTANT-DISRUPTION TO CHARTER SERVICE

Best regards,



Lisa Ludovici | Director, Government Affairs | 805.783.4945

270 Bridge Street | San Luis Obispo, CA 93401

Exhibit A

E-MAIL CONFIDENTIALITY NOTICE: The contents of this e-mail message and any attachments are intended solely for the addressee(s) and may contain confidential and/or legally privileged information. If you are not the intended recipient of this message or if this message has been addressed to you in error, please immediately alert the sender by reply e-mail and then delete this message and any attachments. If you are not the intended recipient, you are notified that any use, dissemination, distribution, copying, or storage of this message or any attachment is strictly prohibited.

From: Ludovici, Lisa M

Sent: Friday, February 02, 2018 3:21 PM

To: ewier@cc.crescentcity.org; cityclerk@crescentciy.org; binscore@cc.crescentcity.org; hkime@cc.crescentcity.org; afallman@cc.crescentcity.org; jgreenough@cc.crescentcity.org; dshort@cc.crescentcity.org

Subject: IMPORTANT-DISRUPTION TO CHARTER SERVICE

Importance: High

Good afternoon:

I was unable to reach City Administration via phone so am sending this important message via email.

At 2:00 p.m. PT today, Northwest Broadcasting pulled their broadcast signals from Charter Communications, affecting subscribers in Crescent City and Charter's service areas within unincorporated **Del Norte** County.

Charter was hoping to reach a fair deal, and we are disappointed that Northwest refused to come off their demand for a rate that is higher than what we have ever paid any other broadcaster.

Following are the stations that Northwest blacked out in your area:

- KVIQ (CBS)
- KIEM (NBC)

We hope that this issue will be resolved quickly. In the meantime, we are doing all that we can to minimize the impact on customers including communicating to them about alternative means to access programming that they will be unable to view on Northwest channels, especially the Super Bowl (February 4) and the Olympics (February 9-25) that are both coming up on NBC.

Attached is a one-page description of options for accessing CBS and NBC programming to assist you in answering questions from your constituents.

More information about this Northwest initiated blackout can be found at NorthwestFairDeal.com

Feel free to contact me any time over the weekend if additional questions come up. My cell phone number is (805) 550-1627.

Best regards,

Charter
COMMUNICATIONS

Lisa Ludovici | Director, Government Affairs | 805.783.4945
270 Bridge Street | San Luis Obispo, CA 93401

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January 1, 2018

Invoice Number: 0002049010118
Account Number: [REDACTED] 2049
Security Code: [REDACTED]
Service At: 520 I ST
CONTROL ACCT
CRESCENT CITY CA 95531-3808

SPECTRUM BUSINESS NEWS

Contact Us

Questions about your bill or services?

Visit spectrumbusiness.net or call 1.800.314.7195

Summary

Details on following pages

Previous Balance	104.22
Payments Received -Thank You!	-104.22
Remaining Balance	\$0.00
Spectrum Business™ Services	104.22
Total Due By 01/22/18	\$104.22

RECEIVED A/P

JAN 09 2018

App by: FR Date: 9 Jan 18
Acct: _____
Description: _____
PO #: _____ Rec'd by: A/P

Thank you for choosing Spectrum Business.
We appreciate your prompt payment and value you as a customer.

January 1, 2018

Spectrum
BUSINESS

Invoice Number: Crescent City Fire Dept
 Account Number: 0002049010118
 Hierarchy ID: 2049
 Security Code: [REDACTED]

Contact Us
 Questions about your bill or services?
 Visit spectrumbusiness.net or call **1.800.314.7195**

8622 3240 NO RP 01 01022018 NNNNNYNN 01 000832 0004

Charge Details

Previous Balance	\$104.22
Dec 19 Payment - Thank You	-104.22
Remaining Balance	\$0.00

ORDERROOT

CRESCENT CITY FIRE DEPT
 5201 ST
 CRESCENT CITY, CA 95531-3808
 Account Number: [REDACTED] 1174
 Security Code: [REDACTED]

Monthly Charges

Date	Description	Quantity	Amount
Dec 20 - Jan 19	Basic	1	31.99
Dec 20 - Jan 19	Expanded Basic	1	33.00
Dec 20 - Jan 19	Digital Receiver	1	0.00
Dec 20 - Jan 19	HD Equipment Upgrade	2	26.00
Monthly Charges Subtotal			\$90.99

Taxes And Fees

Description	Amount
Broadcast TV Surcharge	7.50
Franchise Fee	1.47
FCC Admin Fee	0.07
Franchise Fee	4.09
Franchise Fee	0.10
Taxes and Fees Subtotal	\$13.23

Total For Account [REDACTED] 1174 **\$104.22**

Orderroot Subtotal 1 Account(s) **\$104.22**

Total For Control Account: [REDACTED] **\$104.22**

Total Accounts: 1 **\$104.22**

Total Due By 01/22/18 **\$104.22**

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 spectrum.net/taxesandfees for more information.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

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.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-800-314-7195 or email PriorityEscalationTeam@charter.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Complaint Procedures - If you disagree with your charges, you have 60 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.

Continued on the next page...

February 1, 2018

Invoice Number: 0002049020118
Account Number: [REDACTED] 2049
Security Code: [REDACTED]
Service At: 520 I ST
CONTROL ACCT
CRESCENT CITY CA 95531-3808

Contact Us
Questions about your bill or services?
Visit spectrumbusiness.net or call **1.800.314.7195**

Summary

Details on following pages

Previous Balance	104.22
Payments Received -Thank You!	-104.22
Remaining Balance	\$0.00
Spectrum Business™ Services	104.22
Total Due By 02/22/18	\$104.22

SPECTRUM BUSINESS NEWS

At Spectrum Business, we continue to enhance our services, offer more of the best entertainment choices and deliver the best value. We are committed to offering you products and services we are sure you will enjoy.

Important Billing Update

Effective with your next billing statement, pricing will be adjusted for:

- Broadcast TV Surcharge from \$7.50 to \$8.85 This reflects costs incurred from local Broadcast TV stations.

RECEIVED A/P

FEB 08 2018

App by: [Signature] Date: 2/8/18
Acct: _____
Description: _____
PO # _____ Rec'd by A/P: _____

Thank you for choosing Spectrum Business.
We appreciate your prompt payment and value you as a customer.

February 1, 2018

Crescent City Fire Dept
0002049020118Invoice Number:
Account Number: [REDACTED] 2049
Hierarchy ID:
Security Code:**Spectrum**
BUSINESS

Contact Us

Questions about your bill or services?
Visit spectrumbusiness.net or call **1.800.314.7195**

6622 3240 NO RP 01 02022018 NNNNNYNN 01 000655 0004

Charge Details

Previous Balance	\$104.22
Jan 24 Payment - Thank You	-104.22
Remaining Balance	\$0.00

ORDERROOT

CRESCENT CITY FIRE DEPT
5201 ST
CRESCENT CITY, CA 95531-3808
Account Number: [REDACTED] 1174
Security Code:

Monthly Charges

Date	Description	Quantity	Amount
Jan 20 - Feb 19	Basic	1	31.99
Jan 20 - Feb 19	Expanded Basic	1	33.00
Jan 20 - Feb 19	Digital Receiver	1	0.00
Jan 20 - Feb 19	HD Equipment Upgrade	2	26.00
Monthly Charges Subtotal			\$90.99

Taxes And Fees

Description	Amount
Broadcast TV Surchage	7.50
Franchise Fee	1.47
FCC Admin Fee	0.07
Franchise Fee	4.09
Franchise Fee	0.10
Taxes and Fees Subtotal	\$13.23

Total For Account [REDACTED] 1174 \$104.22

Orderroot Subtotal 1 Account(s) \$104.22

Total For Control Account: [REDACTED] \$104.22

Total Accounts: 1 \$104.22

Total Due By 02/22/18 \$104.22

Billing Information

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Complaint Procedures - If you disagree with your charges, you have 60 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.

Continued on the next page....

March 1, 2018

Invoice Number: 0002049030118
Account Number: [REDACTED] 2049
Security Code: [REDACTED]
Service At: 520 I ST
CONTROL ACCT
CRESCENT CITY CA 95531-3808

SPECTRUM BUSINESS NEWS

Contact Us
Questions about your bill or services?
Visit spectrumbusiness.net or call **1.800.314.7195**

Spectrum Enterprise Commercial Terms of Service have changed. The new terms may be viewed at <https://enterprise.spectrum.com> and will be effective May 1, 2018 for existing Spectrum Enterprise clients.

Summary

Details on following pages

Previous Balance	104.22
Payments Received -Thank You!	-104.22
Remaining Balance	\$0.00
Spectrum Business™ Services	104.07
Total Due By 03/22/18	\$104.07

RECEIVED
Accounts Payable
Date: 3/8/18
MAR 08 2018

Desc: _____
Acct: _____
PO# _____ FY: _____

Thank you for choosing Spectrum Business.
We appreciate your prompt payment and value you as a customer.

March 1, 2018

Invoice Number: Crescent City Fire Dept
 Account Number: 0002049030118
 Hierarchy ID: 2049
 Security Code: [REDACTED]



Contact Us
 Questions about your bill or services?
 Visit spectrumbusiness.net or call 1.800.314.7195

8622 3240 NO RP 01 03022018 NNNNNYNN 01 000823 0004

Charge Details

Previous Balance	\$104.22
Feb 19 Payment - Thank You	-104.22
Remaining Balance	\$0.00

ORDERROOT

CRESCENT CITY FIRE DEPT
 520 I ST
 CRESCENT CITY, CA 95531-3808
 Account Number: [REDACTED] 1174
 Security Code: [REDACTED]

Monthly Charges

Date	Description	Quantity	Amount
Feb 20 - Mar 19	Basio	1	31.99
Feb 20 - Mar 19	Expanded Basio	1	33.00
Feb 20 - Mar 19	Digital Receiver	1	0.00
Feb 20 - Mar 19	HD Equipment Upgrade	2	28.00
Monthly Charges Subtotal			\$90.99

Taxes And Fees

Description	Amount
Broadcast TV Surcharge	7.50
Franchise Fee	1.45
FOC Admin Fee	0.07
Franchise Fee	4.05
Franchise Fee	0.01
Taxes and Fees Subtotal	\$13.08

Total For Account [REDACTED] 1174 **\$104.07**

Orderroot Subtotal 1 Account(s) **\$104.07**

Total For Control Account [REDACTED] **\$104.07**

Total Accounts: 1 **\$104.07**

Total Due By 03/22/18 **\$104.07**

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 spectrum.net/taxesandfees for more information.

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Complaint Procedures - If you disagree with your charges, you have 60 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.

Continued on the next page....

DECLARATION OF MARCELA PIEDRA

DECLARATION OF MARCELA PIEDRA

1. I serve as the City Manager of the City of El Centro, California ("City" or "El Centro"). I affirm that the following is a true and accurate representation of the events surrounding the removal of KYMA and KSWT, the local affiliates of NBC and CBS respectively, from Charter Communications, Inc. ("Charter") cable system in El Centro as I know them from personal knowledge and based upon information and belief.

2. On Friday, February 2, 2018, at approximately 4:00 p.m. PST, Charter subscribers in the City received an email from Charter about the removal of channels. Charter's email stated that subscribers could watch NBC free with a TV antenna and watch the Super Bowl on NBCSports.com. *See* attached Exhibit A. El Centro did not receive any prior notice before the removal of KYMA and KSWT as required by the Federal Communications Commission's ("FCC") rules and regulations.

3. Charter's removal of the channels created a lot of frustration and anger among the City's residents, especially because the residents who subscribe to Charter's cable service were unable to watch the Super Bowl and Winter Olympics on their televisions. Although Charter provided instructions for its subscribers to live stream NBC and CBS online, those instructions were misleading. I personally also am a Charter cable service subscriber, and I was unable to stream any live events on NBC on the Internet as Charter had indicated. I have received similar reports from other City residents who attempted to stream live events, such as the Olympics, on NBC. *See* attached Exhibit B.

4. On February 20, 2018, the City sent Charter a notice of violation of El Centro's City Code Section 16-334, which requires Charter to provide at least thirty (30) days' notice before making changes in its services. *See* attached Exhibit C. On February 27, 2018, Charter

responded to the City's notice and denied any violation of the El Centro's Municipal Code.

Charter claimed that the removal of the channels was outside of its control.

5. On February 22, 2018, the City filed a consumer complaint with the FCC. On February 27, 2018, Charter acknowledged it received the City's complaint to the FCC and stated it would review the matter and provide a response. As of April 3, 2018, no response or corrective action has been provided.

6. On February 22, 2018, the City also filed an informal complaint with the Consumer Affairs Branch ("CAB") of the California Public Utilities Commission. On March 2, 2018, CAB responded that broadcasting issues with Charter do not fall within the jurisdiction of CPUC. CAB advised the City to contact the Federal Communications Commission. As a courtesy, CAB contacted Charter to alert them of the issue.

7. On February 23, 2018, the City filed a Formal Complaint with the California Public Utilities Commission.

8. On March 9, 2018, the City caused to be served citations under its Municipal Code on Lawrence Schott, Senior Director of Government Affairs for Charter. Charter has indicated it will contest those citations.

9. On or about March 21, 2018, the City caused a false claims act complaint to be filed with the Imperial County Superior Court and served on Charter's legal representative on March 22, 2018.

10. I am a Charter subscriber and I have not received the channels at issue since February 2, 2018. Attached to this declaration as Exhibit D are true and correct copies of my cable bills from January 2018 to the most recent received. Each cable bill contains a broadcast fee in the amount of \$7.50 per month.

I certify under penalty of perjury that the foregoing is true and correct to the best of my knowledge and information.

Dated April 4, 2018



Marcela Piedra, City Manager
City of El Centro, California

EXHIBIT A

NOTICE FROM CHARTER COMMUNICATIONS

Here's what you need to know

[View as web page](#)



An Important Update from Spectrum

Northwest Broadcasting, the owner of your local NBC channel, has removed their programming from Spectrum to create hardship for our customers, while we are negotiating in good faith to reach a fair agreement.

You can always watch NBC and other broadcast networks free with a TV antenna and you can watch the Super Bowl on NBCSports.com or on the NBC Sports App on any connected TV, Roku, Xbox or mobile device.

While we are negotiating in good faith:

- Northwest is demanding a ridiculous increase in programming fees.
- This is simply how Northwest operates. They have pulled their channels from nearly all distributors over the recent years as a negotiating tactic.
- We don't think it's fair that they are demanding huge fee increases, especially since their programming is provided free with a TV antenna, and much of it is available for free on the internet.
- Spectrum is on your side and fighting to keep your costs down. The rising cost of programming is the single greatest factor in higher cable prices, and we are fighting hard to hold the line on programming rates imposed on us by groups like Northwest Broadcasting.

We are very disappointed with their decision to pull their channels, which has negatively impacted our customers across the country.

Our negotiations are about one thing: reaching an agreement that is fair to our customers.

We hope to be able to return this programming soon.

For updates visit www.NorthwestFairdeal.com

© 2018 Charter Communications | [Privacy Policy](#)

This message was sent by Charter Communications. Parts of this message may contain promotional information about Charter Communications and its services. To unsubscribe, please click unsubscribe. You may also write Charter Communications, Attn: Unsubscribe E-mail, 941 Charter Commons Drive, Town & Country, St. Louis, MO 63017. Please do not reply to this email as this email address is not monitored.

EXHIBIT B

REPORTS FROM CITY RESIDENTS

3/6/18

RECEIVED

MAR 13 2018

OFFICE OF CITY CLERK
CITY OF EL CENTRO

Dear Council members

We would like to invite you to our senior citizen executive board meeting. Our meeting will take place on Monday March 12, 2018. This meeting is to meet you and have a short discussion about some of our problems or concerns. The meeting takes place at the adult center boardroom at the Community Center in El Centro at 11:00 A.M. I apologize in advance for this short notice and for writing the invitation on these sheets of paper. I'm

Received after
meeting held

CITY MANAGER

'18 MAR 15 PM 4:54

RECEIVED

March 24, 2018

MAR 28 2018

Dear Manager of the Spectrum Cable Company,

My husband and I (Luman G. Ferrell and Kathleen Ferrell) have been long time subscribers (38 years) to our local cable company, depending on who owned it at the time in question. OFFICE OF CITY CLERK
CITY OF EL CENTRO

Currently, Spectrum owns it. At this point in time, my husband and I are not very happy with this company! Our account number is [REDACTED]. Each month we pay \$125.94 for Spectrum TV Silver which is \$84.99, four receivers for \$27.96, DVR for \$12.99, and fee/charges for \$7.37. We also pay Spectrum Internet for \$54.99 and Broadcast Surcharge for \$8.85. Our total monthly cable bill is a total of \$197.15.

We have paid \$197.15 a month for February and March, yet we are not receiving CBS or NBC channels. This have been going on for almost two months ever since the Super Bowl and Olympics, which were not broadcasted on these channels. We have not received a break on our monthly bill for this interruption!

I think we have been patient long enough! Spectrum has not reached an agreement in almost two months! Maybe they should invest in other broadcasting channels from our own local stations from San Diego or Los Angles in California.

The Yuma stations are not our local stations due to the following facts: 1. They are in a completely different state. 2. They do not operate in the same time zone as in our state. 3. They do not have a local office in our county thus they are not paying local property taxes, city and local business taxes and assessments. 4. They are not paying state sales or state income tax, therefore they are not a local business and they contribute nothing to the local economy. 5. They do not have new reporters station locally and the coverage of the local area is very minimum in depth. Almost all of the news coverage from the local Yuma area, shows that their sole focus of interest is the area of western Arizona! 6. The bulk of the advertising dollars solitaires from the Arizona area which seems to be in western Arizona. 6. The final point is due to the extreme distance between their transmission tower and our region. The signal we receive is degraded since they are using digital and not analog signals. We cannot pick up the signal using rabbit ears because the signals are not strong enough to receive and pick up a useful signal for our TV. This means we cannot watch TV from the cable or watch it through the use of the direct broadcast signal from the tower. I have not been happy all these years having to watch channels from Yuma, Arizona. You have to watch prime time programs at 6:00 or 7:00P.M., which is ridiculous! The Spectrum Cable Company needs to do something now! Negotiations have been going on too long! Something, needs to be done immediately!

Sincerely,

Luman G. Ferrell
Kathleen Ferrell

Luman G. Ferrell
Kathleen Ferrell

cc: El Centro City Council, 1275 W. Main St., El Centro, California 92243

CITY MANAGER

'18 MAR 29 AM 8:04

Clara Obeso

From: Kim <[REDACTED]>
Sent: Tuesday, April 03, 2018 2:50 PM
To: Clara Obeso
Subject: Spectrum Reach

I was very disappoint that the channels were taken off air right before the biggest football game of the year, the Super Bowl. Also we now have no local news channels. Very disappointed. I do feel that Spectrum Reach should compensate our bills for the lack of channels.

D. Kim Freire

[REDACTED]
[REDACTED]
[REDACTED]
El Centro, CA 92243

[REDACTED]
[REDACTED]
[REDACTED]

It's not the number of breaths you take, but the moments that take your breath away

Clara Obeso

From: John Briggs <[REDACTED]>
Sent: Wednesday, April 04, 2018 7:27 AM
To: Clara Obeso
Subject: Spectrum

My wife and I support the city's effort in dealing with Spectrum. Thank you for your efforts. John and Kris Briggs

Sent from Yahoo Mail on Android

Clara Obeso

From: Rob B. Zimmer <[REDACTED]>
Sent: Tuesday, April 03, 2018 5:12 PM
To: Clara Obeso
Cc: Liz Zarate; Mary Zimmer
Subject: Spectrum Cable

Hi Clara,

I would like to be apart of any suit that may involve Spectrum.

I have worked diligently attempting mutable contacts to only be acknowledged that my situation is awful and then they do nothing!

My situation is my company Spectrum Advertising is fielding several calls and visits per day seven days a week 24 hours a day, a visitor came to our office as I wrote this email attempting to return cable equipment. It is so bad it was necessary to quit answering our phone and only use voice mail.

Example: call 760-353-7000 and listen to our message recording stating "If you are calling for spectrum cable formally time warner cable you have reached the wrong number". The calls that make it through are tracked through our tracking system.

Example door sign to minimize visits:



Story local television station aired last week: <http://www.kyma.com/news/local-business-mistaken-for-spectrum-cable-1/723239476>

I have operated my Spectrum since February 1989 and have donated heavily over the decades to the community and my reputation as a great and successful company,

Rob

Rob Zimmer
Spectrum

Community • Advertising • Public

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Clara Obeso

From: Elvia Ramirez <[REDACTED]>
Sent: Wednesday, April 04, 2018 9:20 AM
To: Clara Obeso
Subject: Spectrum account [REDACTED]

I join the City of El Centro on the complain against Spectrum refusal to provide local channels access

Clara Obeso

From: Brenda Barton <[REDACTED]>
Sent: Wednesday, April 04, 2018 10:16 AM
To: Clara Obeso
Subject: Spectrum

As a cable subscriber, you have my full support in your suit against Spectrum cable co.

Brenda Barton

Clara Obeso

From: Jose Romero <[REDACTED]>
Sent: Wednesday, April 04, 2018 12:20 PM
To: Clara Obeso
Subject: Cable dispute

I'm writing to also lend my support to the efforts of the city in reference to Spectrums disgusting handling of our local cable service. I am in agreement that we are and have been paying for cable services that we are not receiving and should be compensated for the lack of what we contracted to receive. Hope that the city, thereby us, will prevail in this matter.

Sincerely,

Jose Romero
[REDACTED]
El Centro, Ca. 92243

Sent from my Verizon, Samsung Galaxy smartphone

EXHIBIT C

CITATIONS



City of El Centro
c/o Citation Processing Center
P.O. Box 7275, Newport Beach, CA 92658-7275
(800) 969-6158

Charter Communications
Attn: Laurence "Buz" Schott
10450 Pacific Center Court
San Diego, CA 92121

Not cancelled

ADMINISTRATIVE CITATION # 18-0002

Issued – March 7, 2018

Case #: 18-0056

On March 2, 2018 your company was found in violation of Section 16-332(a) of the El Centro City Code.

Section 16-332(a): Rights to Subscribers.

Discriminatory practices prohibited. The grantee shall not deny cable service or otherwise discriminate against subscribers or others on the basis of race, color, religion, national origin, sex, age, handicap, or other protected classes. The grantee shall strictly adhere to the equal employment opportunity requirements of federal, state, or local governments and shall comply with all applicable laws and executive and administrative orders relating to nondiscrimination.

Commencing on or about February 15, 2018 the City communicated with Charter and its representatives in El Centro and Connecticut. Charter has failed and refused to take any action or to address the City's concerns. The violations have not been corrected, and you are hereby officially charged with citation number 18-0002 and fined as follows:

1st Cite - Misdemeanors	\$100.00
Balance Due by March 13, 2018	\$100.00



City of El Centro
c/o Citation Processing Center
P.O. Box 7275, Newport Beach, CA 92658-7275
(800) 969-6158

Charter Communications
Attn: Laurence "Buz" Schott
10450 Pacific Center Court
San Diego, CA 92121

ADMINISTRATIVE CITATION # 18-0002

Issued – March 7, 2018

Not canceled

Case #: 18-0056

On March 2, 2018 your company was found in violation of Section 16-334(b) of the El Centro City Code.

Section 16-334(b): Services.

Changes in services. Grantee shall inform grantor and its subscribers at least thirty (30) days in advance of making any change in a cable service, or in the rates charged therefore, unless grantor agrees to waive this requirement in writing.

Commencing on or about February 15, 2018 the City communicated with Charter and its representatives in El Centro and Connecticut. Charter has failed and refused to take any action or to address the City's concerns. The violations have not been corrected, and you are hereby officially charged with citation number **18-0002** and fined as follows:

1st Cite - Misdemeanors	\$100.00
Balance Due by March 13, 2018	\$100.00



City of El Centro

c/o Citation Processing Center

P.O. Box 7275, Newport Beach, CA 92658-7275

(800) 969-6158

Charter Communications
Attn: Laurence "Buz" Schott
10450 Pacific Center Court
San Diego, CA 92121

ADMINISTRATIVE CITATION # 18-0002

Issued – March 7, 2018

Case #: 18-0056

Not cancelled

On March 2, 2018 your company was found in violation of Section 16-336(b) of the El Centro City Code.

Section 16-336(b): Operations and maintenance.

Remedies for inadequate performance. Except for rebuild or planned service interruptions for which grantee receives prior approval from the grantor, in the event that one-third (1/3) or more of its service to any subscriber is interrupted for six (6) consecutive hours, or for a total of twelve (12) nonconsecutive hours within any 30-day period, and subscriber notifies grantee of said service interruption within twenty-four (24) hours of subscriber discovery thereof, grantee shall provide a ten (10) percent rebate of the monthly fees to affected subscribers for each such consecutive six-hour or nonconsecutive 12-hour service interruption period. Grantee shall provide a fifty (50) percent rebate of the monthly basic service fees to all affected subscribers for failure to make a service call within the specified four-hour period. In no case shall such rebate exceed the monthly fee charged to the subscriber.

Commencing on or about February 15, 2018 the City communicated with Charter and its representatives in El Centro and Connecticut. Charter has failed and refused to take any action or to address the City's concerns. The violations have not been corrected, and you are hereby officially charged with citation number **18-0002** and fined as follows:

1st Cite - Misdemeanors	\$100.00
Balance Due by March 13, 2018	\$100.00



City of El Centro

c/o Citation Processing Center

P.O. Box 7275, Newport Beach, CA 92658-7275

(800) 969-6158

Charter Communications
Attn: Laurence "Buz" Schott
10450 Pacific Center Court
San Diego, CA 92121

ADMINISTRATIVE CITATION # 18-0003

Issued – March 7, 2018

Case #: 18-0057

On March 2, 2018 your company was found in violation of Section 16-332(a) of the El Centro City Code.

Not

Cancelled

Section 16-332(a): Rights to Subscribers.

Discriminatory practices prohibited. The grantee shall not deny cable service or otherwise discriminate against subscribers or others on the basis of race, color, religion, national origin, sex, age, handicap, or other protected classes. The grantee shall strictly adhere to the equal employment opportunity requirements of federal, state, or local governments and shall comply with all applicable laws and executive and administrative orders relating to nondiscrimination.

Commencing on or about February 15, 2018 the City communicated with Charter and its representatives in El Centro and Connecticut. Charter has failed and refused to take any action or to address the City's concerns. The violations have not been corrected, and you are hereby officially charged with citation number **18-0002** and fined as follows:

1st Cite - Misdemeanors	\$100.00
Balance Due by March 13, 2018	\$100.00



City of El Centro

c/o Citation Processing Center

P.O. Box 7275, Newport Beach, CA 92658-7275

(800) 969-6158

Charter Communications
Attn: Laurence "Buz" Schott
10450 Pacific Center Court
San Diego, CA 92121

ADMINISTRATIVE CITATION # 18-0003

Not cancelled

Issued – March 7, 2018

Case #: 18-0057

On March 2, 2018 your company was found in violation of Section 16-334(b) of the El Centro City Code.

Section 16-334(b): Services.

Changes in services. Grantee shall inform grantor and its subscribers at least thirty (30) days in advance of making any change in a cable service, or in the rates charged therefore, unless grantor agrees to waive this requirement in writing.

Commencing on or about February 15, 2018 the City communicated with Charter and its representatives in El Centro and Connecticut. Charter has failed and refused to take any action or to address the City's concerns. The violations have not been corrected, and you are hereby officially charged with citation number **18-0002** and fined as follows:

<i>1st Cite - Misdemeanors</i>	\$100.00
Balance Due by March 13, 2018	\$100.00



City of El Centro
c/o Citation Processing Center
P.O. Box 7275, Newport Beach, CA 92658-7275
(800) 969-6158

Charter Communications
Attn: Laurence "Buz" Schott
10450 Pacific Center Court
San Diego, CA 92121

ADMINISTRATIVE CITATION # 18-0003

Issued – March 7, 2018

Case #: 18-0057

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Commencing on or about February 15, 2018 the City communicated with Charter and its representatives in El Centro and Connecticut. Charter has failed and refused to take any action or to address the City's concerns. The violations have not been corrected, and you are hereby officially charged with citation number **18-0002** and fined as follows:

<i>1st Cite - Misdemeanors</i>	\$100.00
Balance Due by March 13, 2018	\$100.00

EXHIBIT D

CABLE BILLS

Account Number: 5254
Security Code:

Have questions about your bill?

Visit us at twc.com/billing

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8448 4200 NO RP 01 02022018 YNNYNNYNN 01 002475 0010

Charge Details

Previous Balance	157.89
Payment - Thank You	01/12 -157.89
Remaining Balance	\$0.00

Payments received after 02/01/18 will appear on your next bill.

Service from 02/08/18 through 03/07/18

Spectrum TV™

Spectrum TV Select	64.99
Basic TV & Expanded Basic TV Services	
Spectrum Receivers	13.98
2 Receivers at 6.99 each	
	\$78.97

Fees & Charges	Franchise Fee	4.82
	Regulatory Cost Recovery Fee	0.08
		\$4.90

Spectrum TV™ Total \$83.87

Spectrum Internet™

Spectrum Internet with WiFi	69.99
Promotional Discount	-25.00
	\$44.99

Spectrum Internet™ Total \$44.99

Other Charges

Broadcast TV Surcharge	8.85
Other Charges Total	\$8.85

Current Charges	\$137.71
Total Due by 02/21/18	\$137.71

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.

Surcharges - Spectrum imposes surcharges to recover costs of complying with its governmental obligations.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Spectrum Receiver \$6.99 - Charges include \$5.99 for Receiver Rental and \$1.00 for Secure Connection.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Alternate Statement Formats - Alternative formats of Spanish, Spanish or English Braille and Spanish or English large print are available for future billing statements and customer communications, by request, and can be provided within 30 days of Spectrum's receipt of the request. To request an alternative format option, please contact Spectrum at 1-844-762-1301.

Time Warner Cable Entity - The Time Warner Cable entity providing the services is a subsidiary of Charter Communications Operating, LLC and uses the brand name "Spectrum".

Authorization to Convert your Check to an Electronic Funds

Transfer Debit - If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

Continued on the next page

February 1, 2018
Account Number:
Security Code:
Service At:

EL CENTRO CA 92243-9157

TIME WARNER CABLE IS NOW SPECTRUM

SPECTRUM NEWS

Important information about your Spectrum Channel Lineup
Effective on or after February 19, 2018, the Travel Channel will move from Digi Tier 1/ Spectrum Silver to Spectrum Select with no change in channel position. For a current channel lineup, visit www.spectrum.com/channels

YOUR ENTERTAINMENT UPGRADE IS HERE. Watch hit Hollywood movies, premium shows and so much more with Spectrum TV™ Silver or Gold. Enjoy 175+ channels including HBO®, SHOWTIME®, CINEMAX® and many more with Spectrum TV Silver. Visit Spectrum.com/Silver to upgrade instantly. Want even more movies, original series and sports? Enjoy 200+ channels including every channel in Silver, plus even more premium networks. Watch it all on your schedule, at home and on-the-go. Visit Spectrum.com/Gold to upgrade instantly.

PLANNING A MOVE? LET US MAKE IT EASIER. Packing and moving can be a lot of work, but when you call Spectrum, a representative will transfer all your services to your new address with no hassles. Call 1-888-884-9630 or visit Spectrum.com/easy2move to get started today.

Summary

Service from 02/08/18 through 02/21/18
Details on following pages

Previous Balance	157.89
Payments Received -Thank You!	-157.89
Remaining Balance	\$0.00
Spectrum TV™	78.97
Spectrum Internet™	44.99
Other Charges	8.85
Taxes, Fees and Charges	4.90
Current Charges	\$137.71
Total Due by 02/21/18	\$137.71

paid 2/8/18
check # 6613
\$137.71

Thank you for choosing Spectrum.
To avoid a late fee, the BALANCE must be paid by the DUE DATE. We appreciate your prompt payment and value you as a customer.

January 1, 2018

Account Number:

5254

Security Code:

Service At:

EL CENTRO CA 92243-9157

video

SPECTRUM NEWS

At Spectrum, we continue to enhance our services, offer more of the best entertainment choices and deliver the best value. We are committed to offering you products and services we are sure you will enjoy.

Important Billing Update

Effective with your next billing statement, pricing will be adjusted for:

- Broadcast TV Surcharge from \$7.50 to \$8.85. This reflects costs incurred from local Broadcast TV stations.

- Spectrum Receiver from \$5.99 to \$6.99 (per receiver).



Summary

Service from 01/08/18 through 02/07/18
details on following pages

Previous Balance	98.37
Payments Received -Thank You!	-98.37
Remaining Balance	\$0.00
Spectrum TV™	76.97
Spectrum Internet™	44.99
Other Charges	7.50
One-Time Charges	9.99
Partial Month Charges	13.83
Taxes, Fees and Charges	4.61
Current Charges	\$157.89
Total Due by 01/21/18	\$157.89

*paid 1/8/18
check # 6007
\$157.89*

Thank you for choosing Spectrum.

If you paid a late fee, the BALANCE must be paid by the DUE date. We appreciate your prompt payment and value you as a customer.

Account Number:
Security Code:

5254

Have questions about your bill?

Visit us at twc.com/billing

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

3448 4200 NO RP 01 01022018 NNNNNYNN 01 002032 0005

Charge Details

Previous Balance		98.37
Payment - Thank You	12/13	-98.37
Remaining Balance		\$0.00

Payments received after 01/01/18 will appear on your next bill.

Service from 01/08/18 through 02/07/18

Spectrum TV™

Spectrum TV Select		64.99
Basic TV & Expanded Basic TV Services		
Spectrum Receivers		11.98
2 Receivers at 5.99 each		
		\$76.97

Fees & Charges	Franchise Fee	4.53
	Regulatory Cost Recovery Fee	0.08
		\$4.61

Spectrum TV™ Total \$81.58

Spectrum Internet™

Spectrum Internet with WiFi		69.99
Promotional Discount		-25.00
		\$44.99

Spectrum Internet™ Total \$44.99

Other Charges

Broadcast TV Surcharge		7.50
Other Charges Total		\$7.50

One-Time Charges

Spectrum WiFi Activation	12/28	9.99
Fee		
Easy Connect Kit	12/28	0.00
Quantity 3		

One-Time Charges Continued

Easy Connect Kit	12/28	0.00
Quantity 2		
One-Time Charges Total		\$9.99

Partial Month Charges

Spectrum TV Select	12/28-01/07	23.05
Spectrum Receivers	12/28-01/07	4.24
2 Receivers at 2.12 each		
Spectrum Internet with WiFi	12/28-01/07	24.82
Promotional Discount	12/28-01/07	-8.87
Digital Adapter & Remote	12/28-01/07	-1.41
Dig Adapter A/O & RMT	12/28-01/07	-2.82
Qty 2 @ \$1.41 Each		
Standard TV	12/28-01/07	-25.18
Partial Month Charges Total		\$13.83

Current Charges	\$167.89
Total Due by 01/21/18	\$167.89

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.

Surcharges - Spectrum imposes surcharges to recover costs of complying with its governmental obligations.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Spectrum Receiver \$5.99 - Charges include: \$4.99 for Receiver Rental and \$1.00 for Secure Connection.

Continued on the next page

DECLARATION OF BRIAN BRADY

DECLARATION OF BRIAN BRADY

1. I serve as the Chief Executive Officer for Northwest Broadcasting, Inc. (“Northwest”). I affirm that the following is a true and accurate representation of the events surrounding the negotiations between Northwest and Charter Communications, Inc. d.b.a. Spectrum (“Charter”) to renew or execute a new agreement for Charter to carry Northwest’s channels on Charter’s cable system.

2. Northwest operates the channels KYMA and KSWT, the affiliates of NBC and CBS respectively in Yuma, Arizona and its surrounding areas, and KPVI, an NBC affiliate serving Jackson, WY from its base in Idaho Falls/Pocatello, ID. In addition, Northwest owns or operates stations in Eureka, CA, Medford OR, Yakima-Tri Cities, WA, Spokane, WA, Greenville/Greenwood, MS, Binghamton, NY and Syracuse, NY. On December 20, 2016, following the acquisition of Time Warner by Charter, Charter exercised the right granted by Northwest to Time Warner, to extend the then existing Northwest/Time Warner retransmission consent agreement (“Contract”). The term of the Contract expired on January 31, 2018.

3. Eight months prior to the expiration of the Contract, Northwest reached out to Charter to begin negotiations to renew the Contract, or execute a new agreement, to allow Charter to continue carrying KPVI, KYMA, and KSWT. I was personally involved in all negotiations with Charter regarding the Contract. Approximately two weeks before the expiration of the Contract, Charter gave Northwest an oral contract proposal, but Charter did not put its proposal in writing until 4:00pm Eastern time on February 2, 2018, two days after the existing agreement had expired.

4. Despite the expiration of the agreement and the lack of a written proposal from Charter, Northwest agreed to multiple 24 hour extensions through February 2, 2018 in the hope

of reaching an agreement with Charter. As mentioned above, Charter finally submitted a written proposal at 4:00pm Eastern time on February 2, 2018 at which point Northwest offered an extension through February 3, 2018, to allow it time to review and respond to Charter's written proposal. Charter requested an extension to February 5, 2018 so its customers could watch the Super Bowl, but that request also stated that on February 5, 2018, Charter would pull the Northwest stations covered by the Contract, including KPVI, KYMA, and KSWT from its cable system. Northwest denied Charter's request, and again offered to extend to February 3, 2018 to allow negotiations to continue. Northwest told Charter if an extension past February 3, 2018 was necessary, Northwest would be happy to discuss it. At approximately 4:50p.m. Eastern time, Charter refused Northwest's offer to extend the Contract to February 3, 2018, and told Northwest that Charter was removing KPVI, KYM,A and KSWT (and all other channels covered by the Contract) at 5:00p.m. Eastern time. Charter removed KPVI, KYMA, and KSWT from its cable system at 5:00p.m. Eastern time.

5. Not only did Charter not ask for a 30-day extension to the Contract at any point in the negotiations, it did not ask for any extensions prior to the original expiration date — January 31, 2018 — of the Contract. At the time Charter removed all of the Northwest stations covered by the Contract, including KPVI, KYMA, and KSWT from its cable system, Northwest was willing to grant Charter further extensions to carry the channels. Northwest never had any intent of denying Charter from carrying any of its channels, including KPVI, KYMA, and KSWT, on Charter's cable system.

I certify under penalty of perjury that the foregoing is true and correct to the best of my knowledge and information.

Dated March 14, 2018



Brian Brady, Chief Executive Officer
Northwest Broadcasting, Inc.

ATTACHMENT 1

JACKSON, WYOMING CHARTER BILLS



December 18, 2017

Account Number:

Security Code:

Service At:

JACKSON WY 83001

Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary

Service from 12/28/17 through 01/27/18
details on following pages

Previous Balance	192.20
Payments Received -Thank You!	-192.20
Remaining Balance	\$0.00
Spectrum TV™	121.97
Spectrum Internet™	54.99
Other Charges	7.50
Taxes, Fees and Charges	7.74
Current Charges	\$192.20

Total Due by 01/07/18 \$192.20

SPECTRUM NEWS

GOT NEW DEVICES? LET'S GET CONNECTED. From programming your remote to connecting wireless devices, we can help you set up virtually any device. **New TV?** Our step-by-step, illustrated guides will help you identify your remote and get you set up in minutes. **New wireless devices?** With our wireless connection tutorials, you can connect over 60 different devices to your Spectrum in-home wireless network, including game systems, streaming devices and more! Visit Spectrum.net/gadgets to get started.



Thank you for choosing Spectrum.

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



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0160 NO RP 18 12192017 NNNNNYNN 01 009592 0032



December 18, 2017

Account Number:

Service At:

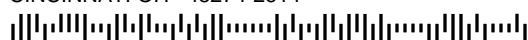
JACKSON WY 83001

Total Due by 01/07/18 \$192.20

Amount you are enclosing \$

Please Remit Payment To:

CHARTER COMMUNICATIONS
PO BOX 742614
CINCINNATI OH 45274-2614



Account Number:
Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 12192017 NNNNNYNN 01 009592 0032

Charge Details

Previous Balance		192.20
Credit Card Payment	12/08	-192.20
Remaining Balance		\$0.00

Payments received after 12/18/17 will appear on your next bill.

Service from 12/28/17 through 01/27/18

Spectrum TV™

Spectrum TV Gold	102.99
DVR Service	11.99
Digital Receiver	6.99
and Interactive Services	
	\$121.97

Taxes	Sales Tax	0.30
Fees & Charges	FCC Admin Fee	0.08
	Franchise Fee	7.36
		\$7.74

Spectrum TV™ Total \$129.71

Spectrum Internet™

Internet Service	54.99
Price reflects \$10.00 savings when bundled with TV	
	\$54.99

Spectrum Internet™ Total \$54.99

Other Charges

Broadcast TV Surcharge	7.50
Other Charges Total	\$7.50

Current Charges	\$192.20
Total Due by 01/07/18	\$192.20

Billing Information

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

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 spectrum.net/taxesandfees for more information.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Complaint Procedures - If you disagree with your charges, you have 60 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.



Continued on the next page....

Visit spectrum.net/locations for store locations. For questions or concerns, visit spectrum.net/support or call 1-855-757-7328.

Your WAY can be the GREEN way!

GO GREEN with Spectrum.

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to spectrum.net/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

Payment Options

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

Pay by Mail - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call **1-855-757-7328**.



Account Number:
Security Code:

**Have questions about your bill?**

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 12192017 NNNNNYNN 01 009592 0032

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.

Franchise Administrator - Town of Jackson 150 E Pearl Ave Jackson WY 83001 Phone: (307) 733-3932

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.



Account:
Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 12192017 NNNNNYNN 01 009592 0032

OPEN

UP EVEN MORE POSSIBILITIES WITH SPECTRUM BUSINESS.



CHOOSE THE SERVICES YOUR BUSINESS NEEDS AND SAVE

- Free Wi-Fi[†] for your customers, modem, desktop security, data backup and more
- Free unlimited long distance and 30+ calling features included
- Over 99.9% network reliability^{^^}
- \$500 contract buyout[‡]
- 30-Day Money-Back Guarantee^{††}

60Mbps Internet only

\$59⁹⁹
/mo. for 1 year*
**UP TO 4X FASTER
THAN 15MBPS DSL.¹**

60Mbps Internet + Voice

\$74⁹⁸
/mo. for 1 year**
BUNDLE AND SAVE.
Plus, keep your existing number and equipment.

**SAVE
\$180
IN YOUR
FIRST
YEAR⁰⁰**

BEST VALUE 100Mbps Internet + Voice

\$109⁹⁸
/mo. for 2 years***
The fastest Internet and reliable Voice at the best price.
2-YEAR PRICE LOCK + FREE INSTALL[†]

**SAVE
OVER
\$900
OVER 2
YEARS⁰⁰⁰**

NO CONTRACTS • NO ADDED TAXES • NO HIDDEN FEES

CALL 888-558-6579

or visit Business.Spectrum.com today

Limited-time offer; subject to change. Qualified new business customers only. Must not have subscribed to applicable services within the previous 30 days and have no outstanding obligation to Charter. *\$59.99/ mo.: Spectrum Business 60Mbps Internet only for 12 months. **\$74.98/mo.: Spectrum Business 60Mbps Internet & Voice w/ one phone line for 12 months, includes \$15 monthly Internet savings w/ bundle. ***\$109.98/mo.: Spectrum Business 100Mbps Internet and Voice with one phone line for 24 months, includes \$20 Internet discount with bundle for year 1, \$40 Internet discount with bundle for year 2, \$10 Voice discount with bundle for year 2, and free standard installation (\$99 value). Spectrum Business Internet includes web hosting, email addresses, desktop security, and cloud backup. Internet speed may not be available in all areas. Actual speeds may vary. Charter Internet modem is required and included in price; Internet taxes are included in price except where required by law (TX, VI, NM, OH and WV); installation and other equipment taxes and fees may apply. Spectrum Business Voice includes one business phone line with calling features and unlimited local and long distance within the U.S., Puerto Rico, and Canada. Phone offer includes taxes, fees, and surcharges. Other Phone services may have applicable taxes and fees. Installation and other equipment taxes and fees may apply. †2 Year Price Guarantee and free Installation: Requires 100Mbps Internet and one Voice line. Standard pricing applies after promotional period. ††99.9% reliability is based on weekly reliability, Jan - Dec 2016. †††View Business.Spectrum.com/guarantee for details about the 30-Day Customer Satisfaction Guarantee. †††FREE Wi-Fi includes Spectrum Wi-Fi service (public Wi-Fi) and is only available for businesses with public seating or lobby area. Free Wi-Fi not available in all areas. †††Contract Buyout offer is valid up to \$500. Visit Business.Spectrum.com/contractbuyout for details. †††\$180 savings is based on Spectrum Business promotional rates of 60Mbps Internet and Voice with one phone line vs. Spectrum Business standard rates over 12 months. †††\$900 Savings based on Spectrum Business promo rates for 100Mbps Internet & Voice w/ one phone line w/ a free Standard Installation over a 2-yr. period vs. Spectrum Business Standard rates & the cost of Standard installation (valued at \$99). †Up to 4X Speed comparison based on Spectrum Business Internet Plus w/ 60Mbps download speed, & comparably priced 15Mbps DSL Internet (downloads only) from other providers in Spectrum markets, as indicated on providers' websites as of 8/4/17. Standard pricing applies after promotional period. Services are subject to all applicable service terms and conditions, which are subject to change. Services and promotional offers not available in all areas. Restrictions apply. Call for details. © 2017 Charter Communications, Inc.

SAAHFOAQ



January 18, 2018

Account Number:

Security Code:

Service At:

JACKSON WY 83001

Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary

Service from 01/28/18 through 02/27/18
details on following pages

Previous Balance	192.20
Payments Received -Thank You!	-192.20
Remaining Balance	\$0.00
Spectrum TV™	121.97
Spectrum Internet™	54.99
Other Charges	7.50
Taxes, Fees and Charges	7.74
Current Charges	\$192.20

Total Due by 02/07/18

\$192.20

Thank you for choosing Spectrum.

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



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0160 NO RP 18 01192018 NNNNNYNY 01 010034 0034



SPECTRUM NEWS

At Spectrum, we continue to enhance our services, offer more of the best entertainment choices and deliver the best value. We are committed to offering you products and services we are sure you will enjoy.

Important Billing Update

Effective with your next billing statement, pricing will be adjusted for:

- TV Select from \$62.99 to \$64.99.

- Broadcast TV Surcharge from \$7.50 to \$8.85. This reflects costs incurred from local Broadcast TV stations.

- DVR Service from \$11.99 to \$12.99.

DON'T MISS A MOMENT OF THE WINTER OLYMPICS

FEBRUARY 8-25. Catch all your favorite events at home and on-the-go on the networks of NBC Universal with Spectrum TV™. Watch live on your TV and at SpectrumTV.com, stream on your devices anywhere in your home with the Spectrum TV App and take every event on-the-go with the NBC Sports app. Plus, enjoy On Demand with pre-games coverage and more. Visit Spectrum.net/NBCOlympics to learn more.

PLANNING A MOVE? LET US MAKE IT EASIER. Packing and moving can be a lot of work, but when you call Spectrum, a representative will transfer all your services to your new address with no hassles. Call 1-877-959-1695 or visit Spectrum.com/easy2move to get started today.

January 18, 2018

Account Number:

Service At:

JACKSON WY 83001

Total Due by 02/07/18

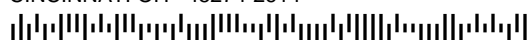
\$192.20

Amount you are enclosing

\$

Please Remit Payment To:

CHARTER COMMUNICATIONS
PO BOX 742614
CINCINNATI OH 45274-2614



Account Number:
Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 01192018 NNNNNYNY 01 010034 0034

Charge Details

Previous Balance		192.20
Credit Card Payment	01/18	-192.20
Remaining Balance		\$0.00

Payments received after 01/18/18 will appear on your next bill.

Service from 01/28/18 through 02/27/18

Spectrum TV™

Spectrum TV Gold	102.99
DVR Service	11.99
Digital Receiver	6.99
and Interactive Services	
	\$121.97

Taxes	Sales Tax	0.30
Fees & Charges	FCC Admin Fee	0.08
	Franchise Fee	7.36
		\$7.74

Spectrum TV™ Total \$129.71

Spectrum Internet™

Internet Service	54.99
Price reflects \$10.00 savings when bundled with TV	
	\$54.99

Spectrum Internet™ Total \$54.99

Other Charges

Broadcast TV Surcharge	7.50
Other Charges Total	\$7.50

Current Charges	\$192.20
Total Due by 02/07/18	\$192.20

Billing Information

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

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 spectrum.net/taxesandfees for more information.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Complaint Procedures - If you disagree with your charges, you have 60 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.



Continued on the next page....

Visit spectrum.net/locations for store locations. For questions or concerns, visit spectrum.net/support or call 1-855-757-7328.

Your WAY can be the GREEN way!

GO GREEN with Spectrum.

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to spectrum.net/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

Payment Options

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

Pay by Mail - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call **1-855-757-7328**.



Account Number:
Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 01192018 NNNNNYNY 01 010034 0034

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.

Franchise Administrator - Town of Jackson 150 E Pearl Ave Jackson WY 83001 Phone: (307) 733-3932

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.



Account:
Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 01192018 NNNNNYNY 01 010034 0034

OPEN

UP EVEN MORE POSSIBILITIES WITH SPECTRUM BUSINESS.



CHOOSE THE SERVICES YOUR BUSINESS NEEDS AND SAVE

- Free Wi-Fi[†] for your customers, modem, desktop security, data backup and more
- Over 99.9% network reliability^{**}
- Free unlimited long distance and 30+ calling features included
- \$500 contract buyout[‡]
- 30-Day Money-Back Guarantee^{††}

100Mbps Internet only

\$59⁹⁹
/mo. for 1 year*
**OVER 6X FASTER
THAN 15MBPS DSL.[‡]**

100Mbps Internet + Voice

\$74⁹⁸
/mo. for 1 year**
BUNDLE AND SAVE.
Plus, keep your existing number and equipment.

**SAVE
\$180
IN YOUR
FIRST
YEAR^{‡‡}**

BEST VALUE 200Mbps Internet + Voice

\$109⁹⁸
/mo. for 2 years***
The fastest Internet and reliable Voice at the best price.
2-YEAR PRICE LOCK + FREE INSTALL[†]

**SAVE
OVER
\$900
OVER 2
YEARS^{‡‡‡}**

NO CONTRACTS • NO ADDED TAXES • NO HIDDEN FEES

CALL 855-743-3186

or visit Business.Spectrum.com today

Limited-time offer; subject to change. Qualified new business customers only. Must not have subscribed to applicable services within the previous 30 days and have no outstanding obligation to Charter. *\$59.99/ mo.: Spectrum Business 100Mbps Internet only for 12 months. **\$74.98/mo.: Spectrum Business 100Mbps Internet & Voice w/ one phone line for 12 months, includes \$15 monthly Internet savings w/ bundle. ***\$109.98/mo.: Spectrum Business 200Mbps Internet & Business Voice w/ one phone line for 24 months, includes \$20 monthly Internet discount in yr. 1 w/ bundle, \$40 monthly Internet Discount in yr. 2 w/ bundle, & \$10 monthly Voice discount in yr. 2 w/ bundle, & free Standard installation (valued at \$99). Internet speed may not be avail. in all areas. Actual speeds may vary. Charter Internet modem is req'd & included in price; Internet taxes, fees, & surcharges are included in price (except TX, WI, NM, OH & WV). Spectrum Business Voice includes one business phone line w/ calling features & unlimited local & long distance w/ in the U.S., Puerto Rico, & Canada. Phone offer includes taxes, fees, & surcharges. Other Phone services may have applicable taxes & fees. Installation & other equipment taxes & fees may apply. †2 Year Price Guarantee and Free Installation: Requires 200Mbps Internet and one Voice line. Standard pricing applies after promotional period. **99.9% reliability is based on weekly reliability, Jan - Dec 2016. ††View Business.Spectrum.com/guarantee for details about the 30-Day Customer Satisfaction Guarantee. †FREE WiFi includes Spectrum WiFi service (public WiFi) and is only available for businesses with public seating or lobby area. Free WiFi not available in all areas. ‡Contract Buyout offer is valid up to \$500. Visit Business.Spectrum.com/contractbuyout for details. ‡‡\$180 Savings based on Spectrum Business promo rates for 100Mbps Internet & Voice w/ one phone line vs. Spectrum Business Standard rates over 12 months. ‡‡‡\$900 Savings based on Spectrum Business promo rates for 200Mbps Internet & Voice w/ one phone line w/ a free Standard installation over a 2-yr. period vs. Spectrum Business Standard rates & the cost of Standard installation (valued at \$99). ‡6X Speed comparison based on Spectrum Business Internet Plus w/ 100Mbps download speed, & comparably priced 15Mbps DSL Internet (downloads only) from other providers in Spectrum markets, as indicated on providers' websites as of 8/4/17. Standard pricing applies after promotional period. Services are subject to all applicable service terms and conditions, which are subject to change. Services and promotional offers not available in all areas. Restrictions apply. Call for details. © 2017 Charter Communications, Inc. SABHF2KS



February 18, 2018

Account Number:

Security Code:

Service At:

JACKSON WY 83001

Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary

Service from 02/28/18 through 03/27/18
details on following pages

Previous Balance	192.20
Payments Received	0.00
Past Due Balance - Due Now	\$192.20
Spectrum TV™	124.97
Spectrum Internet™	54.99
Other Charges	8.85
One-Time Charges	8.95
Taxes, Fees and Charges	8.29
Current Charges Due By 03/10/18	\$206.05
Total Due	\$398.25

Your account is past due.

The past due amount is due now. Please pay the total past due amount to avoid further collection activity and interruption of service. If service is disconnected, you will need to pay your full past due amount, first month of service and a reconnection fee to resume service.



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0160 NO RP 18 02192018 NNNNNYNY 01 008883 0030



February 18, 2018

Account Number:

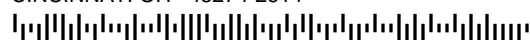
Service At:

JACKSON WY 83001

Total Due	\$398.25
Amount you are enclosing	\$

Please Remit Payment To:

CHARTER COMMUNICATIONS
PO BOX 742614
CINCINNATI OH 45274-2614



SPECTRUM NEWS

Important Information about your Spectrum Channel Lineup

Effective on or after February 19, 2018, the Travel Channel will move from Digi Tier 1/ Spectrum Silver to Spectrum Select with no change in channel position. For a current channel lineup, visit www.spectrum.com/channels.

STAY SAFE ONLINE WITHOUT THE HASSLES. Our easy-to-use Security Suite will keep your computers safe from viruses, spyware and hackers. And it's **FREE** for Spectrum Internet™ customers. Get real-time protection and automatic updates, set online parental controls and more. Visit Spectrum.net/security to download today.

PLANNING A MOVE? LET US MAKE IT EASIER. Packing and moving can be a lot of work, but when you call Spectrum, a representative will transfer all your services to your new address with no hassles. Call 1-844-242-1478 or visit Spectrum.com/easy2move to get started today.



Account Number:
Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 02192018 NNNNNYNY 01 008883 0030

Charge Details

Previous Balance	192.20
Past Due Balance - Due Now	\$192.20

Payments received after 02/18/18 will appear on your next bill.

Service from 02/28/18 through 03/27/18

Spectrum TV™	
Spectrum TV Gold	104.99
DVR Service	12.99
Digital Receiver	6.99
and Interactive Services	
	\$124.97
Taxes	Sales Tax 0.30
Fees & Charges	FCC Admin Fee 0.08
	Franchise Fee 7.91
	\$8.29
Spectrum TV™ Total	\$133.26

Spectrum Internet™	
Internet Service	54.99
Price reflects \$10.00 savings when bundled with TV	
	\$54.99
Spectrum Internet™ Total	\$54.99

Other Charges	
Broadcast TV Surcharge	8.85
Other Charges Total	\$8.85

One-Time Charges

Late Fee	02/18	8.95
One-Time Charges Total		\$8.95

Current Charges Due By 03/10/18	\$206.05
Total Due	\$398.25

Billing Information

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

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 spectrum.net/taxesandfees for more information.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Complaint Procedures - If you disagree with your charges, you have 60 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.

Continued on the next page....

Visit spectrum.net/locations for store locations. For questions or concerns, visit spectrum.net/support or call 1-855-757-7328.

Your WAY can be the GREEN way!

GO GREEN with Spectrum.

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to spectrum.net/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

Payment Options

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

Pay by Mail - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-855-757-7328.



Account Number:
Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 02192018 NNNNNYNY 01 008883 0030

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.

Franchise Administrator - Town of Jackson 150 E Pearl Ave Jackson WY 83001 Phone: (307) 733-3932

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.



Account:
Security Code:



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Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 02192018 NNNNNYNY 01 008883 0030

OPEN

UP EVEN MORE POSSIBILITIES WITH SPECTRUM BUSINESS.



CHOOSE THE SERVICES YOUR BUSINESS NEEDS AND SAVE

- Free Wi-Fi[†] for your customers, modem, desktop security, data backup and more
- Over 99.9% network reliability^{**}
- Free unlimited long distance and 30+ calling features included
- \$500 contract buyout[‡]
- 30-Day Money-Back Guarantee^{††}

100Mbps Internet only

\$59⁹⁹
/mo. for 1 year*
OVER 6X FASTER THAN 15MBPS DSL.[‡]

100Mbps Internet + Voice

\$74⁹⁸
/mo. for 1 year**
BUNDLE AND SAVE.
Plus, keep your existing number and equipment.

SAVE \$180 IN YOUR FIRST YEAR^{‡‡}

BEST VALUE 200Mbps Internet + Voice

\$109⁹⁸
/mo. for 2 years***
The fastest Internet and reliable Voice at the best price.
2-YEAR PRICE LOCK + FREE INSTALL[†]

SAVE OVER \$900 OVER 2 YEARS^{‡‡‡}

NO CONTRACTS • NO ADDED TAXES • NO HIDDEN FEES

CALL 855-271-2249

or visit Business.Spectrum.com today

Limited-time offer; subject to change. Qualified new business customers only. Must not have subscribed to applicable services within the previous 30 days and have no outstanding obligation to Charter. *\$59.99/ mo.: Spectrum Business 100Mbps Internet only for 12 months. **\$74.98/mo.: Spectrum Business 100Mbps Internet & Voice w/ one phone line for 12 months, includes \$15 monthly Internet savings w/ bundle. ***\$109.98/mo.: Spectrum Business 200Mbps Internet & Business Voice w/ one phone line for 24 months, includes \$20 monthly Internet discount in yr. 1 w/ bundle, \$40 monthly Internet Discount in yr. 2 w/ bundle, & \$10 monthly Voice discount in yr. 2 w/ bundle, & free Standard installation (valued at \$99). Internet speed may not be avail. in all areas. Actual speeds may vary. Charter Internet modem is req'd & included in price; Internet taxes, fees, & surcharges are included in price (except TX, WI, NM, OH & WV). Spectrum Business Voice includes one business phone line w/ calling features & unlimited local & long distance w/ in the U.S., Puerto Rico, & Canada. Phone offer includes taxes, fees, & surcharges. Other Phone services may have applicable taxes & fees. Installation & other equipment taxes & fees may apply. †2 Year Price Guarantee and Free Installation: Requires 200Mbps Internet and one Voice line. Standard pricing applies after promotional period. **99.9% reliability is based on weekly reliability, Jan - Dec 2016. ††View Business.Spectrum.com/guarantee for details about the 30-Day Customer Satisfaction Guarantee. †FREE WiFi includes Spectrum WiFi service (public WiFi) and is only available for businesses with public seating or lobby area. Free WiFi not available in all areas. ‡Contract Buyout offer is valid up to \$500. Visit Business.Spectrum.com/contractbuyout for details. ‡‡\$180 Savings based on Spectrum Business promo rates for 100Mbps Internet & Voice w/ one phone line vs. Spectrum Business Standard rates over 12 months. ‡‡‡\$900 Savings based on Spectrum Business promo rates for 200Mbps Internet & Voice w/ one phone line w/ a free Standard installation over a 2-yr. period vs. Spectrum Business Standard rates & the cost of Standard installation (valued at \$99). ‡‡‡6X Speed comparison based on Spectrum Business Internet Plus w/ 100Mbps download speed, & comparably priced 15Mbps DSL Internet (downloads only) from other providers in Spectrum markets, as indicated on providers' websites as of 8/4/17. Standard pricing applies after promotional period. Services are subject to all applicable service terms and conditions, which are subject to change. Services and promotional offers not available in all areas. Restrictions apply. Call for details. © 2018 Charter Communications, Inc. SACHF2X9



March 18, 2018

Account Number:

Security Code:

Service At:

JACKSON WY 83001

Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

Summary

Service from 03/28/18 through 04/27/18
details on following pages

Previous Balance	398.25
Payments Received -Thank You!	-245.52
Remaining Balance	\$152.73
Spectrum TV™	84.97
Spectrum Internet™	54.99
Other Charges	8.85
One-Time Charges	0.00
Partial Month Charges	-33.51
Taxes, Fees and Charges	3.82
Current Charges	\$119.12

Total Due by 04/07/18

\$271.85

Thank you for choosing Spectrum.

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



4145 S FALKENBURG RD RIVERVIEW FL 33578-8652
8634 0160 NO RP 18 03192018 NNNYNNYN 01 009732 0034



SPECTRUM NEWS

Enroll in Auto Pay today! Spectrum Auto Pay is a convenient way to pay your bill on time every month without the hassle of buying stamps or writing checks. Visit Spectrum.net/autopay.

YOUR HOME ISN'T COMPLETE WITHOUT THIS. Now everyone can surf without slowdowns when you add fast in-home WiFi for just \$5/mo. more. Get faster wireless speeds and more range, with enough bandwidth for all your wireless devices. Ask about our self-installation kit and we'll ship the wireless router to your home. Power your entire connected home with this special offer. **Call 1-877-923-5127 today.**

THERE'S ALWAYS SOMETHING NEW TO WATCH WITH SPECTRUM TV™ SILVER. Get more big games, more can't-miss episodes and more hit Hollywood movies with 175+ channels, including premium programming. You'll never miss a must-see moment with Spectrum TV Silver. Plus, you can watch your favorites anytime, anywhere with all-screen access. **Go to channel 2495 to upgrade instantly or visit Spectrum.com/AddSilver.**

Turn any device into a TV instantly. Spectrum TV™ gives you access to more than 80 available channel apps so you can stream live TV and the latest must-watch shows, movies and sports from all your devices wherever you go. **Visit Spectrum.net/onthego to start watching.**

PLANNING A MOVE? LET US MAKE IT EASIER. Packing and moving can be a lot of work, but when you call Spectrum, a representative will transfer all your services to your new address with no hassles. **Call 1-877-970-4526 or visit Spectrum.com/easy2move to get started today.**

March 18, 2018

Account Number:

Service At:

JACKSON WY 83001

Total Due by 04/07/18

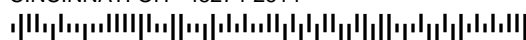
\$271.85

Amount you are enclosing

\$

Please Remit Payment To:

CHARTER COMMUNICATIONS
PO BOX 742614
CINCINNATI OH 45274-2614



Account Number:
Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 03192018 NNNYNN 01 009732 0034

Charge Details

Previous Balance		398.25
Credit Card Payment	02/21	-192.20
Credit Card Payment	03/10	-53.32
Remaining Balance		\$152.73

Payments received after 03/18/18 will appear on your next bill.

Service from 03/28/18 through 04/27/18

Spectrum TV™

Spectrum TV Select		64.99
Basic TV & Expanded Basic TV Services		
Spectrum Receiver		6.99
DVR Service		12.99
		\$84.97
Taxes	Sales Tax	0.41
Fees & Charges	FCC Admin Fee	0.08
	Franchise Fee	3.33
		\$3.82

Spectrum TV™ Total **\$88.79**

Spectrum Internet™

Spectrum Internet		64.99
Bundle Discount with TV		-10.00
		\$54.99

Spectrum Internet™ Total **\$54.99**

Other Charges

Broadcast TV Surcharge	8.85
Other Charges Total	\$8.85

One-Time Charges

Change of Service	03/02	0.00
One-Time Charges Total		\$0.00

Partial Month Charges

Spectrum TV Select	03/02-03/27	54.50
Spectrum Receiver	03/02-03/27	5.85
DVR Service	03/02-03/27	10.89
Spectrum Internet	03/02-03/27	54.50
Bundle Discount with TV	03/02-03/27	-8.38
Spectrum TV Gold	03/02-03/27	-88.01
DVR Service	03/02-03/27	-10.89
Digital Receiver	03/02-03/27	-5.85
Internet Service	03/02-03/27	-46.12
Partial Month Charges Total		-\$33.51

Current Charges **\$119.12**

Total Due by 04/07/18 **\$271.85**

Billing Information

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

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 spectrum.net/taxesandfees for more information.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Spectrum Receiver \$6.99 - Charges include \$5.99 for Receiver Rental and \$1.00 for Secure Connection.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Continued on the next page....

Visit spectrum.net/locations for store locations. For questions or concerns, visit spectrum.net/support or call 1-855-757-7328.

Your WAY can be the GREEN way!

GO GREEN with Spectrum.

Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Online Bill Pay. It will save you money on postage and time - and it will also save trees!

Enrolling is easy, just go to spectrum.net/gogreen.

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

Payment Options

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

Pay by Mail - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call **1-855-757-7328**.



Account Number:
Security Code:

**Have questions about your bill?**

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 03192018 NNNYNNYN 01 009732 0034

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-757-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Complaint Procedures - If you disagree with your charges, you have 60 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.

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.

Franchise Administrator - Town of Jackson 150 E Pearl Ave Jackson WY 83001 Phone: (307) 733-3932

Timely Payment - If your payment is not received by the next billing statement, your account is subject to interruption of service. Charter equipment may be rendered non-functional prior to termination. You may be subject to a change of service charge to reinstate your digital channels and Internet service when function is restored.

Statements with Zero or Credit Balances - Customers with a zero or credit balance on their bill will not receive a paper statement.

Video On Demand (VOD) and Pay-Per-View (PPV) - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.



March 18, 2018

Account:
Security Code:

Have questions about your bill?

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Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 03192018 NNNYNNYNN 01 009732 0034

ATTENTION BUSINESS OWNERS

As a preferred Spectrum customer, your business qualifies for Faster Internet and fully featured Voice to keep your employees productive, sales growing and your business ahead of the competition.

X DON'T SETTLE FOR BAD BUSINESS...

- Slow Internet speeds
- Overpriced phone service
- Unreliable service and slowdowns
- Contracts and hidden fees
- Poor customer service

Speeds up to 200Mbps available.

SPECTRUM BUSINESS IS GOOD BUSINESS

- The fastest Internet starting speeds for the price—up to 100Mbps
- FREE WiFi for your customers,[^] modem, email addresses, desktop security, data backup and more
- Free local and long distance and 30+ calling features included
- Over 99.9% network reliability[§]
- \$500 buyout of your current contract[§]
- 30-day money-back guarantee[‡]
- 24/7 U.S.-based customer service

100Mbps BUSINESS INTERNET

\$44⁹⁹

/mo when bundled for one year*

4X FASTER THAN 25MBPS DSL[†]

ADVANCED BUSINESS VOICE

\$29⁹⁹

+ /line per mo for one year**

UNLIMITED LONG DISTANCE CALLING**NO CONTRACTS • NO ADDED TAXES • NO HIDDEN FEES**

For business services, call 855-767-0065
or visit Business.Spectrum.com today

Limited-time offer; subject to change. Qualified new business customers only. Must not have subscribed to applicable services w/ in the last 30 days & have no outstanding obligation to Charter. *\$44.99 Internet offer is for 12 mos. when bundled w/ TV or Voice & incl. Spectrum Business Internet Plus. Internet speed may not be avail. in all areas. Actual speeds may vary. Spectrum Internet modem is req'd & included in price; Internet taxes are included in price except where req'd by law (TX, WI, NM, OH & WV). **\$29.99 Voice offer is for 12 mos. & incl. one business phone line w/ unlimited local & long distance w/ in the U.S., Puerto Rico, & Canada. Taxes, fees, & surcharges included. Other Phone services may have applicable taxes & fees. †4X Speed comparison based on Spectrum Business Internet Plus w/ 100Mbps download speed, & comparably priced 25Mbps DSL Internet (downloads only) from other providers in Spectrum markets, as indicated on providers' websites as of 12/13/17. ^Free WiFi incl. Spectrum WiFi service (public WiFi) & is only avail. for businesses w/ public seating or lobby area. Free WiFi not avail. in all areas. §99.9% reliability based on weekly reliability, Dec 2017 - Jan 2018. ‡View Business.Spectrum.com/guarantee for details about the 30-Day Customer Satisfaction Guarantee. §Contract Buyout offer is valid up to \$500. Visit Business.Spectrum.com/contractbuyout for details. Standard pricing applies after promo. period. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo. offers not avail. in all areas. Installation & other equipment taxes & fees may apply. Restrictions apply. Call for details. © 2018 Charter Communications, Inc.

BMA-1803-SS13-OAP-GM
SA11F33U



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 03192018 NNNYNNYN 01 009732 0034

TOP 3 REASONS

to add fast in-home WiFi



- 1 Stream, game and download in any room**
Get enough bandwidth to use your wireless devices throughout your home, without eating up cellular data.
- 2 Power your entire connected home**
Connect all your smart devices, from computers and tablets to TVs and thermostats.
- 3 Setup is easy**
Skip the install fees with our wireless router self-installation kit.

ADD WIFI FOR ONLY

\$5 /mo more



CALL
1-844-850-3351



Page 6 of 6

March 18, 2018

Account:
Security Code:



Have questions about your bill?

Visit us at spectrum.net/billing

Or, call us at 855-75-SPECTRUM (1-855-757-7328)

8634 0160 NO RP 18 03192018 NNNYNNYN 01 009732 0034



ATTACHMENT 2

YUMA, ARIZONA CHARTER BILLS

January 28, 2018

Account Number:

Security Code:

Service At:

YUMA AZ 85364

Have questions about your bill?Visit us at twc.com/billing

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

SummaryService from 02/08/18 through 03/07/18
details on following pages

Previous Balance	132.94
Payments Received	0.00
Past Due Balance - Due Now	\$132.94
Spectrum TV™	46.99
Spectrum Internet™	54.99
Spectrum Voice™	19.99
Other Charges	8.85
One-Time Charges	10.99
Taxes, Fees and Charges	3.85
Current Charges Due By 02/17/18	\$145.66
Total Due	\$278.60

SPECTRUM NEWS

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Important Information about your Spectrum Channel Lineup

Effective on or after February 19, 2018, the Travel Channel will move from Digi Tier 1/ Spectrum Silver to Spectrum Select with no change in channel position. For a current channel lineup, visit www.spectrum.com/channels.

DON'T MISS A MOMENT OF THE WINTER OLYMPICS

FEBRUARY 8-25. Catch all your favorite events at home and on-the-go on the networks of NBCUniversal with Spectrum TV™. Watch live on your TV and at SpectrumTV.com, stream on your devices anywhere in your home with the Spectrum TV App and take every event on-the-go with the NBC Sports app. Plus, enjoy On Demand with pre-games coverage and more. Visit Spectrum.net/NBCOlympics to learn more.

Your account is past due.

The past due amount is due now. Please pay the total past due amount to avoid further collection activity and interruption of service. If service is disconnected, you will need to pay your full past due amount, first month of service and a reconnection fee to resume service.



1289 S 2ND AVE YUMA, AZ 85364-4715
8448 6000 NO RP 28 01292018 NNNNNYNN 01 000499 0002

YUMA AZ 85364



January 28, 2018

Account Number:

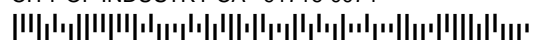
Service At:

YUMA AZ 85364

Total Due	\$278.60
Amount you are enclosing	\$

Please Remit Payment To:

TIME WARNER CABLE
PO BOX 60074
CITY OF INDUSTRY CA 91716-0074



Account Number:
Security Code:

Have questions about your bill?

Visit us at twc.com/billing

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8448 6000 NO RP 28 01292018 NNNNNYNN 01 000499 0002

Charge Details

Previous Balance	132.94
Past Due Balance - Due Now	\$132.94

Payments received after 01/28/18 will appear on your next bill.

Service from 02/08/18 through 03/07/18

Spectrum TV™	
Spectrum TV Select	64.99
Basic TV & Expanded Basic TV Services	
Promotional Discount	-30.00
Digi Tier 2	12.00
Spectrum Receiver	6.99
Spp Box Free 12 Mos	-6.99
	\$46.99
Fees & Charges	
PEG Capital Fee	0.32
Franchise Fee	3.45
Regulatory Cost Recovery Fee	0.08
	\$3.85
Spectrum TV™ Total	\$50.84

Spectrum Internet™	
Spectrum Internet	64.99
Bundle Discount with TV	-10.00
	\$54.99
Spectrum Internet™ Total	\$54.99

Spectrum Voice™	
Phone number (928) 248-4396	
Unlimited Long Distance	29.99
Pkg Includes: Phone Line, Modem, UP to 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
Bundle Discount	-10.00

Spectrum Voice™ Continued

\$19.99

For additional call details,
please visit twc.com/account.

Spectrum Voice™ Total **\$19.99**

Other Charges

Broadcast TV Surcharge	8.85
Other Charges Total	\$8.85

One-Time Charges

Blade Runn. 2049 HD	01/18	7:19p	5.99
Late Fee	01/28		5.00
One-Time Charges Total			\$10.99

Current Charges Due By 02/17/18 **\$145.66**
Total Due **\$278.60**

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.

Surcharges - Spectrum imposes surcharges to recover costs of complying with its governmental obligations.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at spectrum.com/policies.

Spectrum Receiver \$6.99 - Charges include \$5.99 for Receiver Rental and \$1.00 for Secure Connection.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on spectrum.net/programmingnotices.

Continued on the next page....

Local Spectrum Store: 1289 S 2nd Ave, Yuma AZ 85364 Store Hours: Mon thru Fri - 9:00am to 7:00pm; Sat 9:00am to 5:00pm

Visit twc.com/locations for store locations. For questions or concerns, visit twc.com/support or call 1-855-707-7328.

Simplify your life with Auto Pay!

Spend less time paying your bill
and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office
It's Secure - Powerful technology keeps your information safe
It's Flexible - Use your checking, savings, debit or credit card
It's **FREE** - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**

Visit: twc.com/account

(My Account login required)

Payment Options

Pay Online - Sign up at twc.com/account. Have your account number and security code ready, found on the top of this page.

Pay by Phone - Make a credit card payment free of charge using our automated payment option at 1-888-892-2253; simply say "pay my bill". Use your Visa, MasterCard, Discover or American Express card.

For questions or concerns, please call **1-855-707-7328**.



Account Number:
Security Code:

**Have questions about your bill?**

Visit us at twc.com/billing

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8448 6000 NO RP 28 01292018 NNNNNYNN 01 000499 0002

Time Warner Cable Entity - The Time Warner Cable entity providing the services is a subsidiary of Charter Communications Operating, LLC and uses the brand name "Spectrum".

Authorization to Convert your Check to an Electronic Funds

Transfer Debit - If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-707-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Franchise Administrator - City of Yuma One City Plaza Yuma AZ 85364 Phone: (928) 373-5024

Complaint Procedures - If you disagree with your charges, you have 60 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.

Spectrum Voice Provider - TWC Digital Phone, LLC

The following taxes, fees and surcharges are included in the price of the applicable service - FEES AND CHARGES: AZ

TELECOMMUNICATION SERVICES EXCISE TAX \$0.14, E911 SURCHARGE \$0.20, FEDERAL UNIVERSAL SVC RECOVERY FEE \$0.71, STATE UNIVERSAL SVC RECOVERY FEE \$0.46, STATE/LOCAL TRANSACTION PRIVILEGE TAX \$1.19.



January 28, 2018

Account:
Security Code:



Have questions about your bill?

Visit us at twc.com/billing

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8448 6000 NO RP 28 01292018 NNNNNYNN 01 000499 0002



February 28, 2018

Account Number:

Security Code:

Service At:

YUMA AZ 85364

Have questions about your bill?Visit us at twc.com/billing

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

SummaryService from 03/08/18 through 04/07/18
details on following pages

Previous Balance	278.60
Payments Received -Thank You!	-140.00
Past Due Balance - Due Now	\$138.60
Spectrum TV™	46.99
Spectrum Internet™	54.99
Spectrum Voice™	19.99
Other Charges	8.85
One-Time Charges	5.00
Taxes, Fees and Charges	3.54
Current Charges Due By 03/20/18	\$139.36
Total Due	\$277.96

Your account is past due.

The past due amount is due now. Please pay the total past due amount to avoid further collection activity and interruption of service. If service is disconnected, you will need to pay your full past due amount, first month of service and a reconnection fee to resume service.

1289 S 2ND AVE YUMA, AZ 85364-4715
8448 6000 NO RP 28 03012018 NNNNNYNN 01 001138 0004

YUMA AZ 85364

**SPECTRUM NEWS**

NOTE. Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

Promotion Discount Thank you for being a customer. We hope you are continuing to take advantage of all that your services have to offer.

When you signed up for your new services, you received a discounted promotional rate on your bill. Although the discounted rate for the first part of your promotion is about to end, we are pleased to continue to provide you a discount off standard pricing for an additional 12 months, beginning with your next monthly statement.

Thank you again for your business. It is our pleasure to serve you.

Important Account Update You currently receive equipment necessary to descramble or decrypt the basic service tier signals free of charge. This promotion is coming to an end beginning with your next statement.

We have increased your Internet speed at no cost to you.

Exciting news! As part of our commitment to delivering best-in-class products at the best value, we have upgraded your Internet speed at no cost to you. You now get 100 Mbps of speed. It's another way we're working hard to make your experience better.

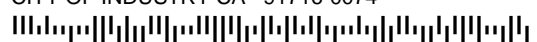
February 28, 2018

Account Number:

Service At:

YUMA AZ 85364

Total Due	\$277.96
Amount you are enclosing	\$

Please Remit Payment To:TIME WARNER CABLE
PO BOX 60074
CITY OF INDUSTRY CA 91716-0074

Account Number:
Security Code:



Have questions about your bill?

Visit us at twc.com/billing

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8448 6000 NO RP 28 03012018 NNNNNYNN 01 001138 0004

Charge Details

Previous Balance		278.60
Credit Card Payment	02/05	-140.00
Past Due Balance - Due Now		\$138.60

Payments received after 02/28/18 will appear on your next bill.

Service from 03/08/18 through 04/07/18

Spectrum TV™

Spectrum TV Select	64.99
Basic TV & Expanded Basic TV Services	
Promotional Discount	-30.00
Digi Tier 2	12.00
Spectrum Receiver	6.99
Spp Box Free 12 Mos	-6.99
	\$46.99

Fees & Charges	PEG Capital Fee	0.32
	Franchise Fee	3.14
	Regulatory Cost Recovery Fee	0.08
		\$3.54

Spectrum TV™ Total \$50.53

Spectrum Internet™

Spectrum Internet	64.99
Bundle Discount with TV	-10.00
	\$54.99

Spectrum Internet™ Total \$54.99

Spectrum Voice™

Phone number (928) 248-4396	
Unlimited Long Distance	29.99
Pkg Includes: Phone Line, Modem, UP to 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
Bundle Discount	-10.00

Spectrum Voice™ Continued

\$19.99

For additional call details,
please visit twc.com/account.

Spectrum Voice™ Total \$19.99

Other Charges

Broadcast TV Surcharge	8.85
Other Charges Total	\$8.85

One-Time Charges

Late Fee	02/28	5.00
One-Time Charges Total		\$5.00

Current Charges Due By 03/20/18 \$139.36
Total Due \$277.96

Messages continued from page 1

STAY SAFE ONLINE WITHOUT THE HASSLES. -Our easy-to-use Security Suite will keep your computers safe from viruses, spyware and hackers. And it's **FREE** for Spectrum Internet™ customers. -Get real-time protection and automatic updates, set online parental controls and more. **Visit Spectrum.net/GetSecuritySuite to download today.**

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.

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Continued on the next page....

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Simplify your life with Auto Pay!

Spend less time paying your bill
and more time doing what you love.

It's Easy - No more checks, stamps or trips to the post office
It's Secure - Powerful technology keeps your information safe
It's Flexible - Use your checking, savings, debit or credit card
It's **FREE** - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Auto Pay!**

Visit: twc.com/account

(My Account login required)

Payment Options

Pay Online - Sign up at twc.com/account. Have your account number and security code ready, found on the top of this page.

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Account Number:
Security Code:

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Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8448 6000 NO RP 28 03012018 NNNNNYNN 01 001138 0004

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Authorization to Convert your Check to an Electronic Funds

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Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-707-7328 or email PriorityEscalationTeam@chartercom.com. For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email closedcaptioningissues@charter.com. To follow up on a written closed captioning concern only, please call 1-877-276-7432.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Franchise Administrator - City of Yuma One City Plaza Yuma AZ 85364 Phone: (928) 373-5024

Complaint Procedures - If you disagree with your charges, you have 60 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.

Spectrum Voice Provider - TWC Digital Phone, LLC

The following taxes, fees and surcharges are included in the price of the applicable service - FEES AND CHARGES: AZ TELECOMMUNICATION SERVICES EXCISE TAX \$0.14, E911 SURCHARGE \$0.20, FEDERAL UNIVERSAL SVC RECOVERY FEE \$0.71, STATE UNIVERSAL SVCRECOVERY FEE \$0.46, STATE/LOCAL TRANSACTION PRIVILEGE TAX \$1.19.



February 28, 2018

Account:
Security Code:



Have questions about your bill?

Visit us at twc.com/billing

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

8448 6000 NO RP 28 03012018 NNNNNYNN 01 001138 0004

