



<John Q. Customer>
<1234 Main Street>
<Apt. #1>
<Worcester, MA 01608>

Dear <John Q. Customer>:

Thank you for being a Charter customer. We appreciate your business, and in our continuing efforts to bring you the very best programming services available, we will perform technical upgrades to our digital network in June 2009. These changes are not related to the upcoming digital television transition on June 12, 2009. Our enhancements will allow us to launch additional high definition channels – something many of our customers have been requesting.

According to our records, you have a Charter Cable Card installed in one or more of your television sets. Beginning on or after July 17, 2009, Cable Card-supported devices will lose access to a growing number of digital subscription channels.

To continue viewing the digital channels you currently receive, your Cable Card must be replaced with an HD Receiver box (unless you are using a TiVo Cable Card device)**. In addition to a crystal clear HD signal, once the box is installed, you will also enjoy:

- Charter On Demand, with 1000's of hit movies and shows available any time you want, many in HD!
- The Interactive Program Guide, enabling you to easily find all your favorite shows
- Commercial-free, digital music
- Parental controls – parents can make sure that kids only watch what they're supposed to watch, while still permitting adults to access them
- Charter Pay-Per-View – catch live events in the comfort of your own home!

To minimize the inconvenience this may cause, we will provide the *Charter HD receiver at no charge to you for 12 months. Please call us today at **888-487-7959**, to schedule a professional installation of the receiver, also at no charge. As an alternative, if you prefer, you may trade your Cable Card for a Charter HD receiver at any of our front counters, to self-install at home. We would be pleased to provide you with a free Charter On Demand movie coupon in exchange for making the trip!

If you have not installed an HD receiver when the technical upgrades occur in your area, Charter will remove the Cable Card equipment lease fee from your account, to ensure you are not charged for services that you can't view without an HD Receiver box. If you have no other Charter digital device (receiver) in your home, Charter will also remove affected digital subscription services at that time.

Please call **888-487-7959** to speak with a Charter Care Agent to address any questions and to arrange your HD receiver install today.

Sincerely,

Fred Lutz
Vice President and General Manager – Southern California
Charter Communications

*Cable Card lease \$2.00/month; 12-month waived Charter HD Receiver lease valued at \$10/month. Standard Digital Receiver lease includes \$1.75 box rental + \$3.25 Interactive Guide Service and HD Receiver upgrade \$5.00; Professional installation fee of \$29.99 waived. Charter On Demand movie coupon valued at up to \$4.99. Unreturned Cable Card fee \$52.00 a one time charge.

**Customers with TiVo Series 3, TiVo HD, or TiVo HD XL DVRs, should call 888-487-7959 to obtain a waived-fee tuning adapter lease and professional installation that will allow you to continue to receive all digital cable channels with your current TiVo Cable Card equipment.

A World of Entertainment at Your Fingertips

Your Channel Lineup Azusa & Norwalk, CA

Basic	25	The Disney Channel	
2	KCBS - CBS	26	TV Land
3	Charter Media	29	The Discovery Channel
4	KNBC - NBC	31	A&E
5	KTLA - CW	32	CNBC
7	KABC - ABC	33	VH-1
9	KCAL - IND	34	MTV
11	KTTV - FOX	35	AMC
12	QVC	36	TNT
13	KCOP - MyTV	37	Galavision
18	KSCI - IND	38	The Learning Channel
19	KMEX - UNV	39	Travel Channel
20	TBS	40	Sci-Fi
21	KVMD - IND	41	Speed Channel
22	KWHY - TMO	42	Comedy Central
27	KFTR - TEL	45	E!
28	KCET - PBS	46	Cartoon Network
30	KPXN - ION	47	Lifetime
44	KXLA - IND	48	ABC Family
50	KOCE - PBS	49	Spike TV
51	Home Shopping Network	58	BET
52	KVEA - TMO	59	Fox Sports en Espanol
53	CSPAN	60	History
54	KAZA - Azteca	67	CNN Headline News
55	P.E.G. (Access)^	68	MSNBC
56	P.E.G. (Access)^	69	Food Network
57	KJLA - IND	70	fx
61	KDOC - IND	71	CMT
62	KTBN - TBN	74	Soap Net
63	KRCA - IND	76	Animal Planet
64	P.E.G. (Access)^	77	HGTV/Home & Garden Television
65	KLCS - PBS	73	Bravo *
80	WGN -	78	Oxygen*
81	Educational Access	222	Disney XD*
99	KBEH - IND (MTV Tr3s)	224	Turner Classic Movies*
301	CSPAN2*	228	Oxygen*
304	KNBC-DT2 - NBC Plus*	229	Bravo - West*
305	KNBC-DT3 - NBC (Universal Sports)*	230	GSN (Game Show)*
308	KABC-DT2 - ABC (Weather)*	280	ETTV News (Chinese)*
404	TVG (TV Games)*	281	CCTV-9 (Chinese)*
753	KABC-DT3 - ABC (Live Well HD)~	282	Phoenix Television*
757	TBS HD~	283	Tai Shan TV*
781	KTTV-DT - FOX~	284	GCGI Sky Link TV*
782	KCBS-DT - CBS~	285	Taipei International (IABC)*
783	KCOP-DT - MyTV~	286	TBWTV*
784	KNBC-DT - NBC~	287	CTI-Zhong Tien Channel*
785	KTLA-DT - CW~	288	TVB-Jade Channel*
786	KCET-DT - PBS~	429	MLB Network*
787	KABC-DT - ABC~	610	FLIX-W*
789	KCAL-DT - IND~	754	HGTV HD †
		755	Food Network HD †
		756	AMC HD †
		765	The Learning Channel HD †
		766	Animal Planet HD †
		767	Discovery HD †
		772	ESPN2 HD †
		773	ESPN HD †
		774	Fox Sports Net West - HD †
		792	TNT - HD †
		795	A&E HD †
		796	History Channel HD †
Expanded Basic			
6	Nickelodeon-West		
8	USA		
10	CNN		
14	Fox Sports Net West		
15	Fox Sports Network Prime Ticket		
16	ESPN		
17	ESPN2		
23	TruTV		
24	FOX News Channel		

Digital View Plus**

102	Boomerang
104	Discovery Kids
106	The N
108	Nicktoons Network
110	Noggin
111	Hallmark Channel
114	Planet Green
115	ESPN Classic
116	Military Channel
117	ReelzChannel
118	Discovery Health
119	G4
120	The Science Channel
122	Women's Entertainment
123	Lifetime Movie Network
124	Sundance-West
125	Independent Film Channel
126	Biography
128	Bloomberg
130	ABC News Now
132	National Geographic
134	History Channel International
136	BBC America
137	Wealth TV
138	Investigation Discovery
139	Fine Living
140	Do It Yourself
141	Style
143	ImaginAsian TV
144	MTV2
146	MTV Hits
148	MTV Jams
150	VH-1 Classic
151	mtvU
152	CMT Pure Country
156	VH-1 Soul
158	Fuse
160	Great American Country
161	BETJ
162	TV One
185	Fox Business Network
188	Fuel TV

Digital View

Only includes channels highlighted in green listed under Digital View Plus

Latino View**

246	Bandamax
247	Video Rola
248	De Pelicula
249	De Pelicula Clasico
250	Fox Sports en Español
251	CNN en Español
252	Cine Mexicano
253	TV Chile
258	Discovery En Español
260	Galavision
262	ESPN Deportes
263	GOL TV
266	Utilisima
267	Sorpresa
268	Infinito
269	Once Mexico
270	Mexico 22
272	Discovery Familia
275	History Channel Español

Sports View**

400	NHL Network
401	Fox College Sports - Atlantic
402	Fox College Sports - Central
403	Fox College Sports - Pacific
406	ESPNNews
407	Golf Channel
408	Fuel TV
409	Fox Soccer Channel
410	Versus
411	CBS College Sports Network
414	GOL TV

HBO/Cinemax**

500	HBO
502	HBO 2
504	HBO Signature
506	HBO Family
508	HBO Zone
510	HBO Comedy
512	HBO Latino
550	Cinemax
552	More Max
554	Action Max
556	Thriller Max
777	HBO HDTV~
779	Cinemax HDTV~

Digital Premium**

590	The Filipino Channel
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Starz/Encore**

700	Starz
702	Starz Edge
704	Starz in Black
706	Starz Cinema
730	Encore
731	Encore Action
732	Encore Love
733	Encore Mystery
734	Encore Drama
735	Encore Westems
790	Starz HDTV~

Showtime/TMC**

(Includes Reelz, Flix, Logo and Encore Channels)

117	Reelz Channel
600	Showtime
602	Showtime Too
604	Showtime Showcase
606	Showtime Extreme
608	Showtime Beyond
610	FLIX
614	Showtime-East
616	Showtime Too-East
650	The Movie Channel
652	TMC Xtra
654	The Movie Channel-East
680	LOGO
730	Encore
731	Encore Action
732	Encore Love
733	Encore Mystery
734	Encore Drama
735	Encore Westems
778	Showtime HDTV~

HD Ultra View~

768	Smithsonian HD
770	HDNet Movies
771	HDNet
775	HD Theater
793	Universal HD
799	Palladia

Digital PPV*

800	IN DEMAND Previews-PPV
801-806	IN Demand Events/Movies
840-845	IN Demand ESPN Sports PPV 1-6

Music*

903-948	Music
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Interactive Services*

954	i-Weather
955	i-Entertainment
957	i-Horoscopes
958	i-News
963	i-Traffic
965	i-Sports
966	i-Ads

Charter On Demand*

1	Charter On Demand
1	HD On Demand~
1	Adult On Demand
967	Disney Family Movies
971	Howard TV On Demand
972	Too Much for TV On Demand
973	WWE On Demand
983	Anime On Demand
984	TMC On Demand
986	HBO On Demand
987	Showtime On Demand
988	Starz On Demand
989	Cinemax On Demand
993	Karaoke On Demand

*Charter Digital equipment is required to view. **Charter Digital equipment and tier subscription required to view.

~ Charter High Definition equipment is required to view.

† Subscription to expanded service and Charter High Definition equipment is required to view.

^ Availability and programming varies by system.