



<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.

Charter has partnered with TiVo to identify you as a customer using a TiVo Cable Card device. Beginning on or after July 17th, you will need to install a tuning adaptor in order to continue receiving and recording all of your favorite channels.

To minimize any inconvenience this may cause, we will provide you with a free tuning adaptor lease* and free installation for use with your cable subscription. Please call 888-487-7959 with any questions and to schedule installation, if you have not already done so.

If you have not installed a tuning adapter when the technical network 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 a tuning adaptor. If you have no other Charter digital device (receiver) in your home, Charter will also remove affected digital subscription services at that time.

Remember, TiVo Cable Card devices will lose access to a growing number of digital subscription channels unless a tuning adapter is installed. Don't let that happen - just call **888-487-7959** today!

Sincerely,

Fred Lutz

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

*Cable Card lease \$2.00/month; Tuning Adapter Lease \$0, Unrecovered Tuning Adapter fee \$160.00; Professional Installation fee of \$29.99 waived. Unreturned Cable Card fee \$52.00 one time charge.

A World of Entertainment at Your Fingertips

Your Digital Channel Lineup

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	BET J
162	TV One
185	Fox Business Network
188	Fuel TV

Digital View

Only includes channels highlighted in green listed under Digital View Plus

Expanded Basic (Digital Only*)

222	Disney XD
224	Turner Classic Movies
228	Oxygen
229	Bravo - West
230	GSN (Game Show)
280	EITV News (Chinese)
281	CCTV-9 (Chinese)
282	Phoenix Television

283	Tai Shan TV
284	GCGI Sky Link TV
285	Taipei International (IATV)
286	TBWTW
287	CTI-Zhong Tien Channel
288	TVB-Jade Channel
429	MLB Network
610	FLIX-W

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 (Olympusat)
253	TV Chile (Olympusat)
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

Basic (Digital Only*)

301	CSPAN2
304	KNBC-DT2 - NBC Plus
305	KNBC-DT3 - NBC (Universal Sports)
308	KABC-DT2 - ABC (Weather)
404	TVG (TV Games)

Sports View**

400	NHL Network
401	Fox College Sports - Atlantic
402	Fox College Sports - Central
403	Fox College Sports - Pacific
406	ESPNews
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 Westerns
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 Westerns
778	Showtime HDTV~

Basic HD~

753	KABC-DT3 - ABC (Live Well HD)
757	TBS HD
781	KITV-DT - FOX
782	KCBS-DT - CBS
783	KCOP-DT - MyTV
784	KNBC-DT - NBC
785	KTLA-DT - CW
786	KCET-DT - PBS
787	KABC-DT - ABC
789	KCAL-DT - IND

Expanded Basic HD~†

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

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.

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