



November 12, 2010

STOUGHTON POLICE DEPT
321 S 4TH ST
STOUGHTON, WI 53589-2184

RE: Action needed re: Complimentary Video Account at 321 S 4TH ST

As you may know, Charter Communications™ (“Charter”) operates within your municipality pursuant to 2007 Wisconsin Act 42, pursuant to “Uniform Video Service Provider” agreement. Under previous local franchise agreements, some municipally owned and operated sites received complimentary video service from Charter Communications™. In addition, certain non-municipal sites have been receiving complimentary video service as well. According to the terms of 2007 Wisconsin Act 42, and recent direction from the Federal Communications Commission, the provision of complimentary video service is no longer a franchise requirement. Charter Communications™ is enacting a new policy that will provide a discounted video service for municipal accounts that formerly were established as an obligation of a Franchise Agreement. **For municipal accounts established as a franchise requirement, we are offering our Basic and Expanded Basic cable service at a deeply discounted rate of \$4.99per month**, plus any applicable taxes and fees. Equipment, additional services and programming tiers will be billed at our regular rates. This new municipal rate will provide our basic and expanded basic tiers of analog video cable service that currently is priced at \$54.99 per month for residential use. We are notifying municipal sites now of our new policy. The new rate for your account will become effective on December 20, 2010. You must respond to Charter Communications by December 10th, 2010 to continue receiving our Basic and Expanded Basic video service at the new rate. If we do not receive your response by December 10th,2010, your existing service will be discontinued.

Any non-municipal agencies, state and county offices, or other organizations who have been receiving complimentary service may be subject to additional rate changes established by our commercial operations, called Charter Business™ as we continue to standardize our prices throughout Wisconsin over the next several months. Any customers who will be affected by future changes will be contacted in advance of such rate changes to discuss the optional packages available to them. We will continue to provide complimentary video service to schools in support of our Cable in the Classroom program.

PLEASE NOTE: In order to avoid any interruptions to municipal service accounts, we **MUST** receive a response to our notification of our new rate structure. We are asking that responses be received via phone to 877-845-2811 no later than December 10, 2010.

Please note that failure to respond to this notice will result in a disconnection of service.

Thank you very much for any assistance you may be able to offer. Please contact me at 715-833-7384 or at mhill@chartercom.com if you have any questions.

Best Regards,

A handwritten signature in cursive script, appearing to read 'Mike Hill'.

Mike Hill
Government Relations Manager
Charter Communication

1201 McCann Drive, Altoona, WI 54720
Fax: (715) 831-5862