



Digital TV • Internet • Telephone

November 7, 2008

Mr. David Aiazzi
Councilmember
City of Reno
P.O. Box 1900
Reno, NV 89505

Dear Mr. Aiazzi:

This letter describes the program that Charter Communications will implement to provide residents of Washoe County who are analog-only customers and who currently do not have digital equipment as part of their Charter cable service the opportunity to obtain a digital box so that they may continue to view the Public, Educational and Government (PEG) Access channels subsequent to the scheduled relocation of these PEG channels from the analog spectrum to our digital tier. This move will allow Charter to add several new High Definition and standard digital definition channels, as well as additional video on demand (VOD) and other innovative products and services in direct response to strong customer demand. Following is an explanation of all elements of the program:

- Charter will mail a "waiver letter" to all residential analog customers. The letter will provide two separate options for customers who currently do not have digital service in their home. Option one will allow customers the ability to redeem the waiver in our Reno office (9335 Prototype Drive, Reno, NV 89521) for the use of a digital converter through December 31, 2009, along with FREE installation. Option two will allow analog-only customers the opportunity to redeem the waiver at the Reno RC Willey store for a sliding scale discount towards the purchase of a new digital QAM tuner TV set. This discount is at the discretion of RC Willey.
- Charter has established a redemption period for the waiver that will conclude on February 28, 2009. This represents a period of over 3 months for a customer to make a decision and still participate in the waiver program through December 31, 2009.
- RC Willey has established a redemption period that expires on December 31, 2008.
- During the transition period (projected to start on or after December 15, 2008 and continue through February 28, 2009) when Charter is preparing the cable system for additional digital services, Charter will maintain one analog PEG channel to allow each municipality to continue LIVE council and supervisor meetings and SNCAT the ability to continue their locally produced programming during the transition period. SNCAT will be tasked with program switching responsibilities to ensure the smooth transition of daily programming changes on the shared analog channel.

In connection with this matter, Charter previously provided the required 30-day notice of channel changes to all customers residing in Washoe County. In addition, Charter also plans to mail the waiver notice to customers beginning on or after November 15, 2008. The waiver notice will inform the analog-only customers that the move to digital and the creation of the combination channel will occur on or after December 15, 2008.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Manuel Martinez', with a horizontal line extending to the right.

Manuel Martinez, Vice-President/General Manager
Charter Communications
Sierra Nevada KMA

Jostlin, George

From: Jostlin, George
Sent: Monday, November 10, 2008 10:02 AM
To: 'aiazzi@ci.reno.nv.us'; 'Jonathan Shipman'; 'John Kadlic'
Subject: Charter follow up

Importance: High

Dear Councilman Aiazzi, in response to your comments of Friday November 14th upon receiving Charter's letter on our upcoming PEG channel moves, please find below our response.

Hardship program - It is Charter's position that this need not start until January 1, 2010 as there is no need to implement in 2009 since we have the converter waiver offer on the table for 2009. Charter will maintain participation in the program for as long as each community continues to have one in place that allows economically challenged residents a similar discount on city/county services.

4 digital PEG channels - Charter will maintain the PEG channels in its digital platform, as required by the statewide franchise.

Insertion points - those that have been installed prior to the advent of statewide franchising will continue to be honored and maintained.

Free Service to Public Buildings, parks, etc. - Due to the change in the statewide franchising requirements and the current economic situation, Charter is no longer in a position to continue to offer free services to hundreds of community buildings throughout our distribution areas. Charter will however sit down with each respective community to negotiate discounted video services as part of a larger, multi-service contract.

George M. Jostlin

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