



November 30, 2018

Hamburg Township
10405 Merrill Road
P.O. Box 157
Hamburg, MI 48139

Dear Franchise Official:

I am writing to inform you that the customer walk-in office in Whitmore Lake will close on December 28, 2018 and we are providing notice to you at this time. Due to the myriad of payment options available to our customers, and the ability to reach the company toll-free, twenty-four hours per day, the local office is used infrequently by our customers.

In recent years, Charter has added new customer service features like electronic bill payment and other ways to pay bills via a credit card, check, money order, or cash. Customers can pay bills online at www.spectrum.net, via their bank's online bill payment function, by phone at 1-833-267-6094, or in person at a number of MoneyGram and Western Union locations nearby. Customers can also visit the Spectrum Stores located at 1580 North Leroy, Suite 4, in Fenton or at 14525 Farmington Road in Livonia.

As you know, Charter 24-hour telephone customer service allows our subscribers to make inquiries and get information at any time during the day or night. Customers needing assistance or requesting a change in service may contact us at: 1-833-267-6094 or online at www.spectrum.net. In addition, customers can instantly upgrade service through their digital box by clicking channel 2495 on their remote.

We remain committed to providing excellent communications and entertainment services in your community and in each of the communities we serve. Should you have questions, please feel free to contact me at (616) 607-2377.

Sincerely,

A handwritten signature in black ink that reads "Marilyn Passmore". The signature is fluid and cursive, written over the printed name.

Marilyn Passmore
Director, State Government Affairs
Charter Communications