



Shelley Winchenbach
Director of Government Affairs

March 27, 2026

RE: Charter Communications – Upcoming Changes

Dear Municipal Official:

Charter values our customers and works hard to keep prices as low as possible. Customers are being noticed via bill message regarding the following price changes that will take effect on or after April 29, 2026.

Description	Price Change
Service Activation (applies when service is activated via self-installation or professional installation)	Will decrease by \$10 from \$30 to \$20.
Change of Service	Will decrease by \$15 from \$65 to \$50.
Professional Installation (formerly Primary Installation/Reconnect, and Trouble Call and will apply to all technician-supported installations)	Will decrease by \$15 from \$65 to \$50.
Hourly Labor Charge	Will decrease by \$15 from \$65 to \$50.

We remain committed to providing excellent entertainment services in your community. If you have any questions about this change, please feel free to contact me at 207-620-3319 or via email at Shelley.Winchenbach@charter.com.

Sincerely,

Shelley Winchenbach
Director, Government Affairs
Charter Communications