

October 28, 2016

Town of Milton
Tom Gray, Chairman of the Board
P.O. Box 310, 424 White Mountain Hwy
Milton, NH 03851

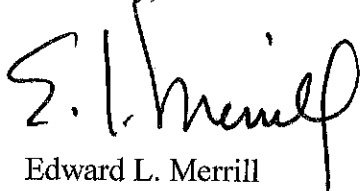
Dear Board of Selectmen:

Please find attached a copy of a notice that will be included in MetroCast customers' statements in the weeks ahead informing them of rate changes and service enhancements that will go into effect in January 2017.

As you may know, television networks each year impose substantial increases in the license fees they charge MetroCast and other video providers for the right to distribute their channels. Local broadcast stations also have demanded higher "Retransmission Consent" fees for MetroCast and other video providers to be able to retransmit their signals. As a result of these costs, and the costs associated with maintaining and providing advanced services over its broadband network, MetroCast will increase certain rates effective with the first billing statement customers receive in January 2017 (see enclosed notice).

We are grateful for the opportunity to serve MetroCast customers under our franchise agreement and look forward to continuing to provide residents here with the very best in Video, Internet and Phone service in the coming year. If you have any questions concerning this letter, or the upcoming change to customer billing statements, please do not hesitate to contact me at (603) 527-3634.

Sincerely,



Edward L. Merrill
Regional/General Manager – NH/ME

Encl

IMPORTANT INFORMATION FOR METROCAST NEW HAMPSHIRE & MAINE RESIDENTIAL CUSTOMERS

Dear Valued Customer:

We'd like to inform you of changes and enhancements to your MetroCast services that will be effective January 2017:

New, Faster Internet Speeds up to 150 Mbps:

- High Speed Ultra will increase in speed to up to 150 Mbps x 15 Mbps, nearly 10 times faster than the national average.*
- High Speed Turbo will increase in speed to up to 50 Mbps x 5 Mbps.

More HD Channels: Over the last year, MetroCast introduced 26 new High Definition (HD) channels, with more planned in the year ahead.

New Program Guide: In January, MetroCast will introduce a new DTA Program Guide featuring detailed program information for customers with Digital Terminal Adapters.

Channel Additions and Changes:

- **The Hallmark Channel** will move from Digital Basic to our Expanded Basic lineup on channels 218 (SD) and 737 (HD). The network features a lineup of original content, including series such as *Good Witch*, *When Calls the Heart*, and *Chesapeake Shores*, annual specials, including *Kitten Bowl* and *Hero Dog Awards*, and original movies.
- **Hallmark Movies & Mysteries** will join the Expanded Basic lineup (from Digital Basic) on channels 265 (SD) and 865 (HD). The network features a mix of new, original movies from the acclaimed Hallmark Hall of Fame library. The channel is also home to the annual, eight-week holiday programming event, *Most Wonderful Movies of Christmas*, featuring new, original movies and beloved holiday classics.

- **BBC World News** will join the MetroCast Expanded Basic lineup on channels 87 (SD) and 887 (HD). BBC World News is the BBC's international 24-hour news channel, broadcast in English in more than 200 countries.
- **BBC America** will move from Digital Basic to Expanded Basic on channels 217 (SD) and 817 (HD). The network is home to *Being Human*, *Law & Order UK*, *RBS 6 Nations Rugby*, *Torchwood*, *Doctor Who*, *Robin Hood*, *Primeval*, *Skins*, *The Graham Norton Show*, *Monty Python*, *Dragons'*, and much more.
- **Logo** will debut on Digital Basic channel 230 (SD), featuring programming for the LGBT community.
- **SundanceTV**, founded by actor/director Robert Redford, will join our Digital Plus lineup on channels 215 (SD) and 815 (HD). The network presents the best in independent films and critically-acclaimed Emmy®, Golden Globe® and Peabody Award-winning television.

Thank you for being a valued MetroCast customer. We appreciate your business and look forward to serving your video, Internet and phone needs in the coming year.

*Akamai's State of the Internet Q2 2016 Report

Please see reverse side for 2017 rates.

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