

Charter Cable Programming Changes

Charter Communications has informed the City of Rockwall that its channel lineup is continually evolving to meet the changing needs of its customers. Charter recently increased their total high-definition lineup, boosted the video on demand offering, and increased broadband speeds following a move to an All-Digital platform.

Charter periodically makes adjustments to its channel lineup designed to enhance and improve their video product. The City of Rockwall does work with Charter Communications to help resolve customer complaints and concerns; however, FCC rules prohibit cities from regulating the content, including channel lineup, offered by cable companies.

Effective March 31, 2015, **for new customers only**, the following channels will be offered in Digital Tier 1. Existing customers will continue to receive the channels listed below on the Expanded Basic/Charter TV Select Tiers with no change to channel position.

Channel Name	Channel #	HD Channel #
Cartoon Network	64/236	734
OWN	126	776
TruTV	76	755
Turner Classic Movies (TCM)	88	784

Customers with questions are encouraged to call 1-888-GET CHARTER. To review the complete channel lineup visit: www.charter.com/channellineup

To discuss your concerns with a Charter Cable representative, please contact Torrey McGraw at 817-298-3510 or Torrey.Mcgraw@charter.com

To provide comments or to discuss concerns with your service in Rockwall, please contact the City of Rockwall's Director of Administrative Services, Cheryl Dunlop, at 972-772-6407 or cdunlop@rockwall.com