



2014 Annual Customer Notification

Charter Communications® (Charter) appreciates your subscription to our cable television service. To ensure that You understand our video products and terms of service, we have outlined some essential information below. Please note that services listed in this notice may not be available in all Charter areas, and that some of the policies, procedures, services herein are not applicable to all Charter Business video customers (exceptions may exist by product type). If you have any questions about this notice or about Charter's video and non-video services or policies, please contact Charter Customer Service or go to our website at www.charter.com. You can also find help videos, user guides, troubleshooting steps, and FAQ's for Charter's products and services at www.charter.com/support.

OVERVIEW OF CHARTER'S TV SERVICES

BASIC SERVICE: (Basic Tier Availability) The Basic Service Tier, where available, is our lowest level of video service. Basic Service includes off air broadcast stations and may include any franchise-required public, educational and government access channels. All such programming varies on a community-by-community basis and is subject to change at any time, subject to applicable law. Pursuant to federal law, cable customers must subscribe to Basic Service in order to subscribe to any other cable video service.

OTHER OPTIONAL SERVICES: Where available, the following services are optional levels of service above and beyond Basic Service: Expanded Service, Charter TV Digital packages & tiers, Premium channels, Digital Receiver, Integrated Interactive Services & Remote Control, HD equipment, DVR service, Internet and Phone.

PROGRAMMING: You may view pricing, channel line-ups and additional services available in your area at www.charter.com. Charter issued digital receiver or CableCARD required to view programming channels in All-Digital markets. Charter issued digital receiver required to view PPV and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD customers. Charter receives programming from various broadcast and cable networks. Charter is not responsible for the content or schedule aired by these networks. Please contact specific cable or broadcast networks directly with your programming complaints or questions.

PAY-PER-VIEW AND ON DEMAND: Where available, Pay-Per-View and On Demand are for private, in-home viewing only; no commercial establishments. To order one of these services, your account must be current. Customers with a digital receiver may order using Charter's remote control. To prevent unauthorized use in your household, you are responsible for setting up a PIN number, Parental Control and Rating preference. Charter will not give credit for the following circumstances: 1) unauthorized use, 2) if you record a Pay-Per-View event or movie and are not present to monitor the recording, 3) if you do not call to report reception problems while the movie or event you ordered is on, 4) or if you do not call to report you did not receive the movie you ordered, while that movie is on.

INSIDE WIRING: A Wire Maintenance Plan is an optional service available to customers for a low monthly rate. It ensures that You do not have to pay Charter to repair cable and telephone communications wires that are inside Your home. Certain limitations apply to the Plan, such as the exclusion of repairs to alarm/electrical/twisted pair wiring, customer-caused damage or abuse, and alterations to Charter equipment. Please contact Charter for more information about the Wire Maintenance Plan. For new and existing single unit installations, the wiring inside Your residential premises shall become a fixture to the realty upon installation. If you have someone other than Charter install the inside wiring in your home, or if you do it yourself, you are responsible for ensuring that the wiring does not interfere with the normal operation of the cable system and that it complies with applicable federal regulations, including protections against signal leakage.

CABLE COMPATIBILITY: In a traditional cable system, "cable-ready" television sets may be connected directly to the cable system and will receive unencrypted digital signals present on the system without the use of a digital receiver (typically most, but not all, Limited Basic and Expanded Basic channels). A Charter-issued digital receiver is required to receive encrypted and subscription-specific signals, which are delivered only to those customers who elect to have them as part of their service package. These typically include, but are not limited to, digital programming packages, premium channels, Pay-Per-View, On Demand, and on-screen programming guide. A CableCARD is an additional device, about the size of a credit card, available at retail outlets, designed to provide some of the same functionality available with a Charter-issued digital receiver (i.e., view digital encrypted cable channels without using a receiver) when used with a television set that supports it. A CableCARD will not provide all services (including, but not limited to, two-way communication services such as the on-screen programming guide, On Demand, on screen ordering of Pay-Per-View). In an "all-digital" cable system, all channels are encrypted and a Charter-issued digital receiver is required on each television set to receive TV programming.

A digital receiver functions as a tuner/decoder that receives the cable channel selected by the viewer and converts it to a format that can be received by the customer's television set or device. This converted signal is usually displayed on channel 3 or 4 on the television set or device. Some digital receivers also provide video and audio outputs, which can be connected to the video and audio inputs of additional devices such as DVD players or gaming consoles. To operate your television set after it is connected to a Charter-issued digital receiver, use the remote provided with your television (not the Charter remote) to tune to channel 3 or 4, as needed. Then, use the Charter remote to select each channel you wish to watch. To ensure reliable operation, confirm the receiver is plugged into a non-switched power outlet (one that is not controlled by a light switch) and that connections on the back are secure. Loss of power to the receiver may result in a temporary loss of your cable television service. Cable jumpers, signal splitters, amplifiers or A/B switches may cause signal degradation if they do not meet Charter's standards. Please contact us for assistance in connecting any additional equipment to your home network, or visit www.charter.com/support.

COMPATIBLE REMOTE CONTROLS: Charter's digital receivers work in conjunction with universal remote controls. Universal remote controls are available from Charter and at retail stores. A few model examples are: Sony RMVLZ620, RCA RCRPS06, and Logitech Harmony 650. Remote control manufacturers update products frequently, so these exact models may not be available at the time of purchase. Should you have a question about the compatibility of your remote control unit, please call the remote manufacturer or contact Charter.

INSTALLING YOUR VCR AND DVD: Installation of your VCR or DVD can be completed through a variety of different methods depending upon your viewing and recording requirements. If you need assistance, Charter personnel will help you understand how to install DVD/VCR and cable television service compatible entertainment components.

SPECIAL EQUIPMENT: Bypass Switches/Splitters - This switch is installed on the input side of the receiver to permit signals to bypass the receiver and be routed directly to your television set, DVD or VCR. This will permit the simultaneous recording and viewing of different non-secure programs, the consecutive recording of non-secure programming on different channels, and the use of picture in picture features for non-secure channels. This switch may be part of your receiver or it may be a separate device.

Amplification Equipment - Charter is required by federal regulation to deliver a minimum signal to each television set. Charter's network is designed to provide the required signal for up to four home devices. For example, if five or more outlets or devices are connected to the home network, a signal amplification device may be required and may be sold to the respective customer. Charter will install the amplification device.

PARENTAL CONTROLS

A Parental Control feature is available with a Charter issued digital receiver, if You want to keep children from watching certain programming. You can block programming on many channels based on various criteria (e.g., channel, program, and rating). The starter kit manual provided with the Cable Service includes instructions on how to implement and monitor the Parental Control features. Should You deactivate the Parental Control feature, even for one channel or event, this will deactivate the Parental Control feature for all other channels that were previously locked out. You will then have to reactivate the Parental Control to again block out the desired channels. It is recommended that You occasionally verify that the Parental Control feature is activated and operational. If You do not utilize a Charter issued receiver, You can notify us to request a special filter to prevent reception of certain channels.

SERVICE PROCEDURES

REQUEST FOR CONNECTION/SECURITY DEPOSIT: Request for connection may be made at the local Charter office, via the Internet at www.charter.com, or by mail or telephone. Customers will be advised of installation and applicable pre-payment amounts. You authorize Charter to make inquiries and to receive information about your credit experiences, including your credit report, from others, to enter this information in your file, and to disclose this information concerning you to appropriate third parties for reasonable business purposes. Based on the results of a credit check, customers may be required to provide any applicable pre-payment (based on services requested) as a condition of service and applicable service restrictions may apply. Someone over eighteen (18) years of age with a government issued picture ID must be home during any installation or repair of your cable television Service. Charter requires its employees to display identification during visits to a customer's service location. Unless otherwise specified, billing begins on the date of physical installation.

CHARTER EQUIPMENT: Charter will repair and/or replace defective Equipment, if any, as long as such damage was not caused by misuse or other improper operations or handling by You. Charter shall have the right to presume misuse or other improper operations or handling by You in the event You request repair or replacement more than twice in any twelve (12) month period, or more than three times in any twenty-four (24) month period, and shall have no obligation to fulfill any such repair or replacement. Charter is not responsible for the maintenance or repair of Customer-provided equipment, including but not limited to telephones, computers, modems, or any other related Customer-provided equipment. A service charge may be imposed upon the dispatch of a technician if there is damage to Charter Equipment due to negligent use or abuse or if no fault is discovered in Charter's system or Equipment. Charter makes no warranties, with respect to Equipment or Service provided by Charter or with respect to the Equipment's compatibility with any Customer-provided equipment. You are responsible for any misuse of Charter's Equipment, the Service, or any third party services that you have contracted for, even if the inappropriate activity was committed by a friend, family member, guest, employee or another Customer with access to your account. You agree to maintain the security and confidentiality of Your usernames and passwords or similar credentials that enable you to access the Cable Service. You further agree not to disclose such credentials to any third party. The Equipment, Service or third party services may not be used to breach the security of another user or to attempt to gain access to any other person's computer, software or data, without the knowledge and consent of such person.

ALL EQUIPMENT IS PROVIDED "AS IS", AND CHARTER HEREBY SPECIFICALLY DISCLAIMS ANY AND ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, TITLE, AND FITNESS FOR A SPECIFIC PURPOSE. CHARTER SHALL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES (INCLUDING WITHOUT LIMITATION, LOST BUSINESS, REVENUE, PROFITS, OR GOODWILL) ARISING FROM THE USE, DEPLOYMENT, AND/OR FUNCTIONALITY OF ITS EQUIPMENT.

Charter's sole obligation and Your sole remedy with respect to any liability or damage caused by Your use or deployment of Charter Equipment, shall be a refund of fees paid by You for such Equipment for the previous billing month/cycle. You shall not use Charter's Equipment or the Service for illegal or inappropriate activities or otherwise engage in any illegal or inappropriate activities in their course of dealings with Charter.

CUSTOMER PROPERTY: Charter assumes no responsibility and shall have no responsibility for the condition or repair of any Customer-provided equipment and/or software. You are responsible for the repair and maintenance of Customer-provided equipment and/or software. Charter is not responsible or liable for any loss or impairment of Charter's Service due in whole or in part to a malfunction, defect or otherwise caused by Customer-provided equipment and/or software. Notwithstanding anything to the contrary, You agree to allow Charter and our agents the right (A) to install hardware in, (B) send software downloads to, and (C) install, configure, maintain, inspect or upgrade Customer-provided equipment to the extent necessary to provide Service. You warrant that You are either the owner of such equipment or that You have the authority to give Charter access to it.

CARE OF PROPERTY AND SERVICE: You agree that neither You nor any other person (except Charter's authorized personnel) will: (A) open, tamper with, service, make any alterations to the Equipment; any, (B) remove or relocate any Equipment from the service address of initial installation. Any alteration, tampering, removal, etc. or the use of Equipment which permits the receipt of Services without authorization or the receipt of Services to an unauthorized number of outlets, or to unauthorized locations, constitutes theft of service and is prohibited. Notwithstanding the foregoing, upon receipt of a request by You, Charter shall relocate the Charter Equipment for You within Your home at a time mutually agreed to by Charter and You. You may incur a charge for such relocation and should consult a current Charter schedule of rates and charges prior to requesting such relocation. If You move residences outside of Charter's service area, You shall notify Charter that this Agreement shall be terminated and all Charter equipment should be immediately returned.

SERVICE CALLS: If You have a technical problem that is cable system related, there will be no charge for the service call if the problem is associated with the cable plant that Charter maintains. In all other cases and where the problem is a result of unauthorized tampering with the cable or abuse of Charter's Equipment, a service call charge may be assessed.

COMPANY CHANGES IN SERVICE AND CHARGES: All programming content, services, equipment and rates are subject to change in accordance with applicable law. To the extent required by law, after notification of a re-tiering of Charter services or a rate increase, You may elect within 30 days to downgrade the services You are receiving at no additional charge. Otherwise, changes by You of the Services You receive may result in upgrade, downgrade, or change of service charges. Please contact Charter if You have questions.

BILLING PROCEDURES

BILLING STATEMENT: Braille or large print billing statements are available by request and can be provided within 30 days of Charter's receipt of the request. To request these statement options, contact Charter's Customer Care Billing Dept at 1-888-438-2427.

PROCESSING FEES: Additional fees may apply if a Charter Customer Service Representative's assistance is needed for payment.

CORRESPONDENCE: Do not mail written correspondence with Your bill statement. Please contact Charter Customer Service with any additional needs.

CHARTER REFUND POLICY/30-DAY GUARANTEE: New Customers (those who have not been Charter customers for 30 days prior to subscription) qualify to have all levels of subscription Service refunded/credited if not fully satisfied with the service. Current Customers adding a new level of subscription Service qualify to receive a refund/credit on those newly added Services only. Such refund is valid for customers who pay for their first month of new or upgraded monthly recurring subscription Services. Pay-Per-View and other non-recurring subscription purchases are not refundable. You are limited to one refund or credit per household. Refunds/credits will be given only when request for cancellation of Service is received by Charter within 45 days of installation of Service (30 days subscribing to the Service, plus 15 day grace period for formal request of refund/credit). Any equipment associated with the new subscription must be returned prior to release of refund/credit. Any state taxes, franchise fees and other fees or charges that may apply are Your responsibility and will not be refunded or credited. Installation fees may apply for complex installation and more than one outlet. Other restrictions per any offer apply.

PAYMENT OF CHARGES: You will be billed monthly in advance for Services to be received, plus pro-rata charges, if any, for periods not previously billed. You will be billed monthly for Pay Per View. On Demand or other Services ordered where charges are based on actual usage or on orders placed during the previous month. You shall pay all monthly charges and all applicable fees and taxes as itemized on the Charter monthly bill. Payment is due by the due date and becomes past due upon your next billing cycle. The date on which a bill becomes past due may vary on a community-to-community basis depending upon applicable law.

Subject to Charter's Refund Policy and 30-Day Guarantee for new Customers, Customer shall be responsible for the full monthly charge for those Services that are offered on a monthly subscription basis to which the Customer has subscribed, regardless of Customer's termination of such monthly Service prior to the conclusion of the respective subscription month.

You shall notify Charter of disputed items within thirty (30) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of Service, the removal of all Charter Equipment (as defined below) and/or imposition of a late payment or service charge. If You have more than one account (business and/or residential) served by Charter, all Charter-provided Services at all locations may be subject to suspension or discontinuance of Service in the event any one account remains unpaid, and Charter may apply any funds received from You first to such delinquent account(s). Should You wish to resume a Service after any suspension, You may be subject to a reconnection fee. Should You wish to resume a Service after termination of Service, Charter may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

LATE FEE: If your account is 30 days past due, a reminder message will be included on your monthly bill. If your past due balance remains unpaid, you may be charged an applicable late fee in addition to your past due balance at Charter's then current rate. If your account remains unpaid your Services may be disconnected. You can avoid incurring late fees by paying your monthly bill promptly. Any late fees assessed are not considered interest credit service charges, finance charges or penalties. Charter expects that you will pay for Services on a timely basis, and Charter does not extend credit to customers.

PAYMENT BY CHECK; NON-SUFFICIENT FUNDS: If You make payment by check, You authorize Charter to collect such payment electronically. You may not amend or modify this Agreement with any restrictive endorsements (such as "paid in full"), releases, or other statements on or accompanying checks or other payments accepted by Charter; any of which notations shall have no legal effect. If Your card issuer or financial institution refuses payment for insufficient funds, closed or unauthorized accounts, or any other reason, You will be charged an insufficient fund charge (as set forth in the applicable Video Service rate card) for each instance in which such payment is refused. You hereby authorize Charter to collect any declined amount and the insufficient funds charge(s) electronically from the subject account. In addition, Your Service may be suspended and/or terminated. This fee is in addition to any charges Your financial institution may assess. If initially rejected, Charter or authorized agents may make additional multiple attempts to execute the payment for up to thirty (30) days following the initial refusal. You will be responsible for any payment processing fees incurred when using a third party to process Your payments to Charter.

TERMINATION OF SERVICE BY A CUSTOMER: You may terminate Service at a local Charter office in person, by written notice or by telephone. If You are on a term commitment and are requesting termination of the agreement prior to the end of the contractual period, Charter reserves the right to assess an early termination fee.

THEFT OF SERVICE

TERMINATION OF SERVICE/DISCONNECTED ACCOUNT: Charter reserves the right to terminate Your service based on Your delinquent status or any misuse of Service. Charter will make reasonable efforts (may include written notices, phone calls, text messages, e-mail, Internet messages, etc.) to contact You about a pending suspension or disconnection resulting from an unpaid balance. In the unlikely event that Your account has been disconnected for nonpayment, You may be liable for all reconnect fees, past due balance, and 1st month service in advance, and any pro-rated charges. If Your account remains unpaid, it may be forwarded to a 3rd party collection agency for collections and Your credit report may be negatively impacted. If Your service is terminated before the end of Your contractual period, Charter reserves the right to assess an early termination fee.

Upon termination, Charter may charge additional fees on any unpaid balance, and reserves any and all other rights it has under the terms and conditions of Customer's service agreement with Charter and otherwise under applicable law with respect to billing for Service and unreturned Equipment. A charge for any unreturned Equipment will be posted to Customer's account and will appear on the next available billing statement. In the event that the Equipment is destroyed, damaged, lost or stolen, or not returned to Charter within ten (10) days of termination of Service, Customer shall be liable to Charter for applicable on-going rental fees and/or unreturned Equipment charges as set forth in Charter's then current schedule of charges. Further, Customer understands and agrees that Charter reserves the right to charge Customer's credit card on file at termination of Service in the amount of ongoing rental fees, any outstanding balance and/or any unreturned Equipment charges, in accordance with applicable law.

DISRUPTION OF SERVICE: You should notify Charter as soon as possible of any service outage you are experiencing. Charter endeavors to respond to a complete outage in a customer's Service within 24 hours of the outage being reported, except in situations beyond our control. In no event shall Charter be liable for any failure or interruption of program transmissions or Cable Service resulting in part or entirely from circumstances beyond Charter's reasonable control. Subject to requirements under applicable law, credit may be given for qualifying outages. For VT customers, Charter will provide a proportionate, monthly service charge credit, on a day-for-day basis, to each customer who notifies Charter of a service outage that continues for twenty-four consecutive hours (as measured from the time the customer reports such outage). For NY customers, Charter will provide to a customer who notifies Charter of a service outage, a credit of 1/30th of recurring monthly service charges for any service outage that continues for four or more hours during any 24-hour period (as measured from the time the customer reports such outage). To the extent required under applicable law upon Customer request, Charter shall provide Customer with the appropriate credit, for qualifying events.

COMPLAINT PROCEDURES

Charter strives to resolve any complaints concerning its Service as expeditiously as possible. Charter maintains offices and trained maintenance staff to be promptly available to You upon request, and technical personnel will be dispatched as warranted. Should You have any unresolved complaint regarding quality of service, equipment malfunctions, or similar matters, please contact Charter Customer Service at 888-438-2427, which is available to You 24 hours a day. If a complaint remains unresolved, You may elect to write a brief explanation of the complaint and actions taken, and bring them to the attention of Charter's corporate office by mailing to Charter, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681. During the dispute period, we will not terminate service provided you pay the undisputed portion of any outstanding or future bills.

If Your dispute remains unresolved, local governments may designate individuals, councils, boards, committees, or commissions to assist in resolving complaints and ensure compliance with all laws and regulations. Please consult the local franchise authority listed on the back of Your monthly billing statement. If You reside in one of the following states, You can contact the state agency applicable to the state You live in. For example,

- NC customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at www.ncdoj.com/cable.
- VT customers may request assistance from the Vermont Department of Public Service Consumer Hotline by calling 1-800-622-4496 or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390.
- MI customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or www.michigan.gov/mpsc.
- CT customers may request additional assistance from the CT Public Utility Regulatory Authority (PURA), 10 Franklin Square, New Britain, CT 06051, or call their office at 1-800-782-3782.

Any person who unlawfully intercepts or receives communications provided over a cable system or tampers with cable equipment violates the Federal Communications Act as amended. [See 47 U.S.C. §553]. This includes the theft of audio, video, textual data, or other service, including data transmitted to or from a customer over a system that has interactive capability. Cable theft can also occur when an individual continues to receive Charter's cable signal subsequent to termination of Service. Parties found guilty of cable theft are subject to both civil and criminal penalties, which may include substantial fines and/or time in prison. These prohibitions apply to manufacturers, suppliers and users of unauthorized cable devices.

To contact Charter call 1-888-GET CHARTER (1-888-438-2427) or visit www.charter.com