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, and a service disconnection. Payment must be made in full to avoid the above consequences. If you have more than one account (business and/or residential) served by Charter, all Charter-provided Services of all locations may be subject to suspension or discontinuance of Service in the event any one account remains unpaid, and Charter may apply all funds received from You first to such delinquent account(s). Should You wish to resume a Service after any suspension, You must be subject to a connection Fee. Should You wish to resume a Service after termination of Service, Charter may charge You 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.

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 Charter’s control. In no event shall Charter be liable for any suspension or termination of a late payment or service due to late payment. You are responsible for setting up a PIN number, Parental Control restrictions, and other features. The Parental Control feature and restrictions are NOT designed to completely prevent access to sexually explicit material or material that you may not want your children to access. Should You wish to resume service after any suspension, You may be subject to a reconnection fee. Should You cease to be a Charter service customer due to any reason, You will be responsible for the payment of all past due charges and other fees. In the event collection activities are required, Charter may charge You 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 application fee of $35.00 for each past due instance in the calculation of 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 all Service fees 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 source of payment. Such charge(s) may be suspended and/or terminated. These charges may be in addition to any charges Your financial institution may assess. If initially rejected, Charter or our authorized agents may make additional multiple attempts to execute the payment for insufficient funds received from You first to such delinquent account(s). Should You wish to resume service after any suspension, You may be subject to a reconnection fee. Should You cease to be a Charter service customer due to any reason, You will be responsible for the payment of all past due charges and other fees. In the event collection activities are required, Charter may charge You 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.

For example,
- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General’s Office of the State of North Carolina at ncdcoj.com/cable.
- Vermont customers may request assistance from the Vermont Department of Public Service Commerce, and Housing through Hotline by dialing (802) 828-4700. 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 POLICIES: 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 agreement on file with the local government or the Attorney General’s office of your state.

PAY-PER-VIEW AND ON DEMAND: Where available, Pay-Per-View and On Demand are for private, in-home viewing only; no commercial establishments accessible to the general public. 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 viewing, certain broadcast and cable networks. Charter is not responsible for the content or quality of these networks. Please contact your provider for your program guide. To order one of these services, you must be a current customer.

INSIDE WIRING: Charter offers a Wire Maintenance Plan as an optional service. Certain limitations apply to the Wire Maintenance Plan, such as the exclusion of repairs to alarm/alarms/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 constructive possession of Your premises at all times, or you fail to maintain control of Your premises at all times, or you do not present to monitor the recording, 3) if you do not call to report receipt problems while the movie or event you ordered is on, 4) if you do not call to report you did not receive the movie or event you ordered is on.

THIEF OF SERVICE: No person who unlawfully intercepts or uses communications provided over a cable system or tampers with cable equipment violates the Federal Communications Act as amended. [See 47 U.S.C. 653]. This includes the theft of audio, video, textual data, or any other type of information or service. It also includes all other unlawful acts against a cable operator's system that has interactive capability. Cable theft can also occur when an individual continues to receive a movie or event you ordered is on, if you do not maintain constructive possession of the cable system and that it complies with applicable federal regulations, including provisions against signal leakage.

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, or video products referenced herein are not available 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 FAQs for Charter’s products and services at www.charter.com/support.
CABLE COMPATIBILITY: In “all-digital” cable systems, all channels are encrypted and a Charter-issued digital receiver is required on each television set to receive Pay TV services. A Charter-issued digital receiver is required to receive and understand the channel line-up and program rating information transmitted over the cable system. The charter customer is provided with the Cable Service includes instructions on how to implement and monitor channel number and/or program rating on the digital receiver. The starter kit manual (typically most, but not all, Limited Basic channels). and will receive analog signals present on the system without the use of a digital receiver (typically most, but not all, Limited Basic channels). Charter will provide a CableCARD. A CableCARD will not provide all services (including, but not limited to, two-way communications services such as the on-screen program guide), and may require the use of a traditional set-top box to receive analog signals. A CableCARD can be used with a Charter-issued digital receiver to receive encrypted services, but does not provide all services (including, but not limited to, Charter’s two-way communications services such as the on-screen program guide).

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COMPATIBLE REMOTE CONTROLS: Charter's digital receivers work in conjunction with universal remote controls. Charter can provide a universal remote, or various models can be purchased at retail stores. A few model examples are: RCA RCR7755, 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 visit www.charter.com/remotestore.

INSTALLING YOUR VCR AND DVR: Installation of your VCR or DVR can be completed through a variety of different methods depending upon your viewing and recording requirements. Charter personnel will help you understand how to install DTV/DVR and cable television service. SPECIAL EQUIPMENT: Bypass Switches/Spitters - This switch is directly in the input side of the receiver to bypass the signal and be routed directly to your television set, DTV or DVR. This will permit the simultaneous recording and viewing of different channels and programs on different TV’s. The 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 networks are designed to provide a minimum signal of 500 microvolts to each channel 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 device if you request it.

PARENTAL CONTROLS: A Parental Control feature is available to prevent children from watching certain programming. You may place channels under Parental Control by blocking out a channel or by setting a password. Parental Control can be activated on the digital receiver only and will not be available on the CableCARD or analog receiver. You can notify us to request a special filter to prevent reception of certain channels.

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