

# Welcome to Charter Telephone™

Communication the  
Way You Want It.  
**Easy steps to get you started**

1-866-207-3663 [charterphone.com](http://charterphone.com)

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## Welcome to Charter Telephone™

Thank you for choosing **Charter Telephone™**. This Users Guide will help you get the most out of your new service. You'll find important information that will help keep you safe, and simple instructions on how to use the calling features and voicemail available with your service.

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You can also find information regarding customer rights and privacy, as well as fraud and misuse of service, at the back of this guide.

Plus, take a look at the useful inserts included in this guide:

- **Charter Telephone** quick reference guide
- Emergency 911 stickers

We encourage you to keep this guide in a convenient place for future reference. Should you have any additional questions or concerns regarding your new telephone service, please call **Charter Customer Care** representatives at **1-866-207-3663**.

Thank you for choosing Charter.

# How to make calls

## Using Your Phone Service

### ■ Domestic Calls

For calls within your own service area:

**Dial the 7- or 10-digit phone number**

For calls outside your service area:

**Dial 1 + area code + 7-digit phone number**

### ■ International Calls

**Dial 0 1 1 + the country code + the phone number**

Charter Telephone Unlimited Local and Long Distance package includes calls throughout the U.S., Canada, and Puerto Rico. Calls to international countries will be subject to additional charges. Go to [www.charter.com/internationalcalling](http://www.charter.com/internationalcalling) for rate information.

## Operator-Assisted Calls

### ■ Collect Calls

The operator contacts the answering party and requests payment for the call.

### ■ Person-to-Person Calls

The operator must reach a particular person to connect the call.

### ■ Bill-to-Third-Party Calls

The operator contacts one phone number and requests that the call be charged to another designated phone number.

To contact your operator, dial 0. Operator-assisted calls are billed on a per-use basis. These charges depend on the service requested.

If you block third-party and/or collect calls, please keep in mind that your billing name and address information may be released to other telecommunication service providers if you choose to accept these calls.

For prices or to restrict collect, person-to-person, and third-party calls, contact **Charter Customer Care** at **1-866-207-3663**.

# Where to call for help

## 911 Emergency Calls

Dialing 911 reaches an emergency operator who can connect you with the appropriate service.

## 211 Social Service Connection

Dialing 211 provides callers with information about and referrals to human services for everyday needs and in times of crises. Services offered through 211 vary from community to community but may include: basic human needs resources, physical and mental health resources, employment support, support for older Americans and persons with disabilities, support for children, youth, and families, volunteer opportunities, and donations.

**Note:** This service is not available in all areas.

## Directory Assistance\*

Directory Assistance calls are charged on a per-use basis.

Just dial 411 for access to both local and long-distance numbers.

## Specialized Directory Listings

The following services are available for a monthly recurring charge:

- A "non-listed" phone number is not listed in the phone book but is available through Directory Assistance.
- A "non-published" phone number is not listed in the phone book and is not available through Directory Assistance.

\*Charges may not apply to all calls in all states.

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# Keeping you safe

## Charter Telephone 911 Services

To help you quickly respond to emergencies, Charter provides emergency 911 services much like traditional telephone companies. Should you ever need to access emergency services — fire, police, or ambulance — just dial the familiar digits **911**, using your **Charter Telephone** service. Your call will be routed directly to the nearest public-safety operator, who will dispatch the appropriate services. With Enhanced 911, emergency services will be able to quickly find you — your telephone number and address are electronically routed to the operator the moment your call goes through.

**Charter Telephone** provides your home with phone service using a Multimedia Terminal Adaptor (MTA), or a telephone modem, that requires electrical power in your home. As is the case with cordless phones, your Charter Telephone equipment will not work in the event of a power outage, and you will not be able to make or receive calls, including 911 calls. You may choose to install a battery backup in order to provide power for your service in the event of a power outage.

A backup battery for your **Charter Telephone** equipment is available if you choose to purchase and install one. This backup battery is designed to ensure the availability of calling, including 911 calling, for up to eight hours of standby time and approximately five hours of talk time. You can purchase a backup battery pack directly from the manufacturer, Arris, by calling **1-877-587-6554** (9AM - 5PM MST) or by going to the battery link at [www.arrisstore.com](http://www.arrisstore.com).

To ensure that 911 calls are properly routed:

- Do not move the equipment installed in your home to another location\*. If you use our service from an address that is different from the one you initially provided, the E911 service will not work properly.
- When you plan to move and need to change your service address, please call Charter Customer Care so that we can properly move your service.

## Home Security

**Charter Telephone** will work with most monitored home security systems. However, if you have a home security service, we recommend that you test the proper operation and communication aspects of the alarm system after your **Charter Telephone** installation.

\*The Multimedia Terminal Adaptor (MTA) is the property of Charter Communications. In the event that a customer relocates or disconnects Charter Telephone™ service, the customer must return the MTA to a local Charter office, or arrange for it to be picked up by Charter. If the device is not returned, the customer may be subject to a one-time charge for the device. Customer assumes the risk of loss, theft, or damage to the equipment at all times prior to the removal of the unit(s) by Charter or return of the unit(s) by the customer.

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**FOR EMERGENCY**  
**Dial 911**  
 police • fire • medical

E911 services will not function properly if the Multimedia Terminal Adaptor (MTA) is moved without prior notice to Charter Communications. Contact Charter Customer Care prior to any change of physical location. In the event of a power outage, 911 service will be available only if you purchase and install a backup battery from the device manufacturer. You can order a backup battery online at [www.arrisstore.com](http://www.arrisstore.com) or by calling 1-877-587-6554.



- To help remind you and your family about the availability of 911 service, we've provided stickers to be placed on or near your telephones (located inside the back flap of this Users Guide).



# Calling features

**Charter Telephone** offers more than a dozen calling features so you can communicate the way you want. All features may not be included in your calling plan, and may not be available in all areas. Please contact Charter Customer Care if you have questions about activating additional calling features.

## 3-Way Calling

Now you can speak to two different parties at the same time. You can also place one party on hold while you speak privately to the other, and then return to the 3-way call.

**To Use:** Place a call to the first party. Once that person is on the line, press the switch hook or flash button briefly. The first party is placed on hold and you receive a dial tone. Then dial the second number.

- If the second party answers, you can speak privately to them, or press the switch hook or flash button once briefly to create a 3-way connection.
- If the second party does not answer, press the switch hook or flash button twice to return to the first party. To disconnect the second party, press the switch hook or flash button once; the first party remains on the line.

**To disconnect all parties,** hang up the phone.

## Anonymous-Call Rejection

This feature enables you to reject calls from anyone whose Caller ID information is blocked. The caller will automatically receive a message that you are not accepting Caller-ID-blocked calls and will be advised to unblock their number and try their call again.

**To Activate:** Lift the handset, listen for dial tone, then press **\* 7 7** .

**To Deactivate:** Lift the handset, listen for dial tone, then press **\* 8 7** .

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## Block 900/976

900/976 calls are automatically blocked. At this time, unblocking is not available.

## Block Collect

This provides the ability to block incoming collect calls.

## Block Long Distance and International Long Distance

This free service provides you the ability to block outbound long-distance calls that begin with 1+, 0+, and 10-10-XXX and international calls for no additional charge. This option does not block toll-free calling. Contact Charter Customer Care to activate this feature.

The following numbers are also blocked: 1-473-328-XXXX, 1-473-444-XXXX, 1-473-938-XXXX, 1-473-468-XXXX, 1-473-473-XXXX, 011681, and 011685. At this time, unblocking is not available for these specific numbers.

## Block Third Party

This provides the ability to block third parties from charging calls to your phone number. Contact Charter Customer Care to activate this feature.

## Call Forward Busy/No Answer

This forwards all incoming calls when your line is busy or unanswered. Contact Charter Customer Care to activate this feature.

## Call Forward Selective

This feature enables you to forward incoming calls from up to 12 selected phone numbers to the location of your choice.

**To Activate:** Lift the handset, listen for dial tone, then press **\* 6 3** .

A menu of options will guide you to add, delete, or review the numbers on your list. Call Forward Selective lets you add the last number that called you to your forwarding list.

**To Deactivate:** Lift the handset, listen for dial tone, then press **\* 8 3** .

Your selected numbers are retained for future reactivation. A menu of options will guide you to deactivate Call Forward Selective.

## Call Forward Variable

If you do not want to miss an important call, you can forward incoming calls from your home phone number to another number where you may be reached.

**To Activate:** Lift the handset, listen for dial tone, press **\*72**, then listen again for dial tone. Next, dial the number for the forwarding location. Call Forward Variable is activated as soon as someone answers. If no one answers the other line, repeat the above steps and Call Forward Variable is activated (a tone confirms activation).

**To Deactivate:** Lift the handset, listen for dial tone, then press **\*73** (a tone confirms deactivation). If you leave Call Forward Variable on and receive a call after returning home, you will hear a “ring splash” (a short ring indicating that the call is being forwarded). You cannot answer the ring splash. It merely reminds you to deactivate Call Forward Variable now that you are home.

## Call Return\*

With Call Return, a recording supplies you the number of the last caller and provides the option of automatically calling the party back. This feature is billed on a per-use basis.

**To Activate:** Lift the handset, listen for dial tone, then press **\*69**. If available, you hear a recording of the phone number of the last incoming call. Call Return does not work for calls that have been forwarded or for calls from 800 or 900 numbers.

## Call Screening

This automatically routes up to 12 selected incoming phone numbers to a polite message stating calls are not being accepted at this time.

**To Activate:** Lift the handset, listen for dial tone, then press **\*60**. A menu of options will guide you to activate Call Screening.

**To Deactivate:** Lift the handset, listen for dial tone, then press **\*60**. A menu of options will guide you to deactivate Call Screening.

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## Call Trace

(Customer initiated; not related to CALEA or law enforcement activity)

If you receive a harassing or threatening call, you can attempt to have the number traced and, by request, forwarded to the proper authorities. Charter Communications can only release these records to the proper authorities.

Charter Communications cannot guarantee this service will work for any particular attempt. However, you will be billed for the amount of the service, regardless of the results. Contact Customer Care regarding rates for this service.

## Call Waiting

Call Waiting is like having an extra line for incoming calls. When you are on the phone, a soft beep lets you know another person is calling. You can accept the second call without disconnecting the first.

**To Activate:** To accept your second call, press the switch hook or flash button on your phone. This places the current call on hold while you accept the incoming one. You can always switch between calls without disconnecting either one by pressing the switch hook or flash button. Or, you can hang up the phone to end the current call, and the incoming call will ring immediately.

**To Deactivate:** Lift the handset, listen for dial tone, press **\*70**, wait for dial tone, then dial the phone number you wish to call. Call Waiting is reactivated automatically once your call is completed.

## Caller ID

With Caller ID, the incoming caller’s phone number and name (if available) are displayed on a Caller ID unit before you answer the call. This feature requires a Caller-ID-compatible telephone.

## Caller ID Blocking

This free service prevents the party you are calling from seeing your name and number on their caller ID unit.

**To Activate:** For each call you want to block, lift the handset, listen for dial tone, then press **\*67** before you dial the number.

Caller ID Blocking is available on a per-line basis for qualified applicants.

### Caller ID with Call Waiting

When you are on the phone, you can see the name and phone number of an incoming call. In order to use this feature, you must subscribe to Caller ID and Call Waiting. This feature requires a Caller-ID-compatible telephone.

### Custom Ring

This feature notifies you instantly when a special party is calling. A distinctive ring distinguishes calls from up to 12 numbers that you select.

**Note:** The messages you hear refer to Custom Ring as Distinctive Ringing Call Waiting Service.

**To Activate:** Lift the handset, listen for dial tone, then press **\*61**. A menu of options guides you to add, delete, or review the numbers on your list.

**To Deactivate:** Lift the handset, listen for dial tone, then press **\*81**. A menu of options guides you to deactivate the service.

### Distinctive Ring

This provides two distinct phone numbers on one phone line. Contact Charter Customer Care to activate this feature.

### Repeat Dialing\*

This feature automatically redials a busy number for you and notifies you when the number is no longer busy. This feature is billed on a per-use basis.

**To Activate:** Lift the handset, press **\*66**. If the number is callable, you will get a voice confirmation.

**To Deactivate before 30 Minutes Have Elapsed:** Lift the handset, listen for dial tone, then press **\*86**.

### Selective Call Acceptance

This feature limits incoming calls to up to 12 designated numbers and auto-routes all other incoming calls to a polite message stating calls are not being accepted at this time.

**To Activate:** Lift the handset, then press **\*64**.

**To Deactivate:** Lift the handset, press **\*84** and follow the prompts.

### Speed Dial 8

This feature allows you to program up to eight phone numbers for fast, one-digit dialing.

**To Activate:** Identify up to eight phone numbers that you wish to program. Assign each number a one-digit code between 2 and 9. Lift the handset, listen for dial tone, then press **\*74**, then wait to hear the dial tone again.

Enter the one-digit code you selected on the keypad, followed by the first phone number (up to 24 digits). After you enter your number, then press the **#** key. Several short tones confirm your entry. Hang up and repeat this process for up to seven additional phone numbers.

**To call a Speed Dial number,** lift the handset, listen for dial tone, then press the assigned one-digit code, followed by the **#** key.

**Note:** Numbers can be added or revised at any time by pressing the one-digit code you wish to change and repeating the setup process.

### Speed Dial 30

This feature allows you to program up to 30 phone numbers for fast, two-digit dialing.

**To Activate:** Identify up to 30 phone numbers that you wish to program. Assign each number a two-digit code between 20 and 49. Lift the handset, listen for dial tone, then press **\*75**, then wait to hear dial tone again.

Enter the two-digit code you selected on the keypad, followed by the first phone number (up to 24 digits). After you enter your number, then press the **#** key. Several short tones confirm your entry. Hang up and repeat this process for up to 29 additional numbers.

**To call a Speed Dial number,** lift the handset, listen for dial tone, then press the assigned two-digit code, followed by the **#** key.

**Note:** Numbers can be added or revised at any time by pressing the two-digit code you wish to change, and repeating the setup process.

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# Voicemail

## Welcome to Charter Telephone Voicemail

Now you will be able to receive messages when your telephone line is busy or if you are unable to answer the call for any reason. Charter Telephone Voicemail means reliable, around-the-clock service so you never miss an important message.

- Your voicemail will answer calls after 4-6 rings.
- An interrupted (stutter) dial tone on your phone line indicates there are new messages in your mailbox.
- Your mailbox can store up to 45 messages for a maximum of 31 days.
- You can activate up to four sub-mailboxes.

## Activate Voicemail (first-time access)

To set up your voicemail, you must be calling from your Charter home phone.

1. Dial your 7- or 10-digit Charter telephone number.
2. Voice instructions will guide you to create a new 4-digit PIN.
3. You will then be prompted to record your name and personal greeting.

**Note:** PIN Skip will be automatically turned ON at this point, allowing you access to your voicemail from your home phone without having to enter your PIN. Please refer to Login Options for instructions on how to turn OFF.

## Accessing Voicemail

Follow these instructions to access your mailbox after you have activated your voicemail system.

From your home phone:

1. Dial your 7- or 10-digit home number. (If PIN Skip is OFF, you must enter your PIN.)
2. You will enter the **Main Menu**.

From another phone:

1. Dial your 7- or 10-digit home telephone number.
2. Press **\* 5** when you hear the greeting.
3. Enter your 10-digit phone number.
4. Enter your PIN + **#**.
5. You will enter the **Main Menu**.

## Main Menu

When you dial into your voicemail, you will reach the Main Menu and have the following options.

Press **1** Review messages

Press **3** Work with your greetings

Press **4** Change your mailbox settings

Press **9** Interactive help

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## Review Messages

From the Main Menu, press **1** to review your messages. These non-prompted options are available during message review.

- 1 Repeat** Repeat current message in its entirety
- 3 Delete** Erase current message and play the next message
- # Save** Save current message and play the next message
- 5 Envelope Information** Repeat time and date message was received
- 6 Skip** Move to next message; current message remains new
- 7 Rewind** Rewind current message by 4 seconds
- 8 Pause** Pause current message for up to 2 minutes
- 9 Fast-Forward** Fast-forward within current message by 4 seconds
- \* 7 Return** Replay previous message
- \* 1 Return to Main Menu**

## Customize Greetings

Charter Telephone Voicemail offers you the flexibility of multiple types of greetings.

### Default Greetings

When you first activate your voicemail, you will have the option to record your name and personal greetings. If you do not record or activate any greetings, your callers will hear your recorded name (or your phone number, if you have not recorded your name) with the default system greeting. However, at any time after you have set up your mailbox, you can activate your custom greetings.

### Custom Greetings

From the Main Menu, press **3** to record/change your personal greetings.

**Step 1** Select the greeting you want to record/change:

- 1 All-calls greeting** Plays for all calls when no other greetings are recorded or active.
- 2 No-answer greeting** Plays when you do not answer your phone. When activated, this greeting overrides the all-calls greeting.
- 3 Busy greeting** Plays when your phone line is busy.
- 5 Extended-absence greeting** Activate this greeting when you will be away from home for longer periods of time. You can choose whether callers can leave messages when this greeting is activated. When active, it supersedes all other greetings. When you deactivate this greeting, you have to reactivate any custom greetings.
- 6 Record name** The system uses this greeting in any circumstance when the system plays your name; for example, for the default greeting, or when you leave a message in another subscriber's mailbox.

**Step 2** After you record your greeting, you can select:

- 1** Listen to the greeting
- 2** Activate or deactivate the greeting
- 3** Re-record the greeting
- 6** Erase the greeting
- \* 2** Return to the previous menu

**Step 3** Repeat Steps 1 and 2 to work with other greetings.

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## Mailbox Options

This section provides you information on how to customize your voicemail service.

### Login Options

To ensure privacy, you should change your 4-digit PIN when you first set up your mailbox. Your PIN should be easy to remember but difficult for others to guess. Please write down your PIN and keep it in a safe place.

#### Change your PIN:

From the Main Menu, press **4** to change your Mailbox Settings

Press **3** for Login Options

Press **1** to change your PIN

### Automatic Log-in Options

When activated, this convenient feature allows you to save time by accessing your home voicemail service from your own phone without having to enter your phone number or PIN every time.

**Note:** Automatic Log-in does not work when retrieving messages away from home, so we suggest that you write down your PIN and keep it in a safe place for reference.

At the Main Menu, Press **4** to change your Mailbox Settings

Press **3** for Login Options

Press **2** to turn **Fast Login** ON/OFF — allows you to enter your mailbox without entering your 10-digit phone number when dialing directly from your home phone.

Press **2** to turn **PIN Skip** ON/OFF — allows you to enter your mailbox without entering your 4-digit PIN when dialing directly from your home phone.

**Note:** PIN Skip will only work when Fast Login is also turned on.

### Message Notification Settings

You have the option to change how and when you are notified of new messages in your inbox.

1. From the Main Menu, press **4** to change your mailbox settings
2. Press **4** to change message indicator notification settings

### Message Playback Settings

You have the option to change the way your messages are played back to you, including having your messages play automatically when you log in, or choosing urgent messages to play first.

1. From the Main Menu, press **4** to change your mailbox settings
2. Press **5** to change message playback settings

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## Group Mailbox

This valuable feature allows family members or roommates to receive messages in separate, private mailboxes. You can activate up to four sub-mailboxes and create individual greetings for each mailbox.

### To Activate Group Mailboxes

**You must contact Charter Customer Care to activate this feature.**

**Note:** When you call to have this feature activated, your current voicemail box will be entirely reset. Please take note of this, as any messages in your current mailbox will be deleted and all mailbox greetings and personal options will be reset.

### To Set Up Group Mailboxes

**Step 1:** Dial your 7- or 10-digit home phone number.

**Step 2:** You will be prompted to select the mailbox that you want to set up.

Press **0** for Common Mailbox

Press **1** for Mailbox 1

Press **2** for Mailbox 2

Press **3** for Mailbox 3

Press **4** for Mailbox 4

**Step 3:** After selecting the mailbox that you want to initialize, you will be prompted to enter your default PIN. This will be the last 4 digits of your home phone number.

**Step 4:** Voice instructions will guide you to create a new 4-digit PIN for that mailbox and record greetings.

### Turning Group Mailbox ON/OFF

Once the Group Mailbox feature has been activated by Charter Customer Care, you will be able to turn your sub-mailboxes on or off directly from the Main Menu at any time.

Press **6** from the Main Menu to select the Incoming Calls function

Press **2** to work with your Group Mailbox

Press **1** to turn the Group Mailbox ON/OFF

**Note:** Only the Primary Mailbox will have the ability to turn Group Mailbox ON/OFF. If the Group Mailbox feature is OFF, the Sub-Mailboxes can no longer be accessed.

# Understanding your bill

This step-by-step overview explains the charges and information on each page of your monthly telephone bill.

- 1 **Account Information:** Important comments about your account are provided in this section of your bill.
- 2 **Previous Balance:** Balance from the previous billing period.
- 3 **Balance Forward:** Any unpaid amount carried over from your previous bill.
- 4 **Payment Coupon:** Tear along the perforation and return the bottom portion with your payment.
- 5 **Payment Due Date:** Charter must receive your payment by this date. Payments received after this date may be subject to late fees and will appear as Balance Forward charges on your next statement.
- 6 **Amount Due:** Total amount due this month.

**Prorated Charges:** Charter bills your telephone service charges one month in advance. Your first telephone bill will be larger than a normal bill, because it includes service charges from the first day you started telephone service with Charter and ends with your first full month statement. The prorated charges begin on the day you started telephone service with Charter and are labeled on your bill as "Partial Month Services," in the Charge Details section of your bill. Your future bills will not include prorated charges and will reflect a normal one-month service charge unless a change is made to your subscription.



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SIMPSONVILLE SC  
8551 1000 RT RP-20 10212005 NNNYYY 01  
#BWNJJQR  
#197259989995652#  
JOHN JONES  
1234 GARNER LN  
ANYTOWN, ST 12345-0000

January 28, 2006  
**Statement of Service**



**Account** JOHN JONES  
**8351 10 000 0000123**

For Service at 1345 Garner Ln.  
APT 10101  
Anytown, ST 12345-0000  
(864) 555-5555

Contact Us [www.charter.com](http://www.charter.com)  
1-800-955-7766  
Pay Center Location/Hours  
508 Niagara, E Alton  
Mon-Fri 8am-6pm & Sat 9am-1pm

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**Account Information**

Two hundred eighty-two characters are available for this section-three message. That's equivalent to six lines of forty-seven characters. The message will word wrap and the following message (if any) will start a set space from the last line, so the actual number of printed lines will vary.

Statement messages are an important tool to reach your customers. There are six lines of forty-seven characters. A statement message can target a delinquent, credit, zero, and disconnected customer.

**Expect more from Charter**

Sign up for online billing today to view and pay your Charter bill and manage your account. Once you register, you will begin receiving a monthly e-mail notification reminding you that your bill is available online and is ready for payment. Visit [Charter.com](http://Charter.com) to register today.

**Summary** Details on following pages.  
*Service from 01/01/06 through 01/29/06*

Previous Balance	0.00
Payments Received	0.00
Balance Forward	0.00
Charter Telephone	42.46
Adjusts. Taxes and Fees	10.10
<b>Total Due by 02/15/06</b>	<b>\$52.56</b>

This month you saved \$10.00 with your Charter package.  
You will save at least \$120.00 annually with your Charter packages.

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**Payment Options**

**ePay** Life just got easier! View and pay your bill online. Visit [charter.com](http://charter.com) and select Charter ePay to register.

**Pay by mail** Detach this coupon and send it together with your check made payable to Charter in the enclosed envelope. Write your account number on your check.

**Change of billing address**  
Check here and make changes on the back.

January 28, 2006  
JOHN JONES  
**Account 8351 10 000 0000123**

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**Total Due by 02/15/06** **\$52.56**

Amount you are enclosing \$



CHARTER COMMUNICATIONS  
PO BOX 123456  
ANYTOWN ST 12345-0000

835110001000518600203680

Not

20 charterphone.com

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# Customer Rights and Privacy

## About Our Services

Consumers have a right to the information necessary to make sound decisions. Please call our Customer Care Center at (866) 207-3633 to obtain information about our products and services.

## Bill Disputes

You must notify our Customer Care Center at (866) 207-3663 within 30 days of your billing date of any billing discrepancies.

## Bill Payment and Adjustments

Your telephone bill with only current charges is due within 21 days of delivery; any past-due balance is due immediately. Your payment is considered past-due if not received by the date specified on the bill. A late fee of up to \*1.5% will be assessed to any unpaid past-due balance each month\*\*.

A returned payment fee of up to \$25.00 will be assessed for any returned check or declined credit or electronic payment. Additional charges may apply if further collection activity is required.

You may have your monthly amount due automatically deducted from a checking, savings, or credit card account. To sign up for this service or to obtain the hours and addresses of bill payment locations, please call our Customer Care Center toll-free at (866) 207-3663.

You have the right to your continued local telecommunications package as long as full payment for that local service is made in a timely way.

\*In North Carolina, the late fee of 1% will be assessed to any unpaid past-due balance each month.

\*\*In Massachusetts, the late fee will be applied once per late balance.

## Call Blocking Options

Refer to your Welcome Kit or call our Customer Care Center at (866) 207-3663 for detailed information on the call blocking options available in your area.

## Choice of Services

Charter Telephone Services are provided to consumers without discrimination as to race, color, sex, nationality, religion, marital status, income level, and source of income, or from unreasonable discrimination on the basis of geographic location.

or

## Cramming — Charges on Your Telephone Bill

Placing charges on your phone bill for products or services without your authorization is known as cramming and is prohibited by law.

Your telephone company may be providing billing services for other companies, so other companies' charges may appear on your telephone bill. If you believe you were crammed, you should contact the telephone company that bills you for your telephone service — Charter Telephone Service at (866) 207-3663 — and request that it take corrective action.

The billing telephone company will do the following within 45 days of when it learns of the unauthorized charge:

- Notify the service provider to cease charging you for the unauthorized product or service;
- Remove any unauthorized charge from your bill;
- Refund or credit all money to you that you have paid for an unauthorized charge; and
- On your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill.

## Credit and Deposit Information

A credit assessment may be required to establish service. If required, you will be asked for the necessary information or provided with alternatives if available. The result of the assessment process determines whether more information and/or an advance payment and/or COD (cash on delivery) are required. If an advance payment/COD is required, the amount is typically equal to the normal cost of installation plus the cost of one month of service.

If the results of a credit assessment indicate that an advance payment or COD is required, and the finding is based on your Social Security number being associated with a joint credit history, and you disagree with that finding, you will be provided with the number to the reporting agency so you may attempt to resolve the matter.

At this time, Charter Telephone Service does not require a deposit to establish or maintain telephone service.

## Deferred Payment Plans

If you are unable to pay the total charges on your bill, you may enter into a payment arrangement. So long as the terms of the payment arrangement remain met, your service will not be disconnected. Typically, you may have between one and three billing cycles to pay the past-due balance; however, in addition to the deferred amount, you must also pay all current charges each month.

In some areas, once you agree to a payment arrangement plan, you may receive the terms in writing and must sign and return the agreement for it to remain valid and avoid disconnection. Whether verbal or in writing, if you do not meet the agreed payment arrangements at any time during the deferment, your service may be disconnected. To exercise your right to request payment arrangements, call our Customer Care Center toll-free at (866) 207-3663.

## Filing a Complaint

To file a complaint with Charter by telephone, call our Customer Care Center at (866) 207-3663.

To file a complaint with Charter in writing, mail to:

Charter Communications  
941 Charter Commons Drive  
Town and Country, MO 63017  
ATTN: CCA — Charter Telephone

If handling of the complaint is unsatisfactory, you may request a review by a supervisor.

To file a complaint with your state agency, refer to the State Agency Contact List for the telephone number and mailing address.

## Restoration of Service

In order to have service restored, any outstanding balance must be paid. There is a charge to have service restored. If service is not restored within 30 days of disconnection, the restoration may be considered a new connection and subject to credit assessment. Other conditions may apply. Please call our Customer Care Center toll-free at (866) 207-3663 to arrange for the restoration of service.

## Service Standards

Charter strives to maintain service standards as set forth by your state agency. Call our Customer Care Center at (866) 207-3663 with any questions about service standards. You may also contact your state agency for information about service standards.

## Slamming — Selecting a Telecommunications Carrier

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your permission, a practice commonly known as slamming.

If you are slammed, the telephone company that slammed you will do the following:

1. Pay all charges associated with returning you to your original telephone company within five business days of your request.

2. Provide all billing records to your original telephone company within 10 business days of your request.
3. Pay your original telephone company the amount you would have paid if you had not been slammed.
4. Refund to you within 30 business days any amount you paid for charges during the first 30 days after the slam and any amount more than what you would have paid your original telephone company for charges after the first 30 days following the slam.

Your original telephone company is required to provide you with all the benefits (such as frequent-flyer miles) you would have normally received for your telephone use during the period in which you were slammed.

If you have been slammed, you can change your service immediately back to your original provider by calling your local telephone company. You should also report the slam by writing or calling your state agency.

You can prevent slamming by requesting a preferred carrier freeze from your local telephone company. With a freeze in place, you must give formal consent to lift the freeze before your phone service can be changed. A freeze may apply to local service, local toll service, and/or long-distance service. Your state agency can give you more information about freezes and your rights as a customer.

## Special Services and Assistance

If you, or someone you care for, has a physical disability, please contact our Customer Center toll-free at (866) 207-3663 so that special actions needed to inform you of your rights and/or provide services may be discussed. Hearing- and speech-impaired individuals with a text telephone (TTY) may access the Telecommunications Relay Service (TRS) to place calls by dialing 711 from their home telephone.

Some states offer assistance for low-income, elderly, and/or other groups. To determine what, if any, assistance is available and qualifying criteria exists, call our Customer Care Center at (866) 207-3663.

## Suspension/Disconnection of Service

Upon advance written notice, Charter Telephone can suspend/disconnect your local telecommunication package and services for any of the following reasons:

- Failure to pay for tariffed/regulated charges for local telecommunications services or to make payment arrangements before the date of disconnection indicated on the disconnect notice.
- Failure to comply with the terms of a payment arrangement plan.

Not

Charter Telephone can suspend/disconnect local telecommunication package and services without notice for any of the following reasons:

- Service is installed, connected, or reconnected without authority
- Where there is evidence or suspect of tampering with Charter's equipment
- Theft of service
- Any other efforts to defraud Charter

Non-payment of an amount under dispute will not be subject to suspension/disconnection until the resolution of the dispute if the amount is then deemed due.

## Telephone Solicitation

There are certain protections for a person who receives a telephone solicitation at a residence.

A telephone solicitor must:

- Identify himself or herself by name;
- Identify the business on whose behalf he or she is calling;
- Identify the purpose of the call; and
- Identify the telephone number at which the person, company, or organization making the call may be reached.

A telephone solicitor may not call a residence before 9AM or after 9PM on a weekday or Saturday or before noon or after 9PM on Sunday.

If a telephone solicitor uses an automatic dialing/announcing device, the machine must disconnect from your line within 30 seconds after termination of the call.

Exceptions: The requirements above do not apply to telephone solicitations made at your request, solicitations made in connection with an existing debt or contract, or calls from a telephone solicitor with whom you have a prior or existing business relationship.

If you use a credit card to purchase consumer goods or a service from a telephone solicitor other than a public charity (an organization exempt from federal income tax under the Internal Revenue Code §501(c)(3)), the seller must:

- Offer a full refund for the return of undamaged and unused goods within seven days after you receive the goods or service (the seller must process the refund within 30 days after you return the merchandise or cancel your order for undelivered goods or service); or

- Provide you with a written contract fully describing the goods or service being offered, the total price charged, the name, address, and business phone of the seller, and any terms and conditions affecting the sale.

If you have a complaint about a telephone solicitor whom you believe has violated this law, contact your state agency.

Another law requires a telephone solicitor to make every effort not to call a consumer who asks not to be called again and/or who has registered with a federal or state Do Not Call program. Complaints relating to a violation of this law are investigated by your state agency. If you have a complaint about repeated solicitation from a telephone solicitor you have asked not to call you again, contact your state agency;

Be advised that you may have additional rights under federal law. Please contact the Federal Trade Commission or the Federal Communications Commission for further information on these additional rights.

## Customer Proprietary Network Information (CPNI)

This information can be found on our website, at [www.charter.com](http://www.charter.com)

## Charter Privacy Policy for Voice Services

Charter takes the protection of its subscribers' ("you" or "customer(s)") privacy seriously. The following statement applies to those Charter customers who subscribe to Charter voice services and informs such customers of the information that Charter collects and retains how Charter uses it, protects it, and the limited cases where Charter may disclose some of that information.

### What type of information does Charter collect?

Charter's voice service systems may collect personally identifiable information about our customers: (a) as it is necessary to provide our voice services and service features; (b) as customers voluntarily provide such information to Charter; (c) to prevent the unauthorized reception of services; and (d) as may be required under applicable law. This information includes your name, address, and telephone number(s), and it may include additional information to help us verify your identity (for example, your driver's license number, a Social Security number, or a state identification number) and honor your payment preferences (for example, your bank account or credit card number) and other similar information that we use to establish and maintain your voice service account. We may also collect and maintain information about your account, such as billing, payment, and deposit history; maintenance and complaint information; correspondence with you; information about the service options that you have chosen; information about the equipment you have, including specific equipment identifiers; and information about your use of our voice services, including the type, technical arrangement, quantity, destination, and amount of use of certain of those voice services, and related billing for those services.

Not

Charter may also collect additional personally identifiable information from third parties to enhance our customer database, and Charter may maintain research records containing information obtained through voluntary subscriber interviews or surveys.

### **Why does Charter collect personally identifiable information?**

Charter collects personally identifiable information to:

- Ensure the proper delivery and billing of your services;
- Provide you with accurate and high-quality customer service;
- Develop and market new services, to better fit our customers' needs (subject to our customers' rights to limit or restrict us from making these offers as described in the attached CPNI Policy and as further required by law);
- Protect the security of the system;
- Configure voice-service-related devices and software;
- Install, operate, and maintain our voice systems and the services we provide, as necessary to render our voice services, and for other legitimate business activities related to our voice services;
- Provide updates, upgrades, repairs, or replacements for any of our voice-service-related devices or software used in providing or receiving services;
- Maintain our accounting and tax records; and
- Comply with the law.

### **Who sees the information collected by Charter?**

Charter considers the personally identifiable information contained in our business records to be confidential. We will only disclose personally identifiable information to unaffiliated third parties under an obligation of confidentiality and for limited purposes consistent with this Privacy Policy, and as authorized by applicable law. Unaffiliated third parties are prohibited from further disclosure of your personally identifiable information, whether for that third party's own marketing purposes or otherwise.

We may disclose personally identifiable information about you to others (such as our employees, contractors, and agents as well as outside auditors, professional advisors, service providers, potential business transition partners, and regulators), either with your written consent or without your written consent as authorized by law, if necessary to render our service or to conduct a legitimate business activity related to a service provided by us to you.

For example, we may disclose to an affiliated or nonaffiliated company your name, address, or other subscriber information that we have collected in order to:

- Assist us in providing administrative and other services;

- Prepare, print, and/or deliver monthly invoices for our services or other marketing or informational materials to our customers;
- Prepare and conduct subscriber surveys to assess and enhance the services that we provide to you;
- Collect outstanding fees and charges;
- Market our (including our affiliates') products and services (subject to your right to limit or restrict us from making these offers as described in the attached CPNI Policy or other applicable law); and
- Assist us in detecting and protecting against fraudulent, abusive, or unlawful use of, or subscription to, our services.

The frequency of any information disclosure varies in accordance with our business activities and needs.

### **How long does Charter maintain personally identifiable information?**

Charter will maintain your personally identifiable information only as long as it is necessary for the purpose for which it was collected; to comply with applicable law, including but not limited to tax and accounting laws; to satisfy pending requests or orders for access by a customer to his/her information or pursuant to a court order.

### **How does Charter protect customer information?**

Charter takes the security of our customers' personally identifiable information seriously.

Charter takes such actions as are reasonably necessary to prevent unauthorized access by entities other than Charter to personally identifiable information. Charter uses security and/or encryption technology to secure personally identifiable information collected over the system.

Charter also restricts access to its customer database and secures the content by use of firewalls and other security methods. Charter limits access to databases containing our customers' personally identifiable information to those specifically authorized employees and agents of Charter and other parties identified in the disclosure section above. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

### **Can I see the information that Charter collects about me?**

The information Charter has about you is maintained at your local office and at our corporate headquarters. If you would like to see this information, please send Charter a written request to the address provided below. Charter will make an appointment for you to come in to your local office during regular business hours. If your review reveals an error in our records, we will correct it.

You may also be able to access certain information by telephone or Internet access at [www.charter.com](http://www.charter.com), depending upon the information you have provided. Telephone contact information can be found on your monthly billing statement.

Not

### What if I have any questions?

If you have any questions about our privacy protections and policies, please contact your local customer service office. You can find the phone number for your local customer service office on your monthly bill statement or by visiting Charter's website at [www.charter.com](http://www.charter.com).

### What can I do if I believe Charter has violated my rights?

You may enforce the limitations imposed on us by federal law with respect to the collection and disclosure of personally identifiable subscriber information about you, through a civil action under federal law, in addition to other rights and remedies that may be available to you under federal or other applicable laws.

## Note to California Customers Regarding Your Privacy Rights

California law requires Charter to provide to customers, upon request, certain information regarding the sharing of personally identifiable information to third parties for their direct marketing purposes. As mentioned above, Charter does not share information with unaffiliated third parties for their own direct marketing purposes.

However, Charter may share personally identifiable information with some same-branded affiliates for those affiliates' direct marketing purposes (subject to restrictions in the CPNI Policy). If you make a request by phone or online, Charter will provide you with the number of its same-branded affiliates in California and a list of personal information that it may have shared with some or all such affiliates.

We make every reasonable effort to protect your privacy as described in this Privacy Policy. Nevertheless, your personally identifiable information may be disclosed in the process of rendering our services to you or as required by law. For example:

- Your name and/or telephone number may also be transmitted and displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business numbers, 911, 900 numbers, or toll-free 800, 888, 877, or 866 numbers (where available).
- Charter may publish and distribute telephone directories in print, on the Internet, and on disks. Those telephone directories may include customer names, addresses, and telephone numbers, without restriction to their use.
- Charter also makes customer information available through directory assistance operators.
- Charter may also provide customer names, addresses, and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.

- Name, address, and telephone information in telephone directories may be sorted, packaged, repackaged, and made available again in different formats by anyone.
- We take reasonable precautions to ensure that non-published and non-listed numbers are not included in our telephone directories or directory assistance services, or any third-parties' directories or directory assistance services, although we cannot guarantee that errors will never occur.

We will disclose personally identifiable information about you without your consent and sometimes without notice to you when required by law in order to comply with a valid legal process such as a subpoena, court order, or search warrant, for example. If we receive such a request, we will notify you before responding, unless we are prohibited from doing so by law.

Valid legal process may require us to disclose or allow access to personal information such as your account, billing, payment, and calling records, and may also require us to allow governmental entities to monitor your calls and callers as well as general call usage. We may also use or disclose personally identifiable information about you without your consent (a) to protect our customers, employees, or property, (b) in emergency situations, (c) to enforce our rights in court or elsewhere, or directly with you, for violations of service terms, conditions, or policies and/or (d) as otherwise required by law; for example, as part of a regulatory proceeding.

We reserve the right to collect and disclose information in collective or aggregate formats, such as ratings surveys and other statistical reports, which do not personally identify you. We may use your personally identifiable information to better understand how the service is being used, to improve it, and for performance measurement and security purposes, including to determine whether there are violations of any applicable policies and terms of service.

In the event we (or our affiliates) engage in a business transition, such as a merger, acquisition, or sale of all or a portion of our assets, customers' personally identifiable information will, in most instances, be part of the assets transferred. If, as a result of the business transition, this Privacy Policy will be changed, aggregate information may also be transferred in connection with a business transition.

### Notices and Changes to Privacy Policy & CPNI Policy

As required by federal law, we will notify you of our Privacy Policy annually. Further, we will notify you of our CPNI Policy at least once every two years. We reserve the right to modify this Privacy Policy and/or the CPNI Policy at any time. We will notify you of any material changes via written, electronic, or other means permitted by law. If you continue to use the service following notice, we will consider that as acceptance of the change.

Not

## State Agency Contact List

### State Agency Contact List

State Agency	Telephone Number	Address
Alabama Public Service Commission	800-392-8050	POB 304260, 100 N. Union St. RSA Union, Suite 838 Montgomery, AL 36130
California Public Utilities Commission	800-649-7570	505 Van Ness Ave. San Francisco, CA 94102-3298
Connecticut Department of Public Utility Control	800-382-4586 (within CT) 860-827-2837 (TDD only)	Ten Franklin Square New Britain, CT 06051
Georgia Public Service Commission	800-282-5813	244 Washington Street, SW Atlanta, GA 30334
Illinois Commerce Commission	800-524-0795 800-858-9277 (TDD only)	527 E. Capital Ave. Springfield, IL 62701
Louisiana Public Service Commission	800-256-2397	602 North 5th Street, 12th Floor Baton Rouge, LA 70802
Massachusetts Department of Telecommunications and Energy	800-392-6066	One South Station Boston, MA 02110
Michigan Public Service Commission	800-292-9555 (within MI)	POB 30221 Lansing, MI 48909
Minnesota Public Utilities Commission	800-657-3782	121 7th Place E., Suite 350 Saint Paul, MN 55101-2147
Missouri Public Service Commission	800-392-4211	200 Madison Street, POB 360 Jefferson City, MO 65102-0360
Nevada Public Utilities Commission	800-992-0900, Ext. 4-6101	1150 E. William Street Carson City, NV 89701-3109
North Carolina Utilities Commission	919-733-9277	4326 Mail Service Center Raleigh, NC 27699-4326
South Carolina Public Service Commission	800-922-1531	POB 11263 Columbia, SC 29211
Tennessee Regulatory Authority	800-342-8359	460 James Robertson Parkway Nashville, TN 37243-0505
Texas Public Utility Commission	888-782-8477	POB 13326 Austin, TX 78711-3326
Virginia State Corporation Commission	800-552-7945 (within VA) 804-371-9206 (TDD only)	POB 1197 Richmond, VA 23218
Washington Utilities and Transportation Commission	800-562-6150 800-416-5289 (TDD only)	POB 47250 1300 S. Evergreen Park Dr. SW Olympia, WA 98504-7250
Wisconsin Public Service Commission	800-225-7729 608-267-1479 (TDD only)	POB 7854 Madison, WI 53707-7854

## Fraud and Misuse of Service Policy

Charter provides residential service for residential use only. Customers desiring voice service for business purposes are required to purchase business voice service. Charter Communications reserves the right to discontinue or block long-distance services without further notice if the customer is utilizing residential service for business purposes, or other non-residential purposes as evidenced by excessive usage based on average residential usage within the voice industry or other factors indicating non-residential use.

If Charter residential voice service is used for business purposes including access to the Internet, telemarketing, auto-dialing, or commercial or broadcast facsimile (i.e., fax), where any of these calls would be long-distance or local toll calls, the customer has the right to reclassify service to Charter Business and pay the fees associated with such service, prior to disconnection due to non-residential usage. Any such conversion will be at the sole discretion of Charter.

Customer is responsible for any fraudulent or misuse of service that occurs through customer's account whether by a member of customer's household or an authorized or unauthorized third party. Misuse includes modem hijacking, international calls, 411/directory assistance calls, excessive usage and any per-use charges.

### What is modem hijacking?

Modem hijacking is a type of fraud that takes place over a dial-up modem while you are on the Internet downloading a file or, in some cases, accepting certain terms and conditions. While your computer is downloading the information, the hijacker takes control of your modem and starts dialing international locations. Usually the first thing the hijacker does is disable the sound on your computer so that you do not hear the modem dialing. Hijacked international calls will show up on your phone bill as dialed international numbers.

### How do I prevent modem hijacking?

Contact Charter Communications at (866) 207-3663 to replace dial-up Internet service with high-speed Internet service, which includes Internet Security software that can help prevent modem hijacking.

Not

### **What sites are prone to hijacking?**

Entertainment sites are the most targeted by modem hijackers, although any site could hijack a modem. These sites often dial international numbers specializing in entertainment.

### **What do I look for?**

The appearance of short international calls on your phone bill that you have not made. Typical target countries are: Sao Tome, Wallis and Futuna, Central African Republic, Estonia, Austria, and Lichtenstein.

### **What should I do if I suspect modem hijacking?**

1. Disconnect your telephone line from the dial-up modem immediately.
2. Contact Charter Telephone customer service at (866) 207-3663 and request international calling to be disabled.
3. Contact your Internet provider immediately or, if your Internet provider is Charter Communications, call (866) 207-3663 and request Internet Security.

