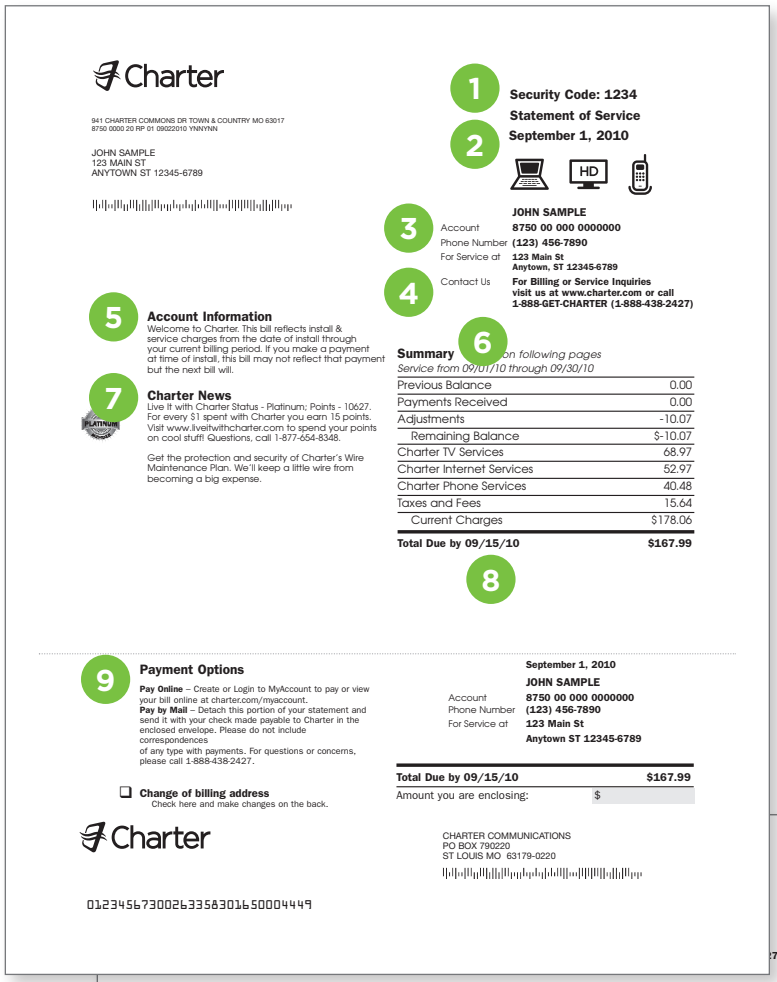
How to read your new **Charter Statement**:

1. **Your New Security Code.**
2. **Your New Statement Date.**
3. **Your New Account Number.**
4. **How to Reach Us.**
5. **Important Messages, Reminders and Offers.**
   Including special events, savings opportunities, news, and promotions.
6. **Summary of Charges, Payments and Credits.**
7. **Live It with Charter Rewards Program.**
   View your current point balance. Not registered? Sign up today at www.liveitwithcharter.com
8. **Your Payment Due Date.**
9. **Your Payment Coupon.**
   Simply tear it off and mail.
10. **Charge Details.**
    Itemized details of charges, broken out by service: Charter TV, Charter Internet and Charter Phone.
11. **Promotional Savings.**
    Outlines the time frame and total of your monthly promotional savings for each Charter service.
12. **Partial Month Charges.**
    Charges from the date your service started through the first date of your regular billing cycles.
13. **Taxes and Fees.**
    Any fees applied to your account, along with required telecommunications taxes and fees.

13a **End User Common line Charge.**
A fee charged by local phone companies for access to the local network in order to support the costs of providing and maintaining long distance lines.

13b **Federal Universal Service Fund.**
For programs designed to keep telephone service affordable for all Americans.



Charter

941 CHARTER COMMONS DR TOWN & COUNTRY MO 63017
8750 0000 20 RP 01 09022010 YNNYNN

JOHN SAMPLE
123 MAIN ST
ANYTOWN ST 12345-6789

1 Security Code: 1234
Statement of Service
2 September 1, 2010

3 JOHN SAMPLE
Account 8750 00 000 0000000
Phone Number (123) 456-7890
For Service at 123 Main St
Anytown, ST 12345-6789

4 Contact Us For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

5 **Account Information**
Welcome to Charter. This bill reflects install & service charges from the date of install through your current billing period. If you make a payment at time of install, this bill may not reflect that payment but the next bill will.

7 **Charter News**
Live It with Charter Status - Platinum; Points - 10627. For every $1 spent with Charter you earn 15 points. Visit www.liveitwithcharter.com to spend your points on cool stuff! Questions, call 1-877-654-8348.

Get the protection and security of Charter's Wire Maintenance Plan. We'll keep a little wire from becoming a big expense.

6 **Summary** *on following pages*
Service from 09/01/10 through 09/30/10

Previous Balance	0.00
Payments Received	0.00
Adjustments	-10.07
Remaining Balance	$-10.07
Charter TV Services	68.97
Charter Internet Services	52.97
Charter Phone Services	40.48
Taxes and Fees	15.64
Current Charges	$178.06
Total Due by 09/15/10	**$167.99**

8

9 **Payment Options**
Pay Online – Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.
Pay by Mail – Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

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

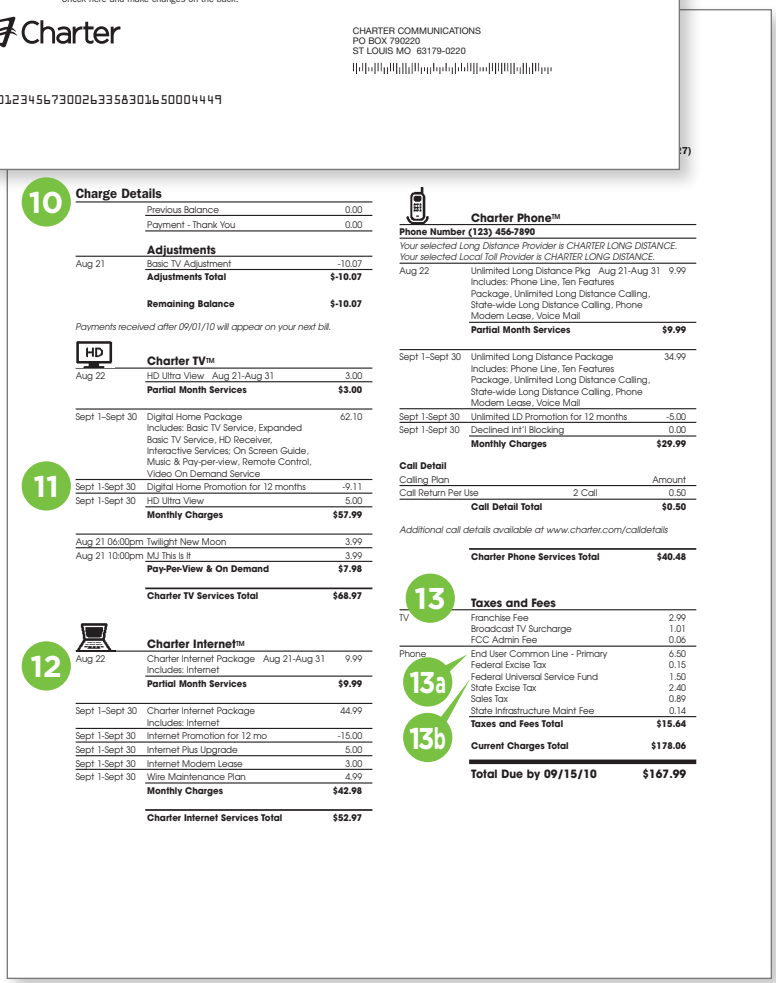
September 1, 2010
JOHN SAMPLE
Account 8750 00 000 0000000
Phone Number (123) 456-7890
For Service at 123 Main St
Anytown ST 12345-6789

Total Due by 09/15/10 **$167.99**
Amount you are enclosing: $

Charter

CHARTER COMMUNICATIONS
PO BOX 790220
ST LOUIS MO 63179-0220

0123456730026335830165000 4449



10 **Charge Details**

	Previous Balance	0.00
	Payment - Thank You	0.00
	Adjustments	
Aug 21	Basic TV Adjustment	-10.07
	Adjustments Total	**$-10.07**
	Remaining Balance	**$-10.07**

Payments received after 09/01/10 will appear on your next bill.

Charter TV™

Aug 22	HD Ultra View Aug 21-Aug 31	3.00
	Partial Month Services	**$3.00**
Sept 1–Sept 30	Digital Home Package Includes: Basic TV Service, Expanded Basic TV Service, HD Receiver, Interactive Services; On Screen Guide, Music & Pay-per-view, Remote Control, Video On Demand Service	62.10
Sept 1-Sept 30	Digital Home Promotion for 12 months	-9.11
Sept 1-Sept 30	HD Ultra View	5.00
	Monthly Charges	**$57.99**
Aug 21 06:00pm	Twilight New Moon	3.99
Aug 21 10:00pm	MJ This Is It	3.99
	Pay-Per-View & On Demand	**$7.98**
	Charter TV Services Total	**$68.97**

11

12

Charter Internet™

Aug 22	Charter Internet Package Aug 21-Aug 31 Includes: Internet	9.99
	Partial Month Services	**$9.99**
Sept 1–Sept 30	Charter Internet Package Includes: Internet	44.99
Sept 1-Sept 30	Internet Promotion for 12 mo	-15.00
Sept 1-Sept 30	Internet Plus Upgrade	5.00
Sept 1-Sept 30	Internet Modem Lease	3.00
Sept 1-Sept 30	Wire Maintenance Plan	4.99
	Monthly Charges	**$42.98**
	Charter Internet Services Total	**$52.97**

Charter Phone™
Phone Number (123) 456-7890
Your selected Long Distance Provider is CHARTER LONG DISTANCE.
Your selected Local Toll Provider is CHARTER LONG DISTANCE.

Aug 22	Unlimited Long Distance Pkg Aug 21-Aug 31 Includes: Phone Line, Ten Features Package, Unlimited Long Distance Calling, State-wide Long Distance Calling, Phone Modem Lease, Voice Mail	9.99
	Partial Month Services	**$9.99**
Sept 1–Sept 30	Unlimited Long Distance Package Includes: Phone Line, Ten Features Package, Unlimited Long Distance Calling, State-wide Long Distance Calling, Phone Modem Lease, Voice Mail	34.99
Sept 1-Sept 30	Unlimited LD Promotion for 12 months	-5.00
Sept 1-Sept 30	Declined Int'l Blocking	0.00
	Monthly Charges	**$29.99**

Call Detail

Calling Plan		Amount
Call Return Per Use	2 Call	0.50
	Call Detail Total	**$0.50**

Additional call details available at www.charter.com/calldetails

Charter Phone Services Total	**$40.48**

13

Taxes and Fees

TV	Franchise Fee	2.99
	Broadcast TV Surcharge	1.01
	FCC Admin Fee	0.06
Phone	End User Common Line - Primary	6.50
	Federal Excise Tax	0.15
	Federal Universal Service Fund	1.50
	State Excise Tax	2.40
	Sales Tax	0.89
	State Infrastructure Maint Fee	0.14
	Taxes and Fees Total	**$15.64**
	Current Charges Total	**$178.06**
	Total Due by 09/15/10	**$167.99**

13a

13b

Charter