

Entertainment the way you want it!

Your guide to getting
the most from
Charter DVR[®]



Charter

Brings your home to life.™

1-888-GET CHARTER

(1-888-438-2427)

charter.com

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Introducing Charter DVR®

Get More Out of Your TV

With the Charter DVR, you can use your TV to...

Watch

- Watch a live program or a pre-recorded one
- Watch one program while you record another
- Watch a pre-recorded program while you record two other programs

Record

- Record up to two live programs at the same time
- Record all episodes of your favorite series, with just a one-time setup

Control Time

- Pause live TV
- Instant replay! Jump back 7 seconds instantly
- Rewind live TV

Questions or Concerns Regarding Your Service

Call our Customer Care Representatives anytime at **1-888-GET-CHARTER** (1-888-438-2427), or for online support or to find out about other Charter products and services visit **charter.com**.

We are looking forward to meeting all your entertainment needs, thank you for choosing Charter DVR.

Getting Started

Using Your Remote Control

Remote Control Features

Take a few moments and familiarize yourself with the functionality of your remote control. Supremely easy to use, this remote lets you control much more than just the volume and channel.

The diagrams on the next two pages provide a quick reference to the buttons on the Moxi® remote. Refer to the Cable User Guide, provided at installation or posted on charter.com, for information on programming the remote. Use buttons in the top half of the remote to access and navigate the Moxi Menu. Use the buttons in the middle area to control live and recorded content. The buttons on the bottom half of the remote are for standard TV operation. Use these buttons to adjust TV volume, change channels, or enter channel numbers directly.



Note: Remote models may vary, though basic function remains the same. For additional information on preparing the remote control to work with your TV and DVR, please refer to the manufacturer user guide.



Control Live TV and Recordings

Using Your Moxi® DVR

Moxi Menu

Overview

The Moxi Menu is the easiest, smartest way to find entertainment you like on TV. Press the MOXI button on the remote to access the Moxi Menu. Use the Moxi Menu to access categories of live and recorded shows and other exciting features. The intersection of the horizontal and vertical menu bands is called **center focus**. Scroll through the menu to find shows, movies, music, and more.



Moxi Menu

Navigation

- Press **MOXI**  to access the Moxi Menu.
- To navigate press the **arrow keys**     on the remote.
- To select an item, bring it into center focus and press **OK** .
- To get more information about a show or feature, press the **information button** .
- To back up one click or level, press the **left arrow** .
- To exit the Moxi Menu and return to live TV, press **live TV** , **Zoom** , or **MOXI** .



Remote Navigation

Note: Moxi includes a demo video to introduce you to Charter DVR and to help you get started. Go to the About Moxi category and choose Welcome to Moxi.

Interactive Program Guide

Live TV Channel: The currently tuned channel.

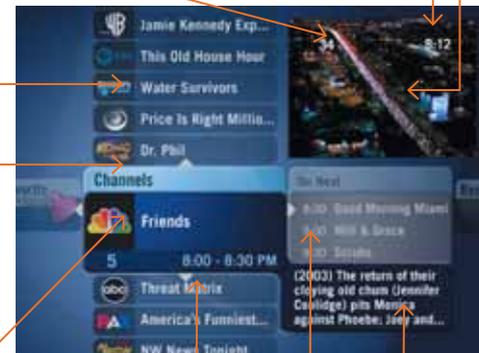
Show Titles: The vertical axis displays shows or sub-categories for the currently selected category. Move show titles into center focus to see more information.

Categories: Items along horizontal band in menu such as Movies, Kids and Recorded TV. Categories expand when they come into center focus.

Center Focus Area: Expands category titles and displays additional information for each title or category.

Video Window: Shows continue in the video window when using the menu.

Time: The current time of day.



Duration: The start and end time of the highlighted program.

On Next and Info Panel: Displays additional information about objects in center focus, and lists upcoming shows for this channel.

Categories

The horizontal band of the Moxi® Menu includes show and feature-related categories. By moving a show or feature-related category into center focus, the vertical band of the menu will expand with a list of relevant shows or features. Categories include:

- Channels
- On Demand
- Pay Per View
- Recorded TV
- Find & Record
- Settings
- About Moxi
- Ticker
- Photos
- Games
- HD
- Movies
- Sports
- Kids
- News
- Music
- Favorite Channels

Favorites

Favorites are automatically generated based on your viewing habits, so you don't have to worry about them. Your top 15 favorite channels are determined and listed under the **Favorite Channels** category in the Moxi® Menu. The **Favorite Channels** list is empty when you first start using the system, but will automatically populate as you watch TV. Once the list grows to 15, your list is refined based on the channels you view the most. The **Favorite Channels** list includes recorded shows and excludes channels blocked by Parent Control settings.

To reset your favorites:

1. Go to the **Favorite Channels** category within the Moxi Menu
2. Press **up arrow**  and **down arrow**  to scroll to **Options** and press **OK** 
3. Choose **Clear All** and press **OK** 
4. Choose **OK** and press **OK**  to confirm your choice

To remove a single channel:

1. Go to the **Favorite Channels** category within the Moxi Menu
2. Press **up arrow**  and **down arrow**  to scroll to your selected channel and press **OK** 
3. Choose **Remove Channel** and press **OK** 
4. Choose **OK** and press **OK**  to confirm your choice

About Favorites, found under the **Favorite Channels** category, provides tips about how Favorites works.

Charter On Demand (Where Available)

Charter On Demand is your TV on your schedule. Enjoy an extensive selection of 5000+ movies and shows — 1000s for FREE! Plus the great HD Selection in On Demand means you can watch what you want in HD when you want. Go to Channel 1 for movies, music, events, sports and premium shows from HBO®, Showtime®, Starz®, Cinemax® and More!



1. Select On Demand category you want such as **Movies**.
2. Select the title you want to watch, press **OK**  and then select buy/play.

Note: Must subscribe to HBO®, Showtime®, Starz® and Cinemax® to receive their programming On Demand

Pay-Per-View (PPV)

It's easy to browse and purchase Pay-Per-View titles directly from the **PPV** category. PPV titles can also be found in other Moxi® Menu categories, such as **Movies**. When you select a PPV show from the Moxi Menu, you will be prompted to purchase it.

Note: Refer to page 17 for Parental Control instructions for On Demand and Pay-Per-View.

Moxi Ticker

Reading Headlines:

The Moxi Ticker lets you glance at the bottom of the screen and see the latest news headlines, weather, sports, and stocks scroll by while you watch your favorite shows.

- **To turn ticker on or off:** Press the **ticker**  button on the Moxi remote.
- **To see all headlines or scores:** Just watch. Ticker automatically cycles through all headlines in one topic, and then goes to the next topic. Ticker can also be controlled using the **arrow keys**     and **OK**  buttons on the remote.
- **To find the weather in another city:** Weather for your city appears by default. To see weather for another city, scroll to the Weather tab (for current weather information) or the Forecast tab (for the next few days' forecast), and then press **up arrow**  or **up arrow**  to scroll through the other cities.

Getting More than Headlines: With the Moxi Ticker, you can learn more about any headline you see scroll by, or you can stop on one topic or story and see changes as they develop.



- **To read the whole story:** Press **left arrow**  or **right arrow**  to bring the desired headline or score to the center, and then press **OK** . Select **More info**, and then press **OK**  again. Use the **next** or **back** buttons as necessary to read the story.
- **To limit headlines to one category:** Press **left arrow**  or **right arrow**  to bring the category to the center, and then press **OK** . Select **Lock category**. To return to automatic scrolling, press **left arrow**  or **right arrow** .
- **To get updates on a headline or score:** Press **left arrow**  or **right arrow**  to bring the desired headline or score to the center, press **OK** , and then select **Lock item**. Updated scores or details appear as soon as Moxi® receives them.

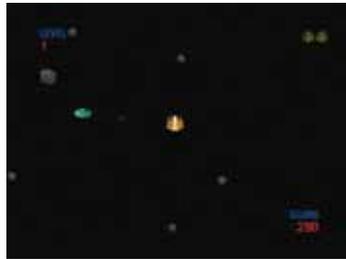
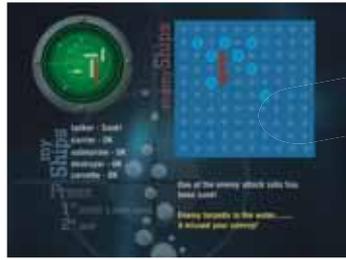
Games

The Games category lets you try your hand at a selection of strategy and parlor games. All games include on-screen playing instructions.

Choose from:

- **Battleship** - Sink the five-ship enemy armada before the enemy sinks yours.
- **Blackjack** - Build a hand having more points than the dealer's hand, without going over 21 points.
- **Checkers** - Eliminate your opponent's pieces before your opponent eliminates yours.
- **Domino Dementia** - Eliminate the colored domino blocks and score points as you go.
- **Solitaire** - Build stacks of each of the four suits.
- **Video Poker** - Hold the winning hand. A pair of Jacks or better wins.

Note: Games are not available in all areas.



Digital Video Recording

DVR Overview

Use Charter DVR® with Moxi® to record your favorite shows and series. Moxi can be programmed to record every episode for a selected series. In addition to providing an easy way for you to record your favorite shows, it also allows you to pause and replay live TV. During recording, the red recording light on the front of the receiver lights up.

Charter DVR with Moxi provides a way for you to record two shows at the same time. You can even watch one show while recording another, or record two shows while watching a third recorded show. The playback controls will work on live content that is recording, as well as on previously recorded content. It's easy to pause, rewind, and fast-forward in live and recorded shows. Simply use the buttons on the remote like you would on a typical VCR or DVD player as follows:

- Play:**  begins or resumes playing the program
- Pause:**  pauses the program
- Rew:**  variable speed rewind—goes faster with each press (3x, 15x, 60x)
- Fwd:**  variable speed fast forward—goes faster with each press (3x, 15x, 60x)
- Stop:**  stops recording or playback of a recorded show
- Rec:**  gives you the option to record the show
- Replay:**  jumps back seven seconds
- Skip:**  jumps ahead 15 minutes in recorded content (if there is 15 minutes or more of recorded content left.) If less than 15 minutes of content has been recorded, it will jump ahead to the end of the recording time (up to 15 minutes).

NOTE: Refer to the top of the next page for DVR Remote buttons.



Recording Icons

Charter DVR[®] with Moxi[®] uses the following icons in the Moxi Menu to help you quickly identify the status of scheduled, currently-recording, and already-recorded shows:

-  **Recording now:** indicates that a show is currently recording
-  **Protected against deletion:** indicates that a show or series is protected, and Moxi will not delete it without your permission
-  **Subject to deletion:** indicates that a show may be automatically deleted to make space for new recordings
-  **To be recorded:** indicates that a show is scheduled to be recorded

Pausing and Replaying Live TV

If the phone rings in the middle of your favorite show, you can press the **pause**  button while you take the call. When you're ready to continue, just press the **play**  button and pick up right where you left off. If you don't get a chance to hit the **pause**  button or you want to see something again, press the **replay**  or **rew**  button to jump back an additional 7 seconds.

Moxi automatically buffers your current channel. This means that if you've been watching the same channel for 30 minutes, you can rewind to any point in the show within approximately 30 minutes. To see how much of a show is buffered in memory, press the **play**  button while watching full-screen TV. A **status bar** will appear at the bottom of the screen. The buffered amount of the show is represented by the highlighted area in the status bar. Only the current channel is buffered, and every time you change the channel the buffer is reset (cleared).



Status Bar (Buffer)

Recording Live TV

Recording live TV is easy. Just press the **rec button**  on the remote while you're watching a show to access the **option menu** and choose the desired option. When you start recording, any part of the show that has been buffered will be added to the recording. For example, if you've been watching a show for 10 minutes without changing the channel and then hit the record button, that 10 minutes of content will be included in the final recording. The red record light on the front of the unit comes on when a show is recording.



Scheduling Recordings

Single recordings can be scheduled by the following methods:

- From **Live TV** - Press **rec**  to access **option menu**
- From any **show-related** category in Moxi[®] Menu - select a show, press **OK**  to access **option menu**
- From **Find & Record** - See **Find & Record** information on page 7

To see a list of scheduled recordings, navigate to the Find & Record category within the Moxi Menu:

- For **individual recordings** - Press **up arrow**  and **up arrow**  to scroll to **Scheduled to Record** and press **OK** 
- For **series recordings** - Press **up arrow**  and **up arrow**  to scroll to **Series Options** and press **OK** 

To cancel a scheduled recording, navigate to the Find & Record category within the Moxi Menu:

1. Press **up arrow**  and **up arrow**  to scroll to the show you wish to cancel and press **OK** 
2. Choose **cancel recording** (for individual show) or **delete series** (for a series) and press **OK** 
3. Choose **yes, delete** and press **OK** 

Remote Online Scheduling

You can easily program your Moxi[®] DVR from anywhere by going to charter.net.

To record a show on charter.net:

1. Log in to charter.net by either going to the homepage or through TV listings.
2. Click "Settings" located near the top of the TV listings. Enter your zip code and choose your service. Be sure to choose a digital package.
3. Click on the show that you want to record.
4. Click record.
5. Set your recording options.

Your show will now be recorded by your Moxi box at home.

To access recording options for a single show:

1. Select the show you wish to record from the show-related categories in the Moxi®Menu and press **OK** 
2. Choose **recording options** and press **OK** 
3. Choose the desired option (start recording/stop recording/cancel/get episodes/keep)
4. Press **left arrow**  to save



To access recording options for a series:

1. Navigate to the **Find & Record** category on the Moxi Menu
2. Press **up arrow**  and **down arrow**  to scroll to Series Options and press **OK** 
3. Choose the desired series and press **OK** 
4. Choose **recording options** and press **OK** 
5. Choose the desired option (start recording/stop recording/cancel/accept repeats/episode limit/keep) and press **OK** 
6. Press **left arrow**  to save

Adjusting Recording Times

Moxi records programs based on published program listings. In most cases that works perfectly well, but some shows tend to run longer than expected (such as sporting events or award shows). Also, some networks begin certain shows earlier than the published start time. The default record setting is **On Time**.

To avoid missing a few minutes of a favorite show, you can start recording that show a few minutes early or later.

1. Follow directions for accessing recording options for a single show under **General Recording Options**
2. Use **Start Recording** and **Stop Recording** options to adjust the start and stop time.

Note: you can start recording up to five minutes before or after the normally scheduled start time, and stop up to five minutes before, or as long as ninety minutes after the regularly scheduled stop time.

General Recording Options

Whether you're recording a single show or a series, there are useful options available for managing your recordings such as:

- Choose the number of episodes to record in a series
- Choose to include or exclude reruns
- Adjust the start and end time for upcoming recordings

NOTE: Recording options must be set prior to the actual recordings time.

Recording First-Runs and Reruns

You can choose to record all episodes of a series or you can exclude reruns to just record the new episodes.

To exclude reruns from a scheduled series recording:

1. Follow directions for accessing recording options for a series under **General Recording Options**
2. Set the Accept Option to
 - a. First run only (or)
 - b. Repeats

Changing the Episode Limit

Some popular programs are broadcast several times a day on multiple days. To prevent your Charter DVR® from filling up with more episodes than you have time to watch, Moxi keeps only five episodes of a series at one time.

To change the number of episodes to record:

1. Choose the **Find & Record** category from the Moxi® Menu
2. Select **Series Options**
3. Select the desired series
4. Press **OK** to bring up the option menu
5. Select **Recording Option**
6. Select **Episode Limit**

If you set the option to **Unlimited**, it will keep all episodes that space will allow. If you set the option to **Five**, once it reaches a total of five recorded episodes the addition of each new episode will result in the deletion of the oldest episode.



If you usually don't get home in time to see your favorite news program, record it as a series and set the episode limit to one. Each day, Moxi will replace the previous day's newscast with the current newscast.

Prioritizing Recording Requests

Setting the recording priority for a series tells Moxi which shows are most important to you. Sometimes series recordings will have show times that conflict with each other, and these conflicts are resolved based on each series assigned priority. By default, the first show scheduled will have the higher priority.

To change assigned priority:

1. Choose the **Find & Record** category from the Moxi Menu
2. Select **Series Options**
3. Select the desired series
4. Press **OK**  to bring up the option menu
5. Select **Change Priority** and press **OK**  to access the change series menu
6. To move a show's priority higher choose **move up**. To move a show's priority lower, choose **move down**. Press **OK** 
7. Choose **OK**  and press **OK**  to confirm priority
8. To exit out of the change series menu press the **left arrow** 

Watching Recorded Shows

You can see a complete list of recorded shows by going to the **Recorded TV** category on the Moxi® Menu. Choose the show you want to watch and use the playback controls on the Moxi remote to play, pause, rewind, and fast-forward the show.

When watching a recorded show, the status bar displays the full time block for that recording and indicates where you are within that time block. This status bar is displayed whenever you press one of the playback control buttons, such as **play** , **fwd** , **replay** . To see the status bar without affecting playback, just press the **play**  button. If you happen to exit in the middle of watching a recorded show, Moxi saves your place. When you come back, you can start watching from the place where you left off.

Saving Recorded Shows

Moxi will save your recorded shows until you delete them or until it needs room to record new shows. If Moxi needs to make room for new recordings, it will delete your oldest shows first, until enough room is available. When a show is scheduled to be deleted, Moxi places the  icon next to it in the Moxi Menu. If you want to save a show longer, you can. You can even protect shows so that Moxi won't automatically delete them. However, if you try to save everything permanently, Charter DVR® with Moxi will eventually run out of space. If there is a particular show you want to keep, you can tell Moxi how long to keep it with the **Keep Until** option. Select the show you want to save and choose **Recording Options**, then **Keep**, and select the desired choice. You can save it for a couple of days, until space is needed, or until you choose to delete it.

Canceled and Deleting Shows

To delete a recorded show

1. Select the show from the **Recorded TV** category within the Moxi Menu and press **OK** 
2. Choose **delete** and press **OK** 
3. Choose **yes, delete** and press **OK**  to confirm your choice

The canceled and deleted area allows you to see a list of shows that were scheduled and not recorded, or deleted. Moxi keeps a seven day record of canceled recordings and deleted shows. Each item provides information on whether a show was canceled or deleted by you or by Moxi. If a show you wanted was canceled or deleted by Moxi, you can determine the cause and schedule it to record again the next time it comes on. To see the list of canceled recordings and deleted shows:

1. Navigate to the **Find & Record** category in the Moxi Menu
2. Press **up arrow**  or **up arrow**  to scroll to **Canceled & Deleted** and press **OK** 



Customize Your Experience

Settings

Customizing Channel Listings

You may want to remove particular channels from the channel listings.

To hide or reveal channels:

1. Go to the **Settings** category within the Moxi® Menu
2. Select the **Channel List** option and press **OK** . A check mark next to particular channel indicates that it is visible in the channel listings
3. Select the channel you want to hide
4. Press **OK**  to remove the check mark, hiding it from the listings
5. Press the **left arrow**  to exit the channel listing menu

Note: A hidden channel is not blocked, but only hidden in the menu. It can still be accessed directly by using the number keys on the remote while watching live TV.

Parental Controls

Moxi offers a variety of ways to customize Parental Controls.

To Configure Parental Controls:

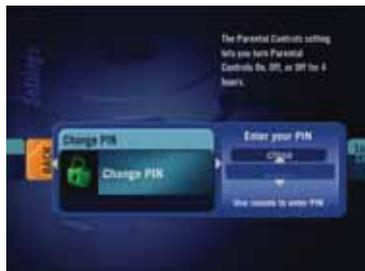
1. Navigate to the **Settings** category on the Moxi Menu
2. Select the **Parental Controls** option and press **OK** 

Setting and Managing the PIN

The first time you use **Parental Controls**, Moxi will prompt you to create a Personal Identification Number (PIN). You will use this one PIN for all Parental Control functions. Use the number buttons on your remote to enter a 4-digit number. Then enter it again for confirmations.

To change your PIN at any time:

1. Navigate to the **Settings** category on the Moxi® Menu
2. Select the **Parental Controls** option and press **OK** 
3. Press **left arrow**  or **right arrow**  to scroll to **Change PIN** and press **OK** 
4. Enter in current PIN using the number keys on your remote
5. Enter new PIN using the number keys on your remote
6. Enter in new PIN a second time to confirm and save your PIN
7. Press **left arrow**  and **right arrow**  to scroll to **BACK** and press **OK** 



NOTE: If you forget your PIN, you will need to call your local Charter Customer Care office number to reset your PIN.

Configuring Parental Controls

You can use Parental Controls to restrict access to content and subscription services. Once you have Parental Controls configured the way you want, you can turn them on and off as needed. Your settings are remembered so you will not lose them while Parental Controls are turned off. Whenever you edit Parental Controls, the controls are automatically turned on.

To turn the Parental Controls on or off at any time:

1. Navigate to the **Settings** category on the Moxi Menu
2. Select the **Parental Controls** option and press **OK** 
3. Choose the first option (**Always Off or Currently On**) and press **OK** 
4. Enter your PIN using number keys
5. Choose **On** or **Off** and press **OK** 

Locking Charter On Demand and Pay-Per-View (PPV)

Using the **On Demand/Pay-Per-View** category under **Parental Controls** you can specify whether a PIN must be entered before ordering On Demand or Pay-Per-View shows.

Note: If you want to require a PIN before ordering a Charter On Demand or Pay-Per-View show, you must specify that. Otherwise, Moxi does not ask for one.

Locking Content by Rating

The **TV Ratings** and **Movie Ratings** categories allow you to selectively lock content based on TV and movie ratings set by the Motion Picture Association of America (MPAA) and the Parental Guidelines Monitoring Board. A lock icon  appears next to the ratings that are locked.

When you lock a particular rating under either **Movie Ratings** or **TV Ratings**, Moxi® automatically locks that level, plus all levels above it. For example, if you lock R-rated movies under **Movie Ratings**, Moxi also locks NC-17-rated and NR-rated movies. Under **TV-Ratings**, if you lock TV-PG, then Moxi® also locks TV-14 and TV-MA.

Note: Locking movie content does not lock TV content with similar ratings. For example, locking Movie Ratings of PG will not lock TV Ratings of TV-PG. Also note that some movies shown on normal TV networks receive TV ratings instead of movie ratings.

Movie Ratings**To lock or unlock movie-rated content (PG, R, etc):**

1. Navigate to the **Parental Control** menu
2. Press **left arrow**  or **right arrow**  to scroll to **Movie Ratings**
3. Choose the desired rating and press **OK**  (a lock icon  will appear when that rating is locked)

To clear all locks:

1. Navigate to the **Parental Control** menu
2. Press **left arrow**  or **right arrow**  to scroll to **Movie Ratings**
3. Choose **Select** or **Unlock all movies** and press **OK** 
4. Choose your desired option and press **OK** 

TV Ratings**To lock or unlock movie-rated content (TV-PG, TV-R, etc):**

1. Navigate to the **Parental Control** menu
2. Press **left arrow**  or **right arrow**  to scroll to **TV Ratings**
3. Choose the desired rating and press **OK**  (a lock icon  will appear when that rating is locked)

To clear all locks:

1. Navigate to the **Parental Control** menu
2. Press **left arrow**  or **right arrow**  to scroll to **TV Ratings**
3. Choose **Select** or **Unlock all TV Ratings** and press **OK** 
4. Choose your desired option and press **OK** 

Locking Content by Control

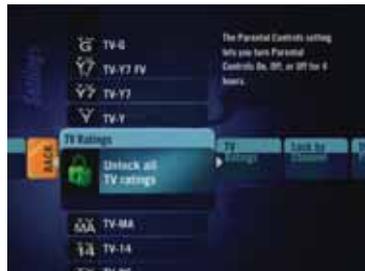
You can use Parental Controls to lock specific channels. When you lock a channel, a lock icon  appears next to it in the Lock by Channel menu, and in the Moxi®Menu Channels category.

To lock or unlock a channel:

1. Go to **Parental Controls**
2. Choose **Lock by Channel** category
3. Find the desired channel in the vertical menu

4. Press **OK** 

To quickly clear all locks in the Lock by Channel category, select All Channels from the vertical menu and press **OK** 



Accessing Locked Content

Viewing Channels and Rated Content

When a show or channel is locked, a lock icon appears next to that show or channel in the Moxi Menu.

To access a locked show or channel:

1. Select the channel you wish to access
2. Press **OK** 
3. Enter your PIN

When using your remote to tune to a blocked channel directly, you will see a black screen. The flip bar will indicate that the channel is locked.

To access the channel:

1. Press **OK**  to access the menu
2. Enter your PIN

Accessing Locked Content via Direct Tuning or Menu

When accessing locked content via direct tuning or the Menu, parental control settings are maintained and will re-engage after 4 hours. Once you enter your PIN to access locked content via this method, all parental control settings will unlock for 4 hours. After 4 hours, all configured locks are reactivated.

If you wish to re-lock the system sooner:

1. Go to **Parental Controls**
2. Press **OK** 
3. Select **Lock Now**

Accessing Locked Content via Settings

If you unlock Parental Controls for a show or channel in **Settings**, you will completely disable the lock function for that show or channel. Parental Controls will still be in place for all other shows and channels you have locked.

Digital Audio Output

When Charter installs your system, the installer will configure this setting for you. However, if you upgrade or change your sound system, you will need to reconfigure Charter DVR's audio output to match the Moxi®Menu.

1. Go to **Settings**
2. Choose **Digital Audio**
3. Select the choice that corresponds to your audio output device installation.
 - a. Choose Dolby® Digital for digital audio support if your system is using an S/PDIF connection
 - b. Choose Stereo for a typical Right/Left (red/white) stereo cable connection
 - c. Choose TV if connecting directly to your TV

Sound Effects Volume

The sound effects are designed to provide audible cues that tell you that a button press has been received or a task has been completed. To adjust the volume of these sound effects, choose **Sound** under **Settings** and select the sound level that you prefer.

Video Aspect Ratio

This option allows you to manage the formatting of any widescreen content. If your TV has a wide screen you can set the video aspect ratio to 16:9. If your TV has the more typical 4:3 aspect ratio, you can either force widescreen content into a 16:9 aspect ratio through **Letter Box** mode, or select the more typical **Cropped** mode to best utilize your screen area. To configure the aspect ratio output for Charter DVR®, go to the Moxi Menu, choose **Settings** and then **Widescreen** and select one of the following settings:

- **Letter Box** - This setting forces a 16:9 aspect ratio onto a standard 4:3 TV screen. This mode will shrink the widescreen picture to fill the width of the screen and put black or gray bars at the top and bottom of the screen to create a true 16:9 aspect ratio
- **Cropped** - Use this setting for standard TVs with an aspect ratio of 4:3. Pictures delivered in 16:9 will be cropped to fit the 4:3 screen aspect ratio
- **Wide Mode** - This setting is for TVs with a wide (16:9 ratio) TV screen, or that can virtually support a 16:9 aspect ratio on a 4:3 ratio screen

Video Output Resolution

When your system is installed by Charter, the installer will configure the video output settings for you. However, if you buy a new TV, you may need to reconfigure Charter DVR's video output to match. The HDTV settings can automatically change the output resolution to match the incoming signal. (This feature is known as "native-mode pass-through.") With this option, standard-definition programs are not stretched or scaled to fit the high-definition screen. You can select the resolutions that your TV supports—if your TV can handle the incoming resolution, then Moxi® will send it directly without scaling it.

To configure Charter DVR's video settings, access the Moxi Menu and go to **Settings, Video Output**. Scroll down to HDTV Set-up and press "OK" on the Moxi remote. Select one of the following settings based on what your TV will support:

- **480i**-(default setting): If your TV does not support High Definition settings, and is connected by an s-video cable, or a composite video cable (the yellow-tipped RCA cable), then select the **480i** option
- **1080i**-If you have a High Definition (HD) compatible TV connected by a component (Y, Pb, Pr) or DVI-D* cable, then select the **1080i** setting
- **480p or 720p**-If your TV does not support **1080i**, but supports other High Definition settings, then you can select **480p or 720p** and use a component or DVI-D* cable

Keep in mind that you must use a component (Y, Pb, Pr) or DVI-D* cable connection to use the **480p, 720p, and 1080i** settings. The composite and s-video connections do not support these settings.

Note: The RF output cannot be used.

When you select a video output setting, Moxi tries that setting for you. If you are switching between different hardware connections, you may need to switch your TV's input to match the new setting. Once you see the new setting displaying the Moxi Menu, you'll need to switch back to the original TV input in order to confirm the new setting in the Moxi Menu. Once confirmed, you can return to the new TV input setting for normal viewing.

* The DVI port may not be active at this time. If not, use the component connection with high definition televisions. Please contact Charter for availability of DVI in your market.

Setting Secondary Audio

Some shows offer a second audio track. For example, the primary language might be English, and the secondary Spanish. You can configure Moxi® to use the primary or secondary track as your audio preference for those shows.



If you set the secondary track as your preference, you hear shows with the secondary track whenever it is available. Otherwise, you hear the primary track (typically English in the United States). For the tracks available in our area contact Customer Service.

1. In the Settings category, select Secondary Audio, and press OK
2. Select Enable to hear the secondary audio track, when one is available
Select Disable to hear only primary tracks
3. Select close. Changes take effect the next time you change the channel

Closed Captioning

Moxi lets you turn on Closed Captioning, which displays the audio portion of a show as text superimposed over the video.



If you connect your TV to the Media Center using a Component or DVI cable, follow the instructions below to configure Closed Captioning. If your TV and the Media Center are connected in any other way, you must use your TV menu instead. For details, refer to the documentation for your TV.

1. In the Settings category, select Closed Captioning, and press OK
2. Select Enabled or Disabled
3. Select Basic Service or Digital Service, according to the service you receive, and then scroll to the option compatible to your area
4. Select Preferred Language, and then select Primary or Secondary

Note: If you select a setting that is not supported, your screen may appear unreadable. Moxi reverts to your previous video output setting after 20 seconds if you don't confirm the new one.



The "p" and "i" designations stand for "progressive" and "interlaced." The 480p and 480i formats are called the SD (standard definition) formats. The 720p, 1080i and 1080p formats are HD (high definition) formats. When you hear about "HDTV," this is what they are talking about.



Frequently Asked Questions

If you have questions or encounter difficulties controlling live TV, recording programs, playing recordings, or displaying the Picture-in-Picture screen, this section may provide the information you need. If you still have questions, please call your local Charter office.

Questions About Charter DVR®

What happens if the DVR receiver temporarily loses power?

The recordings that were saved prior to the power loss are preserved, except, of course, those recordings that were automatically deleted because their Save Time was reached. Future recording schedules are also preserved. You miss only the recordings that were scheduled to be made while the power was out.

Where can I find details on installing Charter DVR?

Go to Charter's website at charter.com/dvr. It contains documentation on a number of topics, including installation and setup.

Why doesn't Charter DVR respond when I press the keys on the remote control?

Your remote control may not be in the Cable mode. To use any of the features provided by the digital video recorder (DVR), the remote control must be in Cable mode. See page 4 for details.

Do I need to change the input on my TV to view HD programming?

There are many possible combinations of hook ups, depending on the devices being connected. Please consult the Moxi® user installation guide or other guides that came with your other electronic devices for further information on changing inputs for the viewing of HDTV content.

Questions About Controlling a Live Program or Recording

How far back can I rewind a program?

It depends upon whether the program is a live or a recorded program. You can rewind all recorded programs to the beginning of the recording. The situation is different for live programs. If you have watched a live program for less than one hour, you can rewind back to the point that you started watching the channel. If you have watched a live program for longer than an hour, you can rewind up to the last hour that you've watched. For details on how Charter DVR® allows you to rewind, fast-forward, pause, or record live TV, see pages 11-12. Moxi® automatically buffers your current channel. This means that if you've been watching the same channel for 30 minutes, you can rewind to any point in the show within approximately 30 minutes. To see how much of a show is buffered in memory, press the play button while watching full-screen TV. A status bar will appear at the bottom of the screen. The buffered amount of the show is represented by the highlighted area in the status bar. Only the current channel is buffered, and every time you change the channel the buffer is reset.

Can I pause, rewind, or fast-forward a program shown in the upper right corner of Charter DVR screens?

Yes. The small screen shown in the upper right corner of Charter DVR screens (the scaled video) is actually the main TV screen. It is reduced to fit within Charter DVR screens. Buttons such as Pause, Play, Rewind, and Fast-forward control the main TV screen, whether the screen fills the monitor of your TV or whether it is reduced to scaled video.

Questions About Recording Programs and Then Playing Them Back

What happens if a sports event that I scheduled to record goes into overtime?

Charter DVR® cannot determine whether a live program will end at its scheduled time. If there is a chance that the event you are recording may continue past its scheduled time, you can allow for this uncertainty by extending the stop time on the Confirm Recording General Recordings Options screen.

Can I record Charter On Demand programs?

No, Charter On Demand programs cannot be recorded.

Can I record high-definition (HDTV) programs?

Yes, the Moxi® DVR is HD capable.



More Details

CABLE TELEVISION PRIVACY STATEMENT

Charter's cable service provides its subscribers' ("You" or "Customer(s)") with an exciting array of video programming options, including services in which Customers choose to interact with Charter or others via Charter's cable system. Charter values Your privacy and considers personally identifiable information contained in our business records to be confidential. The following statement applies to You as a subscriber to Charter video programming and informs Customers of the information that Charter collects, how Charter uses, maintains and protects that information, the limited cases where Charter may disclose some of that information, and Your rights under the Cable Communications Policy Act of 1984 ("Cable Act"). This cable television privacy policy does not apply to Charter Internet services or voice services customers. Those policies and updates to this privacy policy can be found at www.charter.com. Please review this privacy statement in conjunction with our Customer Agreement. Charter will provide You copies of this privacy statement annually, whether or not we have revised the statement. We may modify this privacy statement at any time. We will notify you of any material changes through written, electronic or other means as permitted by law. If you find the changes unacceptable, you have the right to cancel service. If you continue to use the service following notice of the changes, we will consider that to be your acceptance of and consent to the changes.

What type of information does Charter collect? Charter collects both personally identifiable information and non-personal information about You when you subscribe to its video services. Charter uses its cable system to collect personally identifiable information about You only when: (a) it is necessary to provide our services to You; and (b) to prevent unauthorized reception of services. Charter will not use the cable system to collect Your personally identifiable information for other purposes without Your prior written or electronic consent. Charter also collects personally identifiable and non-personal information about You when You voluntarily provide information to Charter, as may be required under applicable law and from third parties, as described in this Policy.

Personally identifiable information is any information that identifies or can potentially be used to identify, contact, or locate You. This includes information that is used in a way that is personally identifiable, including linking it with identifiable information from other sources, or from which other personally identifiable information can easily be derived, including, but not limited to, name, address, phone number, fax number, email address, birth date, spouses or other relatives' names, drivers license or state ID number, financial profiles, social security number, bank account information, and credit card information. Personally Identifiable Information does not include information that is collected anonymously (i.e., without identification of the individual or household) or demographic information not connected to an identified individual or household.

Non-personal information, which may or may not be aggregated information about our Customers and may include information from third parties, does not identify individual Customers. Charter may combine third party data with our business records as necessary to better serve our Customers. Examples of non-personal information include MAC addresses or other equipment identifiers, among other data. The cable system may automatically collect certain non-personal information when a Customer uses an interactive or transactional service. This information is generally required to provide the service and is used to carry out requests a Customer makes through a remote control or set-top box.

In certain of our cable systems, our set-top boxes automatically collect information that may be used to determine which programs are most popular, how many people watch a program to its conclusion and whether people are watching commercials, as well as other audience-measurement focused information. Our processes are designed to track this information and audience statistics on an anonymous basis. Information such as channel tuning, the time the channel is changed, and when the set-top box is "on" or "off" is collected at a secure database in an anonymous format so that we cannot tell what any particular household or individual was watching. Charter, or our contractors or agents, may from time to time share the anonymous information with our advertisers, content providers, or other third parties with whom we have a relationship. We will not provide our advertisers, content providers, or these other third parties with personally identifiable information about You unless we have received Your consent first, except as required by law. (See "Who sees the information collected by Charter?")

Why does Charter collect personally identifiable information? Charter collects and uses personally identifiable information to provide You with accurate and high quality customer service, keep You informed of new or available products and services, properly deliver services to You for billing, invoicing and collections, to better understand how the service is being used, to improve the service, to protect the security of the system, detect unauthorized reception, use, and abuse of Charter's services or violations of its policies or terms of service, to prevent fraud, to manage its cable system network, and to comply with applicable federal and state laws and regulations, as well as for general administration. If a Customer uses an interactive or transactional service, for example, responding to a survey or ordering a pay-per-view event, the cable system will collect certain additional personally identifiable information, such as account and billing information or Customer-provided locale and service preferences, to properly bill Customer for the services purchased and to provide Customer with a more personalized experience. Some of the information collected from Customers may include data on viewing habits. We may provide anonymous data to third parties who may combine it with other information to conduct more comprehensive audience analysis for us and for television advertisers. This data helps program networks and cable operators decide on which programs, channels, and advertising to carry. Charter may also use that information to distribute targeted advertising to You without having disclosed any of Your personally identifiable information to the advertisers. These advertisements may invite interactive or transactional follow-up from You. By using any of Charter's interactive services, Customer consents to our collection of this additional information. We will not provide our advertisers, content providers, or any other third party who is not acting on Charter's behalf with personally identifiable information about You unless we have received Your consent first, except as required by law. (See "Who sees the information collected by Charter?")

In addition, certain information such as Customers' connections to our system is automatically collected to, for example, make it possible for Customers' digital boxes to receive and process the signals for the services Customer orders. We also collect this information so we may provide updates, upgrades, repairs or replacements for any of our cable service-related devices or software used in providing or receiving cable services. Additional information also allows Charter to tailor our cable and other services, as well as develop and market new services, to better fit Customer's needs. Charter also uses personally identifiable information to maintain our accounting and tax records.

Charter may also collect personally identifiable information from third parties to enhance our customer database for use in marketing and other activities. Charter also collects personally identifiable information from third parties to verify information You have provided us and collects personally identifiable information from credit reporting agencies to, for example, determine your creditworthiness, credit score, and credit usage. Charter also may maintain research records containing information obtained through voluntary subscriber interviews or surveys.

Who sees the information collected by Charter? Charter will only disclose personally identifiable information to others if: (a) Customer provides written or electronic consent in advance, or (b) it is permitted or required under federal or applicable state law. Specifically, federal law allows Charter to disclose personally identifiable information to third parties: (a) when it is necessary to provide Charter's services or to carry out Charter's business activities; (b) as required by law or legal process; or (c) for mailing list or other purposes, subject to Your ability to limit this last type of disclosure. To provide services and carry out our business activities, certain people have authorized access to Your information, including our employees, entities affiliated through common ownership or control with Charter and third parties that provide and/or include: billing and collection services; installation, repair and customer service subcontractors or agents; program guide distributors; software vendors; program and other service suppliers for audit purposes; marketers of Charter's products and services; third party auditors; our attorneys and accountants; and/or strategic partners offering or providing products or services jointly or on behalf of Charter. The frequency of disclosures varies according to business needs, and may involve access on a regular basis. Charter restricts third parties' use of Your information to the purposes for which it is disclosed and prohibits third parties from further disclosure or use of Your personally identifiable information obtained from us, whether for that third party's own marketing purposes or otherwise. Only anonymous information is disclosed to Audience Measurement services.

For Customers who subscribe to Charter video services only, where a governmental entity is seeking personally identifiable information of a Customer, the Cable Act requires a court order and that the cable subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At such a proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the prosecution of the case. If You subscribe to other Charter services, such as Internet or telephone services, the same requirements do not apply. Instead, in some situations Charter may disclose personally identifiable information about You to representatives of government or to comply with a court order without Your consent and without advance or any notice to You, except that in such situations, disclosure shall not include records revealing Customer's selection of video programming from a cable operator. Also, in certain situations (such as with respect to those who owe, or are owed, welfare or child support) state welfare agencies may obtain the names, addresses, and certain other Customer information as it appears in Charter's subscriber records under the authority of an administrative subpoena. This information may be provided without a court order and Customer does not have to be given notice and the opportunity to contest such disclosure. Charter may also use or disclose personally identifiable information about You without Your consent to protect our customers, employees, or property, in emergency situations, and to enforce our rights under our terms of service and policies, in court or elsewhere. In some instances where there are valid legal requests for or orders for disclosure of Your information, we may notify You of the requests or orders and then it may be up to You to object or take specific action to prevent any disclosures pursuant to those requests or orders.

As part of its business activities, if Charter enters into a merger, acquisition, or sale of all or a portion of our assets, Charter may transfer Customers' personally identifiable information as part of the transaction.

Unless Customer objects in advance, federal law also allows Charter to disclose through "mailing lists," personally identifiable information, such as Customer's name, address and the level of Customer's service subscription (i.e., basic, expanded, premium, etc.), to non-affiliated entities, including advertisers and marketing entities, for non-cable related purposes, including product advertisement, direct marketing and research. Under no circumstances will Charter disclose to these advertising entities the extent of Customer's viewing habits or the transactions Customer makes over the system.

IMPORTANT NOTE: If you subscribe to Charter's internet service or telephone service, You should review the privacy policies applicable to those services, which are available at www.charter.com.

Note to California Customers Regarding Your Privacy Rights: California law requires Charter 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 personally identifiable 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. If You make a request by phone or on-line, 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 same-branded affiliates.

Can I prohibit or limit Charter's use and disclosure of my personally identifiable information? If You do not want Your name, address or other personally identifiable information disclosed to third parties in a "mailing list" as explained above, please register this preference at <http://unsubscribe.charter.com> or contacting us by telephone at 1-888-GET-CHARTER. Customer cannot opt-out of the collection of audience measurement data.

Also, if You do not want to receive telemarketing calls from Charter, You may call 1-888-GET-CHARTER and request to be placed on Charter's Do Not Call list. Please note that a Do Not Call request will not eliminate all telephone calls to You from Charter as Charter may still continue to make non-telemarketing account-related calls to You.

How long does Charter maintain personally identifiable information? Charter will maintain personally identifiable information about Customer as long as Customer is a subscriber to Charter's services, as long as necessary for the purpose for which it was collected, and as long as necessary to comply with laws governing our business. These laws include, but are not limited to, tax and accounting requirements that require record retention. Charter will also maintain personally identifiable information to satisfy pending requests or orders for access by a subscriber to his/her information or pursuant to a court order. Charter will destroy Customers' personally identifiable information when the information is no longer necessary for the purpose for which it was collected, when there are no longer pending requests for such information, and when it is no longer necessary to retain the information under applicable laws.

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 certain sensitive personally identifiable information when it collects such information over the cable system. Charter restricts access to its customer database and secures the content by use of firewalls and other security methods. Charter limits access to databases containing Customers' personally identifiable information to those specifically authorized employees and agents of Charter and other parties identified in the "Who sees the information collected by Charter?" section. 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? You have a right under the Cable Act to see Your personally identifiable information that Charter collects and maintains. The information Charter has about its Customers is maintained at the local offices where service is provided. If You would like to see Your information, please send a written request to Your local Charter office. Charter will be glad to 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, Charter will correct it. You may also be able to access certain information about You or Your account over the system, depending upon the information You have provided (i.e., information Customer has provided to process an order made via the system, etc.).

Can any other parties collect information from me over the cable system? Unless You provide written or electronic consent, third parties not affiliated with Charter that provide goods, services, programming or other content over our cable system or through our interactive video programming service are prohibited from collecting and using Your personally identifiable information for their own purposes without Your consent. If You consent to the collection, these providers can only use Your personally identifiable information to fulfill Your order or request. They cannot disclose Your personally identifiable information for any other purpose and they may not use Your information to directly contact You or to solicit sales of other goods or services to our Customers.

What can I do if I believe Charter has violated my rights? The Cable Act provides You with a civil cause of action for damages, attorneys' fees and costs in Federal District Court should You believe that Charter has violated any of the Cable Act's limitations on the collection, disclosure, and retention of personally identifiable information.

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.

Effective Date of Policy: March 7, 2008

FCC NOTICE

Charter Communications® ("Charter") is required by applicable cable television law to provide you with an annual notice of our products and services and associated conditions for service. If you have any questions about this notice or about Charter's cable and non-cable services or policies, please contact us at the local office identified on the enclosed statement.

OVERVIEW OF CHARTER'S CABLE SERVICES. Services listed in this notice may not be available in all Charter areas. Please contact your local Charter office or customer service number if you have any questions about service availability.

BASIC SERVICE. (Basic Tier Availability) The Basic Service Tier, where available, is our lowest level of cable 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. Analog television sets connected to Charter, with a subscription to the Basic level of service, will continue to receive over-the-air broadcast signals (i.e., ABC, CBS, NBC, FOX, CW, PBS, Univision) when these broadcast stations transition from analog to digital by or before the February 17, 2009 deadline. Charter will provide a method to reconver those signals from digital to analog for a period up to three years, ensuring these customers continue to receive their over-the-air broadcast signals.

EXPANDED SERVICE. The Expanded Service Tier, where available, is an optional level of service above and beyond Basic Service and is billed separately from Basic Service. A customer must receive Basic Service in order to be eligible to receive Expanded Basic. Expanded Basic Service may include many of the non premium cable channels such as the Discovery Channel®, Lifetime®, ESPN®, A&E®, the USA Network®, and TNT®. All such programming varies on a community-by-community basis and is subject to change at any time, subject to applicable law.

CHARTER® DIGITAL VIDEO. Charter Digital, where available, is an optional level of service that requires a set-top box and provides access to an array of movies and other programming in crisp digital-quality picture and sound. Included in Charter Digital are the interactive program guide, commercial free music and access to Pay-Per-View ("PPV") and in some markets video-on-demand ("VOD"). Additional channel genres which may be offered in Charter Digital include classic movies, sports, news and finance, health, home improvement, educational and children's programming.

PREMIUM SERVICES. Premium Services are available on a per channel or per service basis. Premium Channels generally include Home Box Office®, Cinemax®, and The Starz® Super Pak. Not all premium services are available in all areas. There is a separate monthly charge for premium channels.

OTHER OPTIONAL SERVICES. In addition to these programming services, Charter may also offer its customers, for an additional monthly charge, the rental of set-top boxes or remotes, and the following services where available: Charter HDTV®, Charter DVR®, Charter High Speed™ Internet and Charter Telephone™.

A NOTE ABOUT PROGRAMMING. Charter receives programming from various broadcast and cable networks. Charter is not responsible for the content aired by these networks and may not alter the programming schedule. Please contact specific cable or broadcast networks directly with your programming complaints or questions.

HOW TO USE YOUR CABLE SERVICES. You will find pricing and channel line-ups for your specific area provided with this notice. You may also view the channel line-ups and additional services available in your area at www.charter.com.

Charter's broadband network and customer premises equipment, including the set-top box and modem, are designed to be safe and reliable for carrying cable television and high-speed Internet and Telephone signals. Here are just a few tips to keep it that way:

1. During severe electrical storms you should unplug your television set and cable set-topbox to avoid damage. Charter and television set manufacturers are not responsible for damage that occurs due to acts of nature.
2. Remember your set-top box operates on 110 volts so take all the precautions that you would for any small appliance-such as checking to see that the cord is not worn or damaged.
3. For your own safety, do not attempt to open or otherwise tamper with your set-top box.
4. 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. Most modern television sets and VCRs are cable compatible and can receive the analog and sometimes digital signals carried on the cable system if those signals have not been encoded to secure the signal. "Cable-ready" television sets may be connected directly to the cable system and will receive the non-secure analog signals present on the system. Except for new television sets equipped to use the CableCARD technology, described later in this notice, television sets may not receive the digitally encrypted or high-definition television ("HDTV") signals carried on Charter's cable system without a set-top box provided by Charter. A set-top box may also be required if the television set is not cable ready and cannot receive the large number of channels available on the cable system.

ABOUT YOUR SET-TOP BOX. Even if your television set is cable compatible or cable-ready, you may still need a set-top box to receive secure analog signals, digital signals, or HDTV signals that are carried on the cable system. Secure analog signals and digital signals are premium services that have been secured by the cable system and are delivered only to those customers who elect to have them as part of their service package. These include premium movie channels, special events, video on demand events, and other premium service offerings. The set-top box is simply a tuner/decoder. It receives the cable channel selected by the customer and converts it to a format that can be received by the customer's television set or VCR. This converted signal is usually displayed on channel 3 or 4 on the customer's television set or VCR. Some set-top boxes also provide video and audio outputs, which can be connected to the video and audio inputs of the customer's devices if they are present. Operating your television set after it is connected to the cable television system is easy. Turn on your television and the cable set-top box. Ensure your television set is tuned to the proper channel to receive the signals from the set-top box (this will be a video basedband or component input, or channel 3 or channel 4). Select the channel you wish to watch by selecting it on the set-top box using the remote control. To ensure reliable operation, confirm the set-top box 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 set-top box may result in a temporary loss of your cable television service.

NOTE: THE SET-TOP BOX AND REMOTE CONTROL RENTAL DEVICES ARE THE PROPERTY OF CHARTER COMMUNICATIONS, THE CABLE TELEVISION COMPANY WHICH PROVIDES YOUR SERVICE, AND MUST BE RETURNED TO CHARTER WHEN YOU ARE NO LONGER A CUSTOMER. FAILURE TO RETURN ANY PROPERTY OF CHARTER WILL SUBJECT YOU TO ADDITIONAL CHARGES AND POSSIBLE CRIMINAL PROSECUTION.

PAY-PER-VIEW and VIDEO On DEMAND. Pay-Per-View, and where available, Video On Demand, is for private, in-home viewing only; no commercial establishments. To order, your account must be current. Customers with digital receivers 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 Communications will not give credit for the following circumstances: 1) unauthorized use, 2) if you tape a Pay-Per-View event or movie and are not present to monitor the taping, 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.

INSTALLING YOUR VCR AND DVD. With your VCR or DVD, you can gain access to a whole world of entertainment, record what you wish to see, and watch it at whatever time you find convenient. Installation of your VCR or DVD can be completed through a variety of different methods depending upon your viewing and recording requirements. Different options for installing your VCR or DVD are described below.

How to Connect Your DVD Player, Set-Top Box (or "Receiver"), and TV

- Cable from Cable Outlet to IN of Receiver.
- Cable from OUT on Receiver to IN on TV.
- Audio/Video cables from OUT on DVD to IN on TV. (Match colors of cables red-to-red, yellow to yellow, etc.)

How to Connect Your DVD Player, Set-Top Box (or "Receiver"), TV, and VCR

- Cable from Cable Outlet to IN of Receiver.
- Cable from OUT on Receiver to IN on VCR.
- Cable from OUT on VCR to IN on TV.
- Audio/Video cables from OUT on DVD to Audio/Video IN on TV.

How to Connect Your DVD Player, Set-Top Box (or "Receiver"), TV, and VCR and Game

- Cable from Cable Outlet to IN on Receiver.
- Cable from OUT on Receiver to IN on VCR.
- Cable from OUT on VCR to IN on TV.
- Audio/Video Cables from Game to Audio/Video IN on VCR.
- Audio/Video Cables from DVD to Audio/Video IN on TV.

DVD/VCR HOOKUPS. Your DVD/VCR can be used to enhance your cable television experience. Charter personnel will help you understand how to make DVD/VCR and cable television service compatible entertainment components. You can have maximum flexibility in watching what you want to watch, when you want to watch it.

ADDITIONAL EQUIPMENT: Cable jumpers, signal splitters, 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. All cable connections must be properly prepared and must be properly tightened.

COMPATIBLE REMOTE CONTROLS. Charter uses digital receivers or analog set-top boxes with decoders that work in conjunction with universal remote controls available for purchase at retail stores. The following is a representative list of compatible remote controls currently available from retail stores. Although every effort has been made to ensure the accuracy of the list, errors or omissions may occur. Please note that this list of current universal remote control units may become obsolete with technological changes. Should you have a question about the compatibility of your remote control unit, please call the remote manufacturer or contact Charter.

Make	Description	Model
Hy-Tek	4-Device Big Button Universal	BB
Kameleon (One For All)	8-Device Universal	URC-9960
Logitech Harmony	15-Device Advanced Universal	550
Logitech Harmony	15-Device Advanced Universal	890
Phillips	Icon 10-Device Universal	SRU8010
Phillips	Home Theater Control	TSU3500/17
RCA	3-Device Universal	RCU300-TMS
Sony	8-Device Universal Learning Remote	RMVL600
Universal Remote Control	7-Device Universal	R7
Universal Remote Control	10-Device Master ControlRF	20

SPECIAL EQUIPMENT

BYPASS SWITCHES/SPLITTERS. This switch is installed on the input side of the set-top box to permit signals to bypass the set-top box 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 set-top box or it may be a separate device.

CUSTOM SETUP. If you wish to receive two secure channels at the same time (so that you can watch a secure channel while recording another secure channel), a dual tuner set-top box or two single tuner set-top boxes can be installed to facilitate this request.

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. If more than four devices are connected to the home network, a signal amplification device may be required and will be sold or leased to the customer. Charter will install the amplification device.

CABLECARDS. "CableCARDS" may be available in your community. The CableCARD is a piece of equipment, about the size of a credit card that allows you to see digital encrypted cable channels without using a set-top box if you have a newer television that supports the device. For 1-way CableCARD's (manufactured through mid-2007), a set-top box is still needed to receive advanced interactive digital cable services, including but not limited to, Video-On-Demand, on screen ordering of Pay-Per-View or the enhanced program guide. Please contact us to inquire about the availability of CableCARDS in your area.

PARENTAL CONTROL. Charter understands that there may be certain television programs available that some customers find unsuitable for members of their household. Certain channels containing sexually oriented programming are carried on the cable system. Signal "bleed", which results in partly discernible video images and audio, may appear on these and other channels. Charter advises all customers to periodically audit the cable channels to determine if any programming is deemed by them to be offensive or inappropriate, as well as to prevent children from viewing signal "bleed" without their parents' knowledge or permission. Customers should also be aware that certain home electronic equipment may be capable of "defeating" scrambled signals and may make it possible to view the programming involved.

A parental control option is available to all Charter customers who have a set-top box hooked up to their TV. In some areas, one of our remote controls may also be necessary in order to utilize this option.

Depending on the type of equipment in your home, parentally controlling a channel may be as easy as pressing some buttons on the remote control or the set-top box.

By exercising the parental control option, you can block the programming on many channels for a certain amount of time. In most areas, our equipment allows our customers to parentally control even local broadcast networks.

Customers who notify us that they are not satisfied with our scrambling may receive a special filter, which Charter will install to prevent further reception of certain channels. This is only necessary in those rare instances in which the customer's home television equipment is able to defeat the scrambling technology used by Charter.

For more information, please contact us at the local office information provided on your statement.

SERVICE AND BILLING PROCEDURES.

Charter appreciates you as a customer (also referred to herein as "Customer") of our cable and broadband communication services (referred to herein as a "Service" or the "Services") and has provided below essential information regarding terms and conditions of service, billing procedures, and complaint procedures.

SERVICE:

REQUEST FOR CONNECTION. 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. At the time of connection, the installation fee plus pre-payment amounts are due. Billing begins on the date of physical installation. Customers may be subject to credit screening in accordance with applicable law. Based on the results of a credit check, Customers may be required to pay a deposit as a condition of service.

INSTALLATION. 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.

ACCESS. By ordering service, Charter is implicitly granted the right to enter upon your property at the service address to install Service, and to audit, adjust, repair, replace, maintain, move or remove equipment and from time to time check for signal leakage. By accepting service, you also are deemed to grant Charter any easement or rights of way needed to render Services to your property. If Charter is unable to gain reasonable access to your property, Charter reserves the right to discontinue Service.

HOME WIRING. For new and existing single unit installations, the wiring inside the demarcation point, as defined by the FCC, shall become a fixture to the realty upon installation. For multiple dwelling unit or commercial installations, the wiring inside the demarcation point shall not be deemed a fixture or part of the Customer's realty unless the Customer purchases the cable wire when Service is terminated.

EQUIPMENT.

a.) Charter Owned. Any set-top box or other Charter property and facilities ("Equipment") delivered to Customer and/or installed on the premises to receive the Service(s) shall remain the property of Charter. Customer assumes the risk of loss, theft or damage to the Equipment at all times prior to the removal of the Equipment by Charter or return of the Equipment by Customer. Customers may be asked to provide a credit card as security for all HD, DVR, and combination HD_DVR set top boxes. You will be required to sign a Supplemental Terms - HD Box or DVR Unreturned Equipment Charges form at the time of installation or pick-up at the local office.

b.) Customer Owned. Customer agrees that Charter is not responsible for the operation, maintenance, service or repair of Customer's television, computer, Telephone, radio or any other consumer electronics, which may be connected to the Service(s).

REPAIR OF CABLE EQUIPMENT. Charter will repair and/or replace any defective system components including set-top boxes at no charge unless such repair is necessitated due to abuse or the negligence of the Customer. In the latter case, a reasonable charge will be assessed by Charter to the Customer.

TROUBLE CALLS. If the Customer has a technical problem that is cable system related, there will be no charge for the trouble call if the problem is associated with the cable plant, which 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 trouble call charge may be assessed.

PROGRAMMING. Customer acknowledges that Charter has the right at any time to preempt without notice specific advertised programming and to substitute programming, which Charter deems to be comparable.

RESTRICTIONS. Charter provides cable service to Customer for private home viewing and enjoyment. Customer may not order or request PPV, VOD, digital music, or any other programming for receipt, exhibition or taping in a commercial establishment. Customer may not exhibit nor assist in the exhibition of PPV programming in a commercial establishment unless explicitly authorized to do so by agreement with an authorized program provider. If Customer fails to abide by this restriction, Customer shall be liable for any and all claims made against Customer or Charter on account of any commercial exhibition.

COMPANY CHANGES IN SERVICE AND CHARGES. Subject to applicable law, Charter has the right to change its service and equipment, and its prices or fees, at any time. Charter also may rearrange, delete, add to or otherwise change the Service provided on our Basic Service or other levels of Service. If the change affects you, Charter will provide you notice of the change and its effective date. The notice may be provided on your monthly bill, as an insert, or by other permitted communication. If you find the change unacceptable, you have the right to cancel your Service. Please refer to your service agreement, if applicable, for any early disconnection reference. However, if you continue to receive service after the effective date of the change, Charter will consider this your acceptance of the change.

To the extent required by law, after notification of a re-tiering of Charter services or a rate increase, you may elect to change 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 call the local office information provided on your statement if you have questions.

ASSIGNMENT - CHANGE OF OCCUPANCY. The Service shall only be provided to Customer at the address where Charter's installation is performed. Customer may not transfer Customer's rights or obligations to the Service to any successor tenant or occupant or to any other address without Charter's prior written consent.

BILLING:

SERVICE BILLING. All Service charges are billed based upon the initial installation date for the current month and any pro-rated charges. Payment is due by the due date specified in your statement. The date on which a bill becomes past due may vary on a community-to-community basis depending upon applicable law in your area. If there is a billing problem, please call our office promptly to ensure your bill does not become past due.

PAYMENT TERMS. Customer agrees to pay monthly charges in advance. Failure to pay the total balance when due shall constitute a breach of the service agreement and may be grounds for disconnection of Service and/or imposition of additional fees, in accordance with applicable law. Customers in delinquent status may not be eligible for promotional offers. Any charges associated with Service and/or Equipment additions requested by Customer subsequent to the initial installation shall be reflected on the Customer's billing statement after the additional Service and/or Equipment has been added. Customer must bring any billing errors or requests for credit to Charter's attention within thirty (30) days of the time Customer receives the bill for which correction of a billing error or credit is sought.

CHECK POLICY. Charter may charge a reasonable insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we reserve the right to electronically debit your account for the amount of the attempted payment, plus a insufficient funds processing fee up to the amount allowable by law and any applicable sales tax. Your bank account may be debited as early as the same day such initial payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order. Additional fees may apply if CSR assistance is needed for payment.?

PROCESSING FEES. Additional fees may apply if CSR assistance is needed for payment. If any account has not been paid in full by the next billing cycle, you may be charged additional fees, subject to applicable law, that will be added to your account to offset the additional work required for late payment processing.

CORRESPONDENCE. Do not mail written correspondence with your bill statement. Please submit all correspondence to the Charter Communications office identified on the enclosed statement.

TERMINATION - CUSTOMER. Account holder may terminate Service in person at the local Charter office or by telephone. To avoid any billing misunderstanding, telephone requests for disconnection should be followed up either in writing or in person. If Account Holder is on a term agreement and is requesting termination of the agreement prior to the end of the contractual period, then Account Holder is subject to an early termination fee.

TERMINATION OF SERVICE/DISCONNECTED ACCOUNT. Charter reserves the right to terminate your service based on your delinquent status. Charter will make reasonable efforts to contact you and advise you of 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 contract date, then 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. The replacement cost for any unreturned equipment will be posted to Customer's account and will appear on billing statement issued subsequent to termination of Service. In the event that the Equipment is destroyed, damaged, lost or stolen, or not returned to Charter upon termination of Service, Customer shall be liable to Charter for the full replacement cost of any unreturned Equipment. Further, customer understands and agrees that Charter may charge Customer's credit card on file at termination of Service in the amount of any outstanding balance and/or for the cost of any unreturned Equipment, in accordance with applicable law.

PRIOR ACCOUNTS. Customer warrants that no monies are owing to Charter from previous accounts with Charter. If Charter finds a prior account with Customer with monies owed to Charter, then Charter may apply any funds received to that prior account before the funds are applied to the new account.

MOVING. Before you move, please call your local Charter office immediately. This is the best way for us to disconnect your Service, recover your Equipment and arrange for cable television service in your new home. Call us in advance, and Charter will schedule a new installation, provided that your new home is in our service area. Should you decide to disconnect your cable television Service, set-top boxes, remote-control devices, modems and any other Equipment provided by us should be returned to us immediately. Do not leave the Equipment in your vacant home or with anyone else.

INSIDE WIRING. A Wire Maintenance Plan is offered to customers for a low monthly rate. It covers repair of the customer's inside communications wires inside the home. The optional plan applies to most inside

wiring problems associated with cable and telephone wires. Charter does not service television sets, or any other equipment (such as VCR's, home antennas, or other cable compatible equipment) not owned by us as part of this plan, even if it is attached to the cable or to the cable equipment. Certain other limitations may apply to the plan, such as the exclusion of repairs necessary as a result of illegal installations, abuse or other misconduct, unauthorized modifications of inside wiring and/or catastrophic events like fires or floods. Please contact your local Charter office for more information about the Wire Maintenance Plan.

SUSPENSION/CREDITS FOR LOSS OF SERVICE. If you have a service problem, please contact us immediately as any applicable credit that is available will be issued from the date you notify us. Charter will not be responsible for any failure or interruption of programming or Service resulting from circumstances beyond its control. Customer shall not be entitled to consequential damages of any sort, if the Service provided hereunder is interrupted for any reason. Upon notification by a Customer of a Service interruption, Charter will credit the Customer if the service has been interrupted for more than four continuous hours; provided however, that Charter reserves its right to modify its credit policy if the interruption is the result of a natural disaster. In the case of a system-wide outage in excess of 24 consecutive hours, a credit will automatically be granted to affected customers.

INDEMNITY. In requesting and accepting Service, Customer agrees to indemnify and hold Charter harmless from and against any and all demands, claims, suits, attorney or witness fees, liabilities and other expenses for damages to property or injury or death of any person arising from the installation and provision of Service, except such as was caused by the negligence or willful misconduct of Charter or its authorized employees or agents. You agree that Charter is not liable for any consequential damages as a result of any loss of Service, nor will you make any claims or undertake any actions against Charter for loss of Service.

COMPLAINT PROCEDURES: Charter maintains offices and trained maintenance staff to be promptly available to Customers upon request. Technical personnel will be dispatched as warranted. Charter strives to resolve any complaints concerning its Service as expeditiously as possible. Should a Customer have any unresolved complaint regarding quality of Service, Equipment malfunctions, or similar matters, the Customer should contact us at the local office identified on the enclosed statement. If a complaint remains unresolved, the Customer may write a brief explanation of the complaint and actions taken, and bring them to the attention of the corporate office by mailing to Charter, Attention Customer Complaint, 941 Charter Commons Drive, Town and Country, MO 63017. Additionally, local governments designate individuals, councils, boards, committees, or commissions to resolve complaints and ensure compliance with all laws and regulations. These authorities are empowered to petition the FCC to demand compliance. Please consult the local franchise authority listed on the back of your statement.

THEFT OF SERVICE. Theft of service is the unauthorized interception and/or receipt of any communications and services offered over a cable system or tampering with cable equipment without the express authorization of the cable operator. Cable theft can occur when an individual knowingly and willfully makes illegal connections to a cable system or alters any equipment or installs any unauthorized equipment so as to receive Charter's cable signal without Charter's authorization or knowledge. Cable theft can also occur when an individual continues to receive Charter's cable signal subsequent to termination of Service.

Any person who unlawfully intercepts or receives communications provided over a cable system 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. 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.

Also, a cable operator may seek substantial monetary damages for the theft of its cable services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award additional damages of up to \$50,000 in civil cases and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses.

Congress enacted this legislation because it believes that theft of cable service poses a major threat to the economic viability of cable operators and cable programmers. Theft of service creates unfair burdens on cable customers who are forced to subsidize the illegal reception by other individuals of cable service without paying for it.

ADDITIONAL NOTICE INFORMATION FOR CT CUSTOMERS:

How to Reach Us

Charter Communications, (800) 827-8288 Toll Free

Phones open 24 hours a day, 7 days a week

Public Access Television

Time on Community Access channels is available for cable casting non-commercial programming to the towns served by Charter Communications. Pre-produced public access programs may be submitted by local franchise residents. Charter's local television studios, editing facilities, and portable public access equipment are also available for residents to produce their own programs for airing on the channel. Charter provides free training and lends portable video equipment to qualified users. For more information or for a copy of Charter's Community Access information Packet for your area call:

Newtown: CommunityVision 21 (203) 304-4050 or visit www.communityvision21.com

Willimantic: Charter's CTV 14 (860) 456-8500 or visit www.CTV14.com

Winsted: Charter's CTV 13 (860) 738-5090

Cable Advisory Council

The advisory council gives advice to Charter Communications management on matters affecting the public it deems necessary. The council consists of a minimum of one representative from each town appointed by the chief elected official of the town. There is also one representative appointed by the Board of Education of each town and one member representing the libraries in the franchise. The advisory council may be reached at the following addresses for your area:

Newtown/Winsted: Charter Communications Cable Advisory Council PO. Box 87, Newtown, CT.06470. Their website is www.Cableadvisorycouncil.org. The council meets the second Tuesday of the month at 7p.m., every other month, at the offices of Charter Communications in Newtown.

Willimantic: Charter Communications Cable Advisory Council 1548 West Main Street Willimantic, CT 06226. The council meets January 28th 7PM, April 21st, 7PM, September 15th, 7PM, November 17th, 7PM at the Charter's North Windham administration offices.

Additional Complaint Procedures

If you disagree with the charges on your bill, you must notify us by telephone, in person or by mail within 45 days after the first bill on which the error or problem appeared. We recommend that the disputed item be stated in writing and addressed to our billing office at 1548 West Main Street, Willimantic, CT 06226. We will investigate your claim and provide an initial response to you within 3 days and a written response within 15 days. Once you receive your written proposed resolution, you have 10 days to respond and present any additional information to us relating to the matter. We will review this information and return a final decision to you within 15 days. During the entire period, we will not terminate service provided you pay the undisputed portion of any outstanding or future bills. If you are not satisfied by our final decision, you may write for review of your case to the Connecticut Department of Public Utility Control, 10 Franklin Square, New Britain, CT 06051, or call their office at 1-800-782-DPUC (3782).

ADDITIONAL NOTICE INFORMATION FOR VT CUSTOMERS:**Dear Charter Customer:**

Thank You for being a Charter customer! The information that follows is a compilation of the products and services we have to offer; prices and options for programming services; installation and service maintenance policies; brief instructions on how to use the cable service; channel positions of the programming we carry; billing and complaint procedures; information on your right to privacy; an explanation of Local Access and how to use it; and the role of the Cable Advisory Council. The Federal Communications Commission requires cable systems to provide customers annually with an updated version of this information. Should you have any questions after reviewing the information, please don't hesitate to call us. We're here to assist you.

Sincerely,

Charter Communications

Notes**Franchise Contacts**

The Vermont Department of Public Service and Public Service Board desire to hear the views of subscribers regarding the quality of services provided by Charter Communications and the reasonableness of the terms upon which those services are provided.

To convey your views or seek assistance with a dispute, you may contact the Consumer Affairs Division of the VT Department of Public Service at 800-622-4496 or 802-828-2332, Monday Friday, except holidays, 7:45 a.m. - 4:30 p.m., or write DPS, 112 State Street, Montpelier, VT 05620-2601. TTY/TDD number 1-800-734-8390. The division can also assist you in submitting a dispute to the Vermont Public Service Board, which is the franchise authority.

The access management organizations (AMO) for Charter are: Kingdom Access Television (KATV) in Northeast Vermont and Central Vermont Television (CVTV) in Central Vermont.

Payment Offices

459 Portland Street
Johnsbury, VT 05819
(800) 827-8288
1:00 p.m. - 1:30 p.m. (closed for lunch)

304 North Main Street, Suite 1
Barre, VT 05641
12:45 p.m. - 1:30 p.m. (closed for lunch)

Office Hours

Monday, Wednesday & Thursday 8:30 a.m. - 4:30 p.m.
Tuesday 10:00 a.m. - 6:30 p.m.
Friday 9:00 a.m. - 4:30 p.m.

Complaint Procedures:

Charter Communications maintains offices and trained maintenance staff to respond promptly to customers' requests. We strive to resolve any complaints concerning service as quickly as possible. Should a customer have any unresolved complaint regarding quality of service, equipment malfunctions, or similar matters, please contact the District Manager at P.O. Box 350, Danville, VT 05828. If a complaint remains unresolved, you may write a brief explanation of the complaint and actions taken and send them to: Charter Communications, Senior Vice President, 11 Commerce Road, Newtown, CT 06470. Additionally, Charter Communications holds an operating certificate from the Vermont Public Service Board and is also regulated by the Federal Communications Commission. Both of these entities may assist customers who are unable to get a satisfactory resolution of their complaints directly from the company.

Dispute Resolution: You should first try to resolve any complaint or dispute directly with Charter. If you remain unsatisfied by Charter's response, you 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.

Notes

Contact Us

Charter Customer Care
1-888-GET CHARTER
(1-888-438-2427)



