


How to read your new Charter Statement

For more information about how these changes may affect you please go to www.charter.com/statementinfo.

- 1 **Your New Security Code.**
- 2 **Your New Statement Date.**
- 3 **Your New Account Number.**
- 4 **How to Reach Us.**
- 5 **Important Messages, Reminders and Offers.**
Including special events, savings opportunities, news, and promotions.
- 6 **Summary of Charges Payments and Credits.**
- 7 **Live It with Charter Rewards Program.**
View your current point balance. Not registered? Sign up today at www.liveitwithcharter.com.
- 8 **Your Payment Due Date.**
- 9 **Your Payment Coupon.**
Simply tear it off and mail.
- 10 **Charge Details.**
Itemized details of charges, broken out by service: Charter Cable®, Charter High-Speed® Internet and Charter Telephone®



941 CHARTER COMMONS DR TOWN & COUNTRY MO 63017
8750 0000 RT RP 28 0000000 00002009 NNNNNY

J JONES
123 MAIN ST
ANYTOWN ST 12345-6789

|||||

1 Security Code: 1234

2 Statement of Service
October 22, 2009

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

4 Billing or Service Support visit us at www.charter.com/support or call 1-888-GET-CHARTER (1-888-438-2427)

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

6 Charter Brings your Home to Life!
Live it with Charter Status - Gold ; Points - 9517 - For every \$1 spent with Charter you earn 10 points. Visit www.liveitwithcharter.com to spend your points on cool stuff! Questions? Call 1-877-684-8348. May not reflect most recent account activity.

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

7 Summary on following pages
Service from 10/09 through 11/30/09

Previous Balance	0.00
Payments Received	0.00
Balance Forward	0.00
Charter Cable Services	73.96
Charter High-Speed Internet Services	47.98
Charter Telephone Services	40.48
Adjustments, Taxes and Fees	5.57
Total Due by 11/15/09	\$167.99

8

9 Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by mail - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

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


Account: J JONES
Phone Number: 8750 00 000 0000000
For Service at: 123 Main St, Anytown ST 12345-6789

October 22, 2009

Total Due by 11/15/09 \$167.99

Amount you are enclosing: \$

CHARTER COMMUNICATIONS
PO BOX 790220
ST LOUIS MO 63179-0220
|||||



8750 0000 RT RP 28 0000040 00002009 NNNNNY

Thank You for choosing Charter Communications

10 Charge Details

Previous Balance	0.00
Balance Forward	\$0.00

Payments received after 10/22/09 will appear on your next bill.

Charter Cable

Oct 22	HD Ultra View Oct 21-Oct 31	3.00
Partial Month Services		\$3.00
Nov 1-Nov 30	Digital Home Package Includes: Basic Cable Service, Expanded Basic Cable Service, HD Receiver, Interactive Services: On Screen Guide, Music & Pay-per-view, Remote Control, Video On Demand Service	62.10
Nov 1-Nov 30	Digital Home Promotion for 12 months	-9.11
Nov 1-Nov 30	HD Ultra View	5.00
Nov 1-Nov 30	Wire Maintenance Plan	4.99
Monthly Charges		\$62.98
Oct 21 06:00pm	The Cable Guy	3.99
Oct 21 10:00pm	Shrek 3	3.99
Pay-Per-View & On Demand		\$7.98
Charter Cable Services Total		\$73.96

11

Charter High-Speed Internet

Oct 22	Charter Internet Package Oct 21-Oct 31 Includes: High Speed Internet	9.99
Partial Month Services		\$9.99
Nov 1-Nov 30	Charter Internet Package Includes: High Speed Internet	44.99
Nov 1-Nov 30	High-Speed Internet Promotion for 12 mo	-15.00
Nov 1-Nov 30	High-Speed Internet Plus Upgrade	5.00
Nov 1-Nov 30	Internet Modem Lease	3.00
Monthly Charges		\$37.99
Charter Internet Services Total		\$47.98

October 22, 2009 Page 3 of 4

J JONES
8750 00 000 0000000
Billing or Service Support visit us at www.charter.com/support or call 1-888-GET-CHARTER (1-888-438-2427)

Account Contact Us

Charter Telephone

Phone Number (123) 456-7890

Your selected Long Distance Provider is CHARTER LONG DISTANCE.
Your selected Local Toll Provider is CHARTER LONG DISTANCE.

Oct 22	Unlimited Long Distance Pkg Oct 21-Oct 31 9.99 Includes: Telephone Line, Ten Features Package, Unlimited Long Distance Calling, State-wide Long Distance Calling, Telephone Modem Lease, Voice Mail	9.99
Partial Month Services		\$9.99
Nov 1-Nov 30	Unlimited Long Distance Package Includes: Telephone Line, Ten Features Package, Unlimited Long Distance Calling, State-wide Long Distance Calling, Telephone Modem Lease, Voice Mail	34.99
Nov 1-Nov 30	Unlimited LD Promotion for 12 months	-5.00
Nov 1-Nov 30	Declined INT Blocking	0.00
Monthly Charges		\$29.99

Call Detail

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

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

Charter Telephone Services Total \$40.48

13 Adjustments, Taxes and Fees

Oct 21	Basic Cable Adjustment	-10.07
Cable	Franchise Fee	4.00
	FCC Admin Fee	0.06
Telephone	End User Common Primary Line Charge	6.50
	Federal Excise Tax	0.15
	Federal Universal Service Fund	1.50
	State Excise Tax	2.40
	Sales Tax	0.89
	State Infrastructure Maint Fee	0.14
Adjustments, Taxes & Fees Total		\$5.57

Total Due by 11/15/09 \$167.99

- 11 **Promotional Savings.**
Outlines the timeframe and total of your monthly promotional savings for each Charter service.

- 12 **Partial Month Charges.**
Charges from the date your service started through the first date of your regular billing cycles.

- 13 **Adjustments, Taxes and Fees.**
Any additional credits or fees applied to your account, along with required telecommunications taxes and fees.

