



September 27, 2005

Mr. R. J. Poel
Township of Georgetown
1515 Baldwin St, P.O. Box 769
Jenison, MI 49429

Dear Clerk Poel:

At Charter Communications, keeping you informed is an important part of our relationship. We know our customers have more choices than ever in selecting multi-channel video and Internet service providers and we want you to be confident that when our customers select Charter, they are making the right choice.

Over the past year and a half, Charter has absorbed numerous operational and programming expense increases, and has not raised basic and/or expanded basic service tier prices. After careful consideration, we find it necessary to adjust these rates beginning in November of this year. In your community, this change will affect approximately 50 percent of our customer base, as we have decided NOT to increase any of our digital cable package prices at this time.

Service	Current	New	Difference
Broadcast Basic Tier	\$12.00	\$12.00	N/A
Expanded Basic Tier	\$33.99	\$35.99	\$2.00
Basic/Expanded Basic Total:	\$45.99	\$47.99	\$2.00

Charter is working hard to offer a wide range of products, improve service, and reduce costs to give our customers the most value for their entertainment dollar. That's why we have created additional pricing choices, and service offerings, particularly utilizing our digital tiers of services and our high speed Internet product. We are enclosing a copy of the notification piece going to customer's homes.

We'll continue to keep you informed of any changes. Should you have any questions, please don't hesitate to call me at (616) 464-1839 or via email at ransberger@chartercom.com.

Sincerely,

Tim Ransberger
Vice President, Government Affairs

DIV: 60, FTA: 226

<<< Firstname Lastname >>>
<<< Address >>>
<<< City, State Zip >>>
<<< BARCODE >>>

September 20, 2005

Dear Charter Communications Customer:

On November 1, 2005, the monthly subscription price for the following services will be adjusted. While this change is due to increased business and programming costs, we continue to work hard to minimize the impact on you, our customer.

Service Level	Current Price	November 1, 2005	Difference
Basic	\$ xx.xx	\$ xx.xx	\$ xx.xx
Expanded Basic	\$ xx.xx	\$ xx.xx	\$ xx.xx
Combined Price	\$ xx.xx	\$ xx.xx	\$ xx.xx

You are an important customer to us, and we know you want to receive the best value for your entertainment dollar. In appreciation for your continued business, we have created a special promotional package for you:

Biggest Value Package: \$54.99 a month guaranteed for one year!*

We deliver superior digital picture and sound quality PLUS

- You'll get over 100 great channels including basic/expanded basic
- All your local channels included
- Easy to use, on-screen program guide with Parental Controls
- 45 commercial free, DJ-free digital music channels
- Multiple screens of HBO® and Cinemax® in addition to the Starz® Super Pak
- The Big Movie Tier (Showtime Unlimited™ channels)
- Access to movies available for the first time on TV through Charter Pay-Per-View

This package price is guaranteed for one year and there are no contracts and no equipment to buy. You can get **much** more for just a **little** more. To take advantage of this offer, please call 1-800-211-4339 today.

We are committed to providing you with superior customer service and the latest in technology. After all, keeping you entertained and well informed is our top priority. If you have any questions or concerns, please do not hesitate to contact us at 1-800-211-4339. We are available 24 hours a day, 7 days a week for your convenience.

Charter Communications

* Promotional offer pricing is valid for one year, after which regular package price will apply, currently \$70.99 for Biggest Value Package. Number of premium channels may vary by area. Additional digital tiers of programming available a la carte. Offer is only available until 12/31/05.

© 2005 Charter Communications, Inc. A set-top box may be required at time of installation. Installation may be extra. Additional fees may apply for additional outlets. Services not available in all areas. Taxes and fees may apply with the actual amount depending on location and services ordered. Other restrictions may apply. Call for full details. Please refer to the back side of your monthly billing statement for your local cable franchise authority contact.

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