



December 15, 2005

Dear Franchise Official:

As you know, Charter Communications has an upgraded fiber-optic based network in your community that enables Charter to offer high speed Internet access and digital cable television services, in addition to traditional analog cable television services.

From time to time, we review the costs associated with providing these new products, and make adjustments when necessary. Although your community does not regulate high speed Internet service, we like to keep you informed of any changes to our products and prices. Therefore, we wish to inform you that residential high-speed Internet rates will be adjusted effective with our February, 2006 billing. Please note that Charter has periodically increased the download speeds of our Internet service in order to provide a more satisfactory experience to the customer. For instance, the 1.5 megabits/second level of Internet service that we introduced several years ago has been increased to a 3.0 megabits/second service. The monthly service fees for our residential high-speed Internet service will be adjusted as follows:

Service	Current Price	New Price	Notes
384k Internet	\$29.99	\$35.99	When bundled with a video service
384k Internet	\$39.99	\$45.99	When taken as a "stand alone" product
3M Internet	\$41.99	\$42.99	When bundled with a video service
3M Internet	\$49.99	\$54.99	When taken as a "stand alone" product

In addition to these changes, digital cable tier prices will be adjusted from \$4.00 per month to \$5.00 per month, when purchased on an a la carte basis. This change will not affect customers who are in a promotional package, nor to customers in a "big, bigger, or biggest" bundled offering, which consists of a digital cable package, combined with high speed Internet service.

Finally, in some areas, Charter is renting Digital Video Recorder ("DVR") set-top boxes to customers. The monthly price for these set-top boxes will be adjusted to \$14.99, from the current rate of \$9.99.

A sample copy of the customer notification that will be mailed to customer in January is enclosed for your review.

Please call me at (616) 464-1839 if you have any questions. As always, we are very proud to be the cable provider for your area.

Sincerely,

Tim Ransberger
Charter Communications
Enclosure



December 20, 2005

Dear Charter Communications Customer:

On February 1, 2006, the monthly subscription price for the following service will be adjusted. While this change is due to our increased costs, we continue to work hard to minimize the impact on you, our customer.

Service Level	Current Price	February 1, 2006	Difference
High-Speed Internet: 384kbps	\$29.99	\$35.99	\$6.00

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 a special promotional package for you:

Charter's Top Value Package: With an annual savings of over \$100!*

Charter Digital™ TV - Biggest Value Package featuring:

- Over 100 channels including basic/expanded basic with all of your local channels included
- Easy to use, on-screen program guide with Parental Controls
- Digital Music channels, up to 47, with no commercials or DJs
- Access to movies available for the first time on TV through Charter Pay-Per-View or Charter OnDemand
- One digital tier of channels - choose from movies, sports or family programming
- Multiple screens of HBO® and Cinemax® in addition to the Starz® Super Pak

Charter High-Speed™ Internet Service featuring:

- 3 Mbps downstream/256 kbps upstream
- Ability to download large files in a flash
- Up to 100x faster than dial-up and 2x faster than most DSL connections
- Up to 10 email accounts and 20 MB of personal web space
- No need for a second phone line
- Advanced security—Protect against viruses and hackers with Charter High-Speed Security Suite™

All for \$104.99 a month guaranteed for one year!*

Call today: 1-800-211-4339

This package price is guaranteed for one year. There are no contracts to sign 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.

Charter Communications

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