

Floyd R. Self
(850) 521-6727
fself@bergersingerman.com

August 15, 2025

VIA PSC E-FILE SYSTEM

Adam Teitzman, Commission Clerk
Gerald L. Gunter Building, Suite 152
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 20250011, Bright House Networks Information Services (Florida), LLC,
2024 Lifeline Data Request Response

Dear Mr. Teitzman:

Bright House Networks Information Services (Florida), LLC ("Bright House"), a subsidiary of Charter Communications, Inc., hereby files its responses to the Lifeline Data Request that was requested by the Commission Staff in its letter of July 16, 2025.

Please let me know if you need anything further.

Best regards,

BERGER SINGERMAN LLP



Floyd R. Self

cc: Gregory Fogleman

2025 LIFELINE DATA REQUEST

To assist the Florida Public Service Commission in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Section 364.10, Florida Statutes, **please provide responses to the following questions by August 15, 2025. Your responses should include your company name, contact person, and email address.**

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2024, through June 30, 2025. For questions requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

1. Provide the number of customers participating in Lifeline each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.
2. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?
3. How is the Transitional Lifeline discount offered and applied to eligible customers?
4. What Lifeline plans are available to customers for voice, broadband, and/or bundled services? Please include any legacy plans (i.e., those still used by existing customers but no longer offered to new ones). For each plan, please indicate whether it meets the FCC's minimum service standards for voice, broadband, or both.
5. Provide information on the following, if applicable:
 - a. Internal procedures for promoting Lifeline.
 - b. Outreach and educational efforts involving participation in community events.
 - c. Outreach and educational efforts involving mass media (newspaper, radio, television).
 - d. Copies of Lifeline outreach materials used by your company.
 - e. Links to any Lifeline information available on your company's website.
 - f. Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline.
 - g. If the company offers Lifeline under multiple brands, provide a comprehensive list.
 - h. If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers.
 - i. If you have seen a significant change in the number of Lifeline customers you service since the last reporting period, please identify what factors you believe contributed.
6. Are you assisting customers with their Lifeline program applications through the National Verifier portal? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.
7. In accordance with Florida Administrative Code 25-4.0665(3), are you participating in the Lifeline Promotion Process (i.e., downloading qualified customer contact information from the FPSC)? If not, please explain why.
8. Within the last year, has any of the following events affecting the company occurred:
 - a. Filed for bankruptcy? If yes, please identify the chapter and the date filed.
 - b. FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.
 - c. Changes to the ownership or corporate structure? If yes, please elaborate or explain.
9. For matters related to consumer complaints, who is the company's designated contact person? Please provide their name, title, telephone number, and email address.

2025 LIFELINE DATA REQUEST

To assist the Florida Public Service Commission in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Section 364.10, Florida Statutes, **please provide responses to the following questions by August 15, 2025**. Your responses should include your company name, contact person, and email address.

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2024, through June 30, 2025. For questions requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

Response: *Bright House Networks Information Services (Florida), LLC (Bright House), a subsidiary of Charter Communications, Inc. (Charter), submits these responses as a designated Eligible Telecommunications Carrier (ETC) in certain areas of Florida. Specifically, Bright House offers Lifeline service in the areas where it receives Rural Digital Opportunity Fund (RDOF) support, authorized by the Federal Communications Commission (FCC) in March 2022. In these areas, Bright House and its affiliates have commenced offering broadband, voice and Lifeline services under the "Spectrum" brand name.*

Contact: Michael Chowaniec, Vice President, State Government Affairs

E-mail: Michael.Chowaniec@charter.com

1. Provide the number of customers participating in Lifeline each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Response: *As of June 30, 2025, Bright House and its affiliates have **1 Lifeline broadband customer** in Florida. This customer began Lifeline service in December 2024.*

2. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?

Response: *None. Bright House had no Transitional Lifeline customers during the reporting period ending June 30, 2025.*

3. How is the Transitional Lifeline discount offered and applied to eligible customers?

Response: *The Transitional Lifeline discount is described in Section 4.1.4 of Bright House's Local and Intrastate Interexchange Services Price Guide: <https://www.spectrum.com/policies/telephone-tariff>.*

4. What Lifeline plans are available to customers for voice, broadband, and/or bundled services? Please include any legacy plans (i.e., those still used by existing customers but no longer offered to new ones). For each plan, please indicate whether it meets the FCC's minimum service standards for voice, broadband, or both.

Response: *Until June 2025, eligible customers could receive a federal Lifeline discount on either Spectrum Internet Assist (SIA) (50 Mbps x 10 Mbps) or Spectrum Voice service when bundled with Spectrum Internet Assist.*

From July 2024 to mid-January 2025:

- *Spectrum Voice (when purchased with other Spectrum services) was \$22.99/month*
- *SIA was \$24.99/month before the Lifeline discount; and*

- *SIA + Spectrum Voice bundle was \$47.98/month (SIA at \$24.99 and Spectrum Voice at \$22.99) before the Lifeline discount.*

In September 2024, Charter introduced a reduced-price SIA option available to customers meeting additional eligibility criteria.

Effective mid-January 2025:

- *Spectrum Voice (with other Spectrum services): changed to \$25/month*
- *SIA changed to \$25/month before the Lifeline discount; and*
- *SIA + Spectrum Voice bundle: \$50/month (SIA \$25 + Spectrum Voice \$25) before the Lifeline discount.*

In June 2025, Charter expanded its Lifeline service offerings to include a Lifeline discount on additional Spectrum residential Spectrum Internet service tiers, as shown in the table below. All Spectrum internet services have no data caps, and Spectrum Voice includes unlimited local and domestic long-distance calling:

<i>Spectrum Internet Service (Speed)</i>	<i>Spectrum Internet Price (before Lifeline discount)</i>	<i>Spectrum Internet & Spectrum Voice Bundle Price (before Lifeline discount)</i>
<i>Spectrum Internet Assist (50 Mbps x 10 Mbps)</i>	<i>\$15*</i>	<i>\$40</i>
<i>Spectrum Internet Assist (50 Mbps x 10 Mbps)</i>	<i>\$25</i>	<i>\$50</i>
<i>Internet Advantage (100 Mbps x 20 Mbps)</i>	<i>\$50</i>	<i>\$75</i>
<i>Internet Premier (500 Mbps x 20 Mbps)</i>	<i>\$80</i>	<i>\$105</i>
<i>Internet Gig (1000 Mbps x 35 Mbps)</i>	<i>\$100</i>	<i>\$125</i>
<i>Internet 2 Gig (2000 Mbps x 1000 Mbps)</i>	<i>\$120</i>	<i>\$145</i>

**SIA at this price has additional eligibility criteria.*

5. Provide information on the following, if applicable:

- Internal procedures for promoting Lifeline.
- Outreach and educational efforts involving participation in community events.
- Outreach and educational efforts involving mass media (newspaper, radio, television).
- Copies of Lifeline outreach materials used by your company.
- Links to any Lifeline information available on your company's website.

- f) Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline.
- g) If the company offers Lifeline under multiple brands, provide a comprehensive list.
- h) If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers.
- i) If you have seen a significant change in the number of Lifeline customers you service since the last reporting period, please identify what factors you believe contributed.

Response: Charter promoted Lifeline in Florida RDOF areas through:

- **Direct mail advertising campaigns** in July, September, and November 2024 and as services were newly deployed to households in serviceable RDOF areas (Attachment 1).
- **Bill Messages** to existing RDOF-area customers with Lifeline information (Attachment 2, page 3).
- **Website Resources:**
 - "How to Qualify for Lifeline with Spectrum" <https://www.spectrum.net/support/account-and-billing/lifeline-phone-credit-landing>
 - "Spectrum Rural Internet Availability (includes Lifeline FAQ)" <https://www.spectrum.com/cp/build>
- **Interactive Voice Response (IVR)** messaging for inbound customer calls
- **Bilingual materials:** Direct mailers, bill messages, webpages, and IVR messages available in English and Spanish

Charter does not currently partner with outside organizations for Lifeline promotion but participates in the Florida Public Service Commission's (FPSC) Lifeline Promotion Process. Lifeline is offered exclusively under Charter's Spectrum brand, Charter is not a provider of wireless or satellite Lifeline service, and Lifeline customer counts have remained stable year over year.

- 6. Are you assisting customers with their Lifeline Program applications through the National Verifier portal? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.

Response: No. Bright House does not verify eligibility or assist customers with their Lifeline program applications. Instead, customers are directed to apply through the USAC National Verifier website.

- 7. In accordance with Florida Administrative Code 25-4.0665(3), are you participating in the Lifeline Promotion Process (i.e., downloading qualified customer contact information from the FPSC)? If not, please explain why.

Response: Yes. Bright House participates in the FPSC's Lifeline Promotion Process.

- 8. Within the last year, has any of the following events affecting the company occurred:
 - a) Filed for bankruptcy? If yes, please identify the chapter and the date filed.
 - b) FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.
 - c) Changes to the ownership or corporate structure? If yes, please elaborate or explain.

Response: No, none of the above events have occurred.

9. For matters related to consumer complaints, who is the company's designated contact person? Please provide their name, title, telephone number, and email address.

Response: Sarah Duckworth, Vice President, Corporate Escalations, (864) 297-2248,
sarah.duckworth@charter.com

EXHIBIT 1



Call 1-XXX-XXX-XXXX



Switch Now and Save

with a Two-Year Price Guarantee

Call today 1-XXX-XXX-XXXX

The fastest and most reliable Internet your home can count on

Call 1-XXX-XXX-XXXX now

Dear Neighbor,

Spectrum is dedicated to bringing you fast, reliable services because everyone deserves Internet that powers unlimited possibilities. Switch to Spectrum Internet® and seamlessly connect your entire home **with the fastest speeds** from the **#1 rural Internet provider in the nation**.

Call 1-XXX-XXX-XXXX today and enjoy a Two-Year Price Guarantee on Internet Premier when bundled with Spectrum TV. The more you bundle, the more you save!

Sincerely,

R. Underwood

R. Underwood, VP of Marketing

P.S. Find out if you qualify for a Lifeline credit on Spectrum Internet and Spectrum Voice®. The Lifeline program is a government assistance program created to ensure eligible households have the services they need. Visit Spectrum.net/lifelineprogram to learn more.

BUNDLE AND SAVE

INTERNET PREMIER

\$30 per month
for two
years

when bundled with Spectrum TV®

TWO-YEAR PRICE GUARANTEE

NO CONTRACTS

Reply by XX/XX/XX

Call 1-XXX-XXX-XXXX now

Visit Spectrum.com

Incredible savings with a two-year price guarantee. That's our promise to you.

- Fast, reliable Internet speeds up to 500 Mbps
- Spectrum is the #1 rural Internet provider in the nation
- No data caps, so you can stream movies, browse, game and more with no limits
- Stay safe and secure online plus access parental controls with Advanced WiFi
- Seamlessly connect multiple devices, including laptops, tablets, gaming systems and more
- Get all the TV channels you're looking for plus popular streaming services like Disney+ Basic, ESPN+ and Paramount+ included with Spectrum TV

BUNDLE AND SAVE

INTERNET PREMIER

\$30 per month for two years

when bundled with Spectrum TV®

TWO-YEAR PRICE GUARANTEE

NO CONTRACTS

Reply by XX/XX/XX

Call 1-XXX-XXX-XXXX now

Stay connected with Spectrum Voice® starting at \$15 per month for three years when bundled.

Get reliable home phone with unlimited calling to the U.S., Canada, Mexico and more.

Enjoy over 28 calling features such as Call Waiting and Call Guard, all with no added taxes or fees.

Find out if you qualify for the Lifeline Credit, go to [Spectrum.net/lifelineprogram](https://spectrum.net/lifelineprogram) or visit a Spectrum Store to learn more.

Offer good through XX/XX/XXXX; subject to change; new residential customers only (no Spectrum services within past 30 days) and in good standing with Spectrum. Standard rates apply after promo period or if qualifying services not maintained. Offer subject to qualifying services being ordered on the same day. **SPECTRUM INTERNET:** Taxes and fees extra in select states. Additional charge for installation. Speeds based on wired connection. Actual speeds (including wireless) vary and are not guaranteed. **Fastest Speeds** claim based on Broadband Download Speed among the top 5 national providers in Opensignal USA: Fixed Broadband Experience Report - National View, May 2024. **Most reliable** Internet claim based on Broadband Reliability Experience among top 5 national providers in Opensignal USA: Fixed Broadband Reliability Report - National View, August 2024. © 2024 Opensignal Limited. **#1 rural Internet provider in the nation** based on December 2022 FCC Broadband Data Collection locations. **ADVANCED WIFI:** Advanced WiFi does not prevent all forms of identity or data theft. **SPECTRUM TV:** Channel availability based on level of service and not all channels available in all markets or locations. **SPECTRUM VOICE:** Standard rate of \$22.99 per month applies after the promo period ends. If not bundled, the standard rate of \$29.99 per month applies. Additional charge for installation. Unlimited calling includes calls within the U.S., Canada, Mexico, Puerto Rico, Guam, the Virgin Islands and more. Services subject to all applicable service terms and conditions, subject to change. Not available in all areas. Restrictions apply.

By law, the Lifeline program is non-transferable and only available on one line per household. A federal Lifeline discount of \$9.25 can be applied to Spectrum Internet Assist (SIA) service or Spectrum Voice with SIA service. Additional Lifeline service might be available in certain areas. Go to [Spectrum.net/lifelineprogram](https://spectrum.net/lifelineprogram) to find out if you qualify for the Lifeline Credit.

Lifeline Voice Service is provided in the following states by: Alabama - [Charter Fiberlink - Alabama, LLC, Time Warner Cable Information Services (Alabama), LLC, Bright House Networks Information Services (Alabama), LLC]; California - [Time Warner Cable Information Services (California), LLC, Charter Fiberlink CA-CCO, LLC]; Florida - [Bright House Networks Information Services (Florida), LLC]; Georgia - [Charter Fiberlink - Georgia, LLC]; Illinois - [Charter Fiberlink - Illinois, LLC]; Indiana - [Time Warner Cable Information Services (Indiana), LLC, Bright House Networks Information Services (Indiana), LLC]; Kentucky - [Time Warner Cable Information Services (Kentucky), LLC]; Louisiana - [Charter Fiberlink LA-CCO, LLC]; Massachusetts - [Time Warner Cable Information Services (Massachusetts), LLC]; Michigan - [Charter Fiberlink - Michigan, LLC]; Missouri - [Charter Fiberlink - Missouri, LLC, Time Warner Cable Information Services (Missouri), LLC]; New Hampshire - [Time Warner Cable Information Services (New Hampshire), LLC]; New Mexico - [Time Warner Cable Information Services (New Mexico), LLC]; North Carolina - [Time Warner Cable Information Services (North Carolina), LLC, Charter Fiberlink NC-CCO, LLC]; Ohio - [Time Warner Cable Information Services (Ohio), LLC]; Oregon - [Charter Fiberlink OR-CCO, LLC]; Pennsylvania - [Time Warner Cable Information Services (Pennsylvania), LLC]; South Carolina - [Charter Fiberlink SC-CCO, LLC, Time Warner Cable Information Services (South Carolina), LLC]; Tennessee - [Charter Fiberlink - Tennessee, LLC, Time Warner Cable Information Services (Tennessee), LLC]; Texas - [Charter Fiberlink TX-CCO, LLC, Time Warner Cable Information Services (Texas), LLC]; Vermont - [Charter Fiberlink VT-CCO, LLC]; Virginia - [Time Warner Cable Information Services (Virginia), LLC, Charter Fiberlink VA-CCO, LLC]; Washington - [Charter Fiberlink WA-CCO, LLC]; Wisconsin - [Charter Fiberlink CCO, LLC, Time Warner Cable Information Services (Wisconsin), LLC].

Lifeline Service may not be available in your area. Visit [Spectrum.net/lifelineprogram](https://spectrum.net/lifelineprogram) to learn more.

Safety-related information about Lifeline VoIP telephone service coverage limitations can be found at spectrum.com/policies/spectrum-residential-voice-services-agreement and spectrum.com/policies/battery. Indiana - Information regarding voice service pricing, terms and conditions, and Lifeline discounts can be found by selecting Indiana at [Spectrum.net/lifelineprogram](https://spectrum.net/lifelineprogram).

*Oregon - The Oregon Telephone Assistance Program (OTAP) and Lifeline are government assistance programs for eligible low-income customers only and limited to one benefit per household consisting of wireline service, a bundle of basic service and broadband Internet access services, or broadband Internet access service. The service is non-transferable, and proof of eligibility may be necessary for enrollment.

Georgia - Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-651-8600 and 800-869-1123 (toll free).

Pennsylvania - Contact the PA PUC Bureau of Consumer Services for help with unresolved questions or complaints at 1-800-692-7380 or Online Informal Complaint Form at <https://www.puc.pa.gov/complaints/informal-complaints>.

If you receive FEMA's Individuals and Households Program (IHP) support because of Hurricane Helene, Tropical Storm Helene, Post-Tropical Cyclone Helene, and Hurricane Milton you may qualify for Lifeline. To learn more visit <https://www.lifelinesupport.org/disaster-assistance/>

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EXHIBIT 2



ACCOUNT NUMBER

SECURITY CODE

STATEMENT DATE

SERVICE ADDRESS

PAGE
1 of 6

This month you saved: **\$5.00**

Amount Due

Due by

Auto Pay

Enrolled in Auto Pay:

Your Auto Pay payment will be deducted on your due date.

Thank you for choosing Spectrum.

We appreciate your prompt payment and value you as a customer.

Auto Pay Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.

IMPORTANT NEWS**Enrolled in Auto Pay**

Your Auto Pay payment will be deducted on your due date.



Detach the included payment stub and enclose it with a check made payable to Spectrum. If you have questions about your account, call us at (855) 757-7328.



DO NOT SEND PAYMENTS TO THIS ADDRESS
4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652

Amount Due

Due by

Auto Pay

Please send payment to:

SPECTRUM
PO BOX 7186
PASADENA CA 91109-7186

**IMPORTANT ACCOUNT INFORMATION FOR
HURRICANE AREA RESIDENTS**

If your address is in one of the areas impacted by Hurricane Helene or Hurricane Milton, you may be eligible to receive Lifeline Internet if you are receiving individual assistance from the Federal Emergency Management Agency's (FEMA) Individuals and Households Program (IHP).

Lifeline is a government assistance program that provides a monthly discount on service to eligible Spectrum customers. Lifeline service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household. Lifeline service from Spectrum is available in certain areas.

Residents in areas impacted by the hurricanes have up until the below dates to enroll and may be eligible to receive Lifeline for up to 12 months:

- Hurricane Helene areas: April 2, 2025
- Hurricane Milton areas: April 10, 2025

Learn more at

LifelineSupport.org/disaster-assistance/.
Enroll at LifelineSupport.org.

IMPORTANT BILLING UPDATE

At Spectrum, we value your loyalty and work hard to keep prices as low as possible. Despite our best efforts, rising costs have impacted our prices.

Experience Streaming, Simplified.

With **Spectrum TV®** and **Xumo** you can enjoy live TV channels plus your favorite streaming apps, together, all in one place.



Easily find what you want with Voice Search.

Find all your favorite content in one place on the Xumo home screen.

Open your favorite streaming apps with one touch.

Navigate through live TV channels or search with alphanumeric keys.

Call today!
1-877-470-6728



ACCOUNT NUMBER

SECURITY CODE

STATEMENT DATE

SERVICE ADDRESS

PAGE
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Effective with your next statement, the following pricing will change:

- In line with our commitment to clear and simple pricing, Spectrum Internet will increase by \$0.01 per month

To learn about how these changes benefit your services now and in the future, visit

[Spectrum.net/Enhancements](https://www.spectrum.net/enhancements)

Florida Lifeline

In certain areas, Bright House Networks Information Services (Florida), LLC and its affiliates (collectively, Spectrum) participate in the Federal Lifeline Program, which is a government assistance program under which Spectrum provides a monthly discount on Spectrum Internet Assist service on its own or bundled with Spectrum Voice home phone service with unlimited nationwide calling and other free features to eligible low-income consumers. Customers may qualify for Lifeline if household income level is at or below 135% of Federal Poverty Income Guidelines; or if a member of the customer's household receives benefits from either SSI, SNAP, or Federal Public Housing Assistance, Veteran's Pension or Survivor's Pension Benefit, with annual recertification required. Lifeline benefit amounts are set by the Federal Communications Commission (FCC) and are subject to change. Lifeline service is limited to one service per household and is not transferable. Additional information regarding the Lifeline Program is available from the Universal Service Administrative Company (USAC), which administers Lifeline for the FCC by calling **1-888-641-8722** or by accessing their website at www.LifelineSupport.org. Additional information about how to enroll in Lifeline is also available at <https://www.spectrum.net/lifelinequalify> or **1-800-941-7809**.

BEWARE OF PAYMENT SCAMS!

Spectrum is dedicated to keeping you and your family safe online. Visit www.Spectrum.net/securitycenter for tools and solutions to keep your personal information secure.

SPECIAL MOVERS OFFER!

Spectrum makes moving easier with fast, reliable Internet. Enjoy one line of Unlimited Mobile included with Internet for a full year. **CALL 855-264-4133** or visit www.Spectrum.net/easymove.

ATTENTION BUSINESS OWNERS!

Get fast, reliable Internet with multi-layered security to protect your business. Call Spectrum Business at **1-844-905-0451** today to learn more.

xumo

Call today!
1-877-470-6728



Easily find what you want with Voice Search.

Find all your favorite content in one place on the Xumo home screen.

Open your favorite streaming apps with one touch.

Navigate through live TV channels or search with alphanumeric keys.

Unlimited calling. Unlimited connections.

Stay in touch with friends and family with unlimited nationwide calling and 28 popular features.

Call 1-877-470-6728 to add Spectrum Voice®.



ACCOUNT NUMBER

SECURITY CODE

STATEMENT DATE

SERVICE ADDRESS

PAGE
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Support, Bill FAQs and Descriptions

Support

Visit: [Spectrum.net/support](https://spectrum.net/support)

Call: (855) 75-SPECTRUM (1-855-757-7328)

Moving Soon?

Visit [Spectrum.com/easy2move](https://spectrum.com/easy2move) or call us at (877) 940-7124 for help transferring and setting up your services in your new home.

Bill FAQs

How do billing cycles work?

The service period covered by your first bill statement starts on your first day of service and ends on the 30th day of service. Future months' bill statements cover service periods which start and end on the same days of the month as the first service period. Charges associated with Pay-Per-View or On Demand purchases will be included on the next service period's bill statement.

What happens if I have insufficient funds or a past due balance?

Spectrum may charge a processing fee for any returned checks and card chargebacks. If your payment method is refused or returned for any reason, we may debit your account for the payment, plus an insufficient funds processing fee as described in your terms of service or video services rate card up to the amount allowable by law and any applicable tax. Your bank account may be debited as early as the same day your payment is refused or returned. If your bank account isn't debited, the return check amount (plus fee) must be paid by cash, cashier's check or money order.

What if I disagree with a charge?

If you want to dispute a charge, you have 60 days from the billing due date to file a complaint. While it's being reviewed, your service will remain active as long as you pay the undisputed part of your bill.

What if my service is interrupted?

Unless prevented by situations beyond our control, services will be restored within 24 hours of you being notified. If your service is interrupted for more than 24 continuous hours, you can contact us for a credit.

You can find all of our terms and conditions at [Spectrum.com/policies](https://spectrum.com/policies).

Descriptions

Taxes and Fees - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice. Visit [Spectrum.net/taxesandfees](https://spectrum.net/taxesandfees) for more information.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at [Spectrum.com/policies](https://spectrum.com/policies).

Insufficient Funds Payment Policy - Charter may charge an 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 may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth in your terms of service or on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day 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.

Spectrum Terms and Conditions of Service - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

Spectrum Security Center: Spectrum offers tools and solutions to keep you and your family safe when connected. Learn how to safeguard your information, detect scams and how to identify fraud alerts. Learn more at [Spectrum.net/SecurityCenter](https://spectrum.net/SecurityCenter).

Billing Practices - Spectrum mails monthly, itemized statements to customers for monthly services that are billed in advance. Customers agree to pay amounts due by the due date indicated on the statement, less any authorized credits. If your monthly statement is not paid by the due date, a late payment processing charge may be imposed. Nonpayment of any portion of any services on this statement could result in disconnection of all of your Spectrum services. Disconnection of Phone service may also result in the loss of your phone number.

Past Due Fee / Late Fee Reminder - A late fee will be assessed for past due charges for service.

Complaint Procedures: If you disagree with your charges, you need to register a complaint no later than 60 days after the due date on your bill statement.



ACCOUNT NUMBER

[REDACTED]

SECURITY CODE

[REDACTED]

STATEMENT DATE

[REDACTED]

SERVICE ADDRESS

[REDACTED]

[REDACTED]

PAGE

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[REDACTED]

[REDACTED]

Spectrum Internet® Advantage:
\$30 per month for one year

Status:
Preferred

Accept by:
XX/XX/XX

Spectrum

Accept your
exclusive
offer today

Call 1-XXX-XXX-XXXX

You've been identified as a preferred customer

It's easy to accept this offer:

- 1 Call 1-XXX-XXX-XXXX
- 2 Go to Spectrum.com
- 3 Visit your neighborhood Spectrum store

Switch and save with this special offer

INTERNET ADVANTAGE

\$30
per month
for one year

No
Contracts

Call 1-XXX-XXX-XXXX

Spectrum

▲ Remove the card ▲

As a preferred customer, you'll enjoy these benefits:



Fast, reliable Internet

Fast, reliable Internet speeds up to 100 Mbps so you can seamlessly connect your entire home with the fastest speeds.



Save every month

Enjoy NO added taxes or fees and a FREE modem. Plus, NO data caps, so you can stream movies, browse, game and more with no limits.



The service you deserve

Enjoy Spectrum services with NO contracts, 24/7 customer service, NO hassles and our Risk-Free, 30-Day Money-Back Guarantee.

Find out if you qualify for a Lifeline credit on Spectrum Internet. The Lifeline program is a government assistance program created to ensure eligible households have the services they need. Visit [Spectrum.net/lifelineprogram](https://www.spectrum.net/lifelineprogram) to learn more.



Spectrum is the #1 rural Internet provider in the nation

INTERNET ADVANTAGE

\$30 per month
for one year

- Spend more time doing what you love with fast, reliable Internet speeds up to 100 Mbps. Enjoy the same upload and download speeds for increased productivity, seamless video calling, live streaming and photo sharing.
- No added taxes, fees or data caps
- Seamlessly connect your entire home with the fastest speeds

Stay connected with Spectrum Voice® starting at \$15 per month for three years when bundled and get reliable home phone with unlimited calling to the U.S., Canada, Mexico and more.

Accept your exclusive offer by XX/XX/XX

Call

1-XXX-XXX-XXXX

Go to

Spectrum.com

Visit

your neighborhood
Spectrum store

Find out if you qualify for the Lifeline Credit, go to [Spectrum.net/lifelineprogram](https://spectrum.net/lifelineprogram) or visit a Spectrum Store to learn more.

Offer good through XX/XX/XXXX; subject to change; new residential customers only (no Spectrum services within past 30 days) and in good standing with Spectrum. Taxes and fees extra in select states. For Risk-Free, 30-Day Money-Back Guarantee, visit [Spectrum.com/guarantee](https://spectrum.com/guarantee). SPECTRUM INTERNET ADVANTAGE: Offer based on eligibility requirements. Standard rates apply after promo period. Additional charge for installation. Speeds based on wired connection. Actual speeds (including wireloss) vary and are not guaranteed. Symmetrical-speed capable equipment required. Services not available in all areas and may be impacted by customer-owned equipment, facilities or wiring. Fastest Speeds claim based on Broadband Download Speed among the top 5 national providers in Opensignal USA: Fixed Broadband Experience Report - National View, May 2024. Based on Opensignal independent analysis of mean download speed. © 2024 Opensignal Limited. #1 rural Internet provider in the nation based on December 2022 FCC Broadband Data Collection locations. SPECTRUM VOICE: Standard rate of \$22.99 per month applies after the promo period ends. If not bundled, the standard rate of \$29.99 per month applies. Additional charge for installation. Unlimited calling includes calls within the U.S., Canada, Mexico, Puerto Rico, Guam, the Virgin Islands and more. Services subject to all applicable service terms and conditions, subject to change. Not available in all areas. Restrictions apply.

By law, the Lifeline program is non-transferable and only available on one line per household. A federal Lifeline discount of \$9.25 can be applied to Spectrum Internet Assist (SIA) service or Spectrum Voice with SIA service. Additional Lifeline service might be available in certain areas. Go to [Spectrum.net/lifelineprogram](https://spectrum.net/lifelineprogram) to find out if you qualify for the Lifeline Credit.

Lifeline Voice Service is provided in the following states by: Alabama - [Charter Fiberlink - Alabama, LLC, Time Warner Cable Information Services (Alabama), LLC, Bright House Networks Information Services (Alabama), LLC]; California - [Time Warner Cable Information Services (California), LLC, Charter Fiberlink CA-CCO, LLC]; Florida - [Bright House Networks Information Services (Florida), LLC]; Georgia - [Charter Fiberlink - Georgia, LLC]; Illinois - [Charter Fiberlink - Illinois, LLC]; Indiana - [Time Warner Cable Information Services (Indiana), LLC, Bright House Networks Information Services (Indiana), LLC]; Kentucky - [Time Warner Cable Information Services (Kentucky), LLC]; Louisiana - [Charter Fiberlink LA-CCO, LLC]; Massachusetts - [Time Warner Cable Information Services (Massachusetts), LLC]; Michigan - [Charter Fiberlink - Michigan, LLC]; Missouri - [Charter Fiberlink - Missouri, LLC, Time Warner Cable Information Services (Missouri), LLC]; New Hampshire - [Time Warner Cable Information Services (New Hampshire), LLC]; New Mexico - [Time Warner Cable Information Services (New Mexico), LLC]; North Carolina - [Time Warner Cable Information Services (North Carolina), LLC, Charter Fiberlink NC-CCO, LLC]; Ohio - [Time Warner Cable Information Services (Ohio), LLC]; Oregon - [Charter Fiberlink OR-CCV, LLC]; Pennsylvania - [Time Warner Cable Information Services (Pennsylvania), LLC]; South Carolina - [Charter Fiberlink SC-CCO, LLC, Time Warner Cable Information Services (South Carolina), LLC]; Tennessee - [Charter Fiberlink - Tennessee, LLC, Time Warner Cable Information Services (Tennessee), LLC]; Texas - [Charter Fiberlink TX-CCO, LLC, Time Warner Cable Information Services (Texas), LLC]; Vermont - [Charter Fiberlink VT-CCO, LLC]; Virginia - [Time Warner Cable Information Services (Virginia), LLC, Charter Fiberlink VA-CCO, LLC]; Washington - [Charter Fiberlink WA-CCV, LLC]; Wisconsin - [Charter Fiberlink CCO, LLC, Time Warner Cable Information Services (Wisconsin), LLC].

Lifeline Service may not be available in your area. Visit [Spectrum.net/lifelineprogram](https://spectrum.net/lifelineprogram) to learn more.

Safety-related information about Lifeline VoIP telephone service coverage limitations can be found at spectrum.com/policies/spectrum-residential-voice-services-agreement and spectrum.com/policies/battery. Indiana - Information regarding voice service pricing, terms and conditions, and Lifeline discounts can be found by selecting Indiana at [Spectrum.net/lifelineprogram](https://spectrum.net/lifelineprogram).

*Oregon - The Oregon Telephone Assistance Program (OTAP) and Lifeline are government assistance programs for eligible low-income customers only and limited to one benefit per household consisting of wireline service, a bundle of basic service and broadband Internet access services, or broadband Internet access service. The service is non-transferable, and proof of eligibility may be necessary for enrollment.

Georgia - Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-651-8600 and 800-869-1123 (toll free).

Pennsylvania - Contact the PA PUC Bureau of Consumer Services for help with unresolved questions or complaints at 1-800-692-7380 or Online Informal Complaint Form at <https://www.puc.pa.gov/complaints/informal-complaints>.

If you receive FEMA's Individuals and Households Program (IHP) support because of Hurricane Helene, Tropical Storm Helene, Post-Tropical Cyclone Helene, and Hurricane Milton you may qualify for Lifeline. To learn more visit <https://www.lifelinesupport.org/disaster-assistance/>

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