

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

July 29, 2026

VIA PSC E-FILE SYSTEM

Adam Teitzman, Director
Clerk@psc.state.fl.us
Office of the Commission Clerk
Gerald L. Gunter Building, Suite 152
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

In Re: Bright House Networks Information Services (Florida), LLC, 2026 Lifeline Data
Request Response

Dear Mr. Teitzman:

Enclosed for filing is the redacted version of Bright House Networks Information Services (Florida), LLC ("Bright House"), a subsidiary of Charter Communications, Inc.'s 2026 Lifeline Data Request Response. The confidential information will be separately hand delivered to the Clerk for filing.

Thank you for your assistance.

Best regards,

BERGER SINGERMAN LLP



Floyd R. Self

FRS/kb

2026 LIFELINE DATA REQUEST

Section 364.10 of the Florida Statutes requires the Florida Public Service Commission to submit an Annual Report on the Lifeline program. This report is delivered to the Governor, President of the Senate, and Speaker of the House of Representatives. To assist us in this development, please submit your responses to the following questions by August 3, 2026. Your responses should include your company name, your name and title, and your contact information, including your email address, mailing address, and phone number.

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2025, through June 30, 2026. 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. Provide the number of lifeline customers that qualify for Tribal support each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.
3. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?
4. How is the Transitional Lifeline discount offered and applied to eligible customers?
5. 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.
6. 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. List all brands the company offers Lifeline under.
 - 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.
7. Are you assisting customers with their Lifeline applications through the National Verifier portal (e.g., through a company interface or sales representative)? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.
8. Within the last year, has any of the following events 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.

2026 LIFELINE DATA REQUEST

To assist us in this development, please submit your responses to the following questions by **August 3, 2026**. Your responses should include your company name, your name and title, and your contact information, including your email address, mailing address, and phone number.

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2025, through June 30, 2026. For questions requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

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

Address: 400 Washington Blvd., Stamford CT 06902

Phone: 203-705-5551

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:

[REDACTED]

[REDACTED]

2. Provide the number of lifeline customers that qualify for Tribal support each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Response: None. Bright House had no Tribal Lifeline customers during the reporting period ending June 30, 2026.

3. 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, 2026.

4. 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>.

5. 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:

From July 2025 to mid-January 2026:

- Spectrum Voice (when purchased with other Spectrum services) was \$25/month
- Spectrum Internet Assist (SIA) was \$25/month before the Lifeline discount; and
- SIA + Spectrum Voice bundle was \$50/month (SIA at \$25 + Spectrum Voice \$25) before the Lifeline discount.

Effective mid-January 2026:

- Spectrum Voice (with other Spectrum services): changed to \$30/month
- SIA remains \$25/month before the Lifeline discount; and
- SIA + Spectrum Voice bundle: \$55/month (SIA \$25 + Spectrum Voice \$30) before the Lifeline discount.

In July 2025, Charter expanded its Lifeline service offerings to include a Lifeline discount on additional residential Spectrum Internet service tiers. In mid-January 2026, Spectrum increased the rates on Internet as shown below in the last two columns. All Spectrum internet services have no data caps, and Spectrum Voice includes unlimited local and domestic long-distance calling.

Spectrum Internet Service (Speed)	Spectrum Internet Price (before Lifeline discount)	Spectrum Internet & Spectrum Voice Bundle Price (before Lifeline discount)	Spectrum Internet Price (before Lifeline discount)	Spectrum Internet & Spectrum Voice Bundle Price (before Lifeline discount)
Spectrum Internet Assist (50 Mbps x 10 Mbps)	\$15*	\$40	\$15*	\$45
Spectrum Internet Assist	\$25	\$50	\$25	\$55

(50 Mbps x 10 Mbps)				
Internet Advantage (100 Mbps x 20 Mbps)	\$50	\$75	\$50	\$80
Internet Premier (500 Mbps x 20 Mbps)	\$80	\$105	\$85	\$115
Internet Gig (1000 Mbps x 35 Mbps)	\$100	\$125	\$105	\$135
Internet 2 Gig (2000 Mbps x 1000 Mbps)	\$120	\$145	\$125	\$155

**SIA at this price requires participation in one of these three government assistance programs: National School Lunch Program (NSLP), Community Eligibility Provision (CEP) of the NSLP, or Supplemental Security Income (SSI). See <https://www.spectrum.com/internet/spectrum-internet-assist>.*

6. 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. List all brands the company offers Lifeline under.
 - 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 September and November 2025, as well as February and March 2026 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 4);
- **Website Resources:**
 - "How to Qualify for Lifeline with Spectrum" <https://www.spectrum.net/support/account-and-billing/lifeline-phone-credit-landing>;
- **Interactive Voice Response (IVR)** messaging for inbound customer calls; and
- **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 not changed significantly.

7. Are you assisting customers with their Lifeline applications through the National Verifier portal (e.g., through a company interface or sales representative)? 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.*

8. Within the last year, has any of the following events 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*



The fastest and most reliable Internet your home can count on

Dear Neighbor,

Spectrum is dedicated to bringing you fast, reliable and secure 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 our Two-Year Price Guarantee when you bundle Spectrum Internet Premier with Spectrum TV. The more you bundle, the more you save!

Sincerely,

Your [CITY] Spectrum Team

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.



Switch Now and Save

with a Two-Year Price Guarantee

Call today 1-XXX-XXX-XXXX

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 and secure Internet with 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
- Keep your personal information safe with the security of Advanced WiFi—plus, access parental controls
- Seamlessly connect multiple devices, including laptops, tablets, gaming systems and more
- Enjoy popular streaming apps like Paramount+ and HBO Max included with Spectrum TV plans at no additional cost, plus access your favorite live TV channels

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

Ask about Spectrum Voice® starting at \$10 per month for three years when bundled.

Get reliable home phone with unlimited nationwide 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. Taxes and fees extra in select states. 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:** Additional charge for installation. Speeds based on wired connection. Actual speeds (including wireless) vary and are not guaranteed. **Fastest and most reliable claims** based on Broadband Download Speed and Reliability Experience among the top 5 national providers in Opensignal USA: Fixed Broadband Experience Report - May 2025. © 2025 Opensignal Limited. **#1 rural Internet provider in the nation** based on December 2023 FCC Broadband Data Collection locations. **Advanced WiFi:** Does not prevent all forms of identity or data theft. **SPECTRUM TV:** Streaming apps included in qualifying Spectrum TV plans for residential customers only. **SPECTRUM VOICE:** Standard rate of \$25 per month applies after the promo period ends. If not bundled, the standard rate of \$35 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 service on its own or bundled with Spectrum Voice. 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 Lifeline service. **Lifeline discounts are not applicable with Spectrum Voice promotional rates.**

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-CCVIL, 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-CCVIL, 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. 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 Lifeline program is a state and federal government assistance program 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. Visit www.lifeline.oregon.gov for more information.

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>.

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XXXXX

8.88.8888 F8888888

**Spectrum Internet® Premier:**

\$30 per month for two years
when bundled with Spectrum TV®.

Status:

Approved

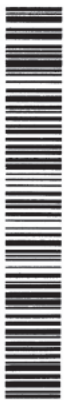
Accept by:

11/30/25



Accept your offer today.
Call 1-844-229-4253.

You've been identified as a preferred customer.

**To accept your offer:**

- 1 Call 1-844-229-4253
- 2 Go to Spectrum.com
- 3 Scan here



**Call to claim your
exclusive offer:
1-844-229-4253**

Spectrum

Reply by 11/30/25

▲ Remove the card ▲

0

Sign up today and you'll enjoy these benefits:

**Fiber-Powered Internet**

Spend more time doing what you love with the fastest and most reliable internet with speeds up to 500 Mbps; enjoy the same upload and download speeds.

Spectrum Internet is powered by fiber and delivered to the home via HFC.

**Save every month**

No surprises on your bill with no added taxes or fees and no data caps for streaming, browsing and more with no limits.

**The service you deserve**

No contracts, 24/7 customer service, quick installation with one-hour appointment windows and our risk-free, 30-day money-back guarantee.

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.



Accept your exclusive offer by 11/30/25.

Internet Premier

\$30 per month
for two years

when bundled with Spectrum TV

**Two-year price
guarantee.**

No contracts.

Get all of this included:

- ✓ Fastest and most reliable internet speeds from the #1 rural internet provider in the nation.
- ✓ Advanced WiFi to help keep you safe and secure online.
- ✓ No data caps, so you can stream movies, browse, game and more with no limits.
- ✓ Quick and easy installation with one-hour appointment windows.

Ask about Spectrum Voice for \$35 per month.

Get reliable home phone with unlimited nationwide 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.

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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.

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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).

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ACCOUNT NUMBER

STATEMENT DATE

SERVICE ADDRESS

PAGE
1 of 4

This month you saved:

Amount Due

Due by

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.

BEWARE OF PAYMENT SCAMS!

Spectrum is dedicated to keeping you and your family safe online. Visit

[Spectrum.net/securitycenter](https://www.spectrum.net/securitycenter) for tools and solutions to keep your personal information secure.

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

Account Number

Please send payment to:

SPECTRUM
PO BOX 7186
PASADENA CA 91109-7186

Visit Spectrum.com/stores for additional locations and hours.



Support, Bill FAQs and Descriptions

Support

Visit: Spectrum.net/support

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

Moving Soon?

Visit Spectrum.com/easy2move or call us at (844) 217-5589 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.

You can find all of our terms and conditions at 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 for more information.

Terms & Conditions - Spectrum's detailed standard terms and conditions for service are located at 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.

Programming Changes - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on Spectrum.net/programmingnotices.

Recording Video Services - When you pause or otherwise record any video service (using a set-top device, the Spectrum TV App, or any other means), you are making such copy exclusively for your own personal use, and you are not authorized to use, further reproduce or distribute such copy to any other person or for any other purpose. Furthermore, you are not authorized to make derivative works or public performances or public displays of such copy.

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.

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.

Video Closed Captioning Inquiries - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment.

For immediate closed captioning concerns, call 855-70-SPECTRUM or email closedcaptioningsupport@charter.com.

To report a complaint on an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Sr. Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, call 1-877-276-7432 or email closedcaptioningissues@charter.com.



ACCOUNT NUMBER

STATEMENT DATE

SERVICE ADDRESS

PAGE

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Descriptions Continued

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 qualifying Spectrum Internet 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 Medicaid, SSI, SNAP, or Federal Public Housing Assistance, Veteran's Pension and Survivors 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 www.spectrum.net/lifelinequalify or **1-800-941-7809**.



Call 1-XXX-XXX-XXXX

Choose the Internet speed you need. Save big when you bundle.

Say hello to savings on fast, reliable and secure Fiber-Powered Internet that's designed to fit your needs and lifestyle. Choose from a range of powerful speeds—from the #1 rural Internet provider in the nation—and stay seamlessly connected with the Internet speed that's right for you.

Spectrum Internet® is powered by fiber and connected to the premises by coaxial lines.

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 to learn more.



Choose the speed you need and save

Internet Premier

► 500 Mbps Internet

\$30 per month
for two years

when bundled with Spectrum TV®

Best Value

Internet Gig

► 1 Gig Internet

\$40 per month
for two years

when bundled with Spectrum TV®

Two-year price guarantee. No contracts.

Call 1-XXX-XXX-XXXX

This card is recyclable.

Discover the ultimate Internet experience

- Seamlessly connect your entire home with the fastest and most reliable Internet; enjoy the same upload and download speeds
- Limitless browsing with no data caps
- Advanced WiFi included to help keep you safe and secure online
- No added taxes, fees or surprises on your bill

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We are committed to providing you with exceptional customer service.

Call 1-XXX-XXX-XXXX

Visit Spectrum.com

Reply by XX/XX/XX



Get 1 line of Spectrum Mobile® FREE for 1 year—a \$480 value

when you switch to Spectrum Internet

- Unlimited talk, text and data (reduced speeds at 30 GB) with nationwide 5G included
- No fees for mobile hotspot data (reduced speeds at 5 GB)
- Free international texting from the U.S. and while abroad
- Don't miss our best offers on the latest smartphones from Apple, Samsung, and more—with FREE 5G devices available



Sports & entertainment in one place with Spectrum TV

Get popular streaming apps included at no extra cost with live TV.
Stream movies, binge-worthy shows, can't-miss sports, and more.

Choose your speed and save

Internet Premier

- ▶ 500 Mbps Internet

\$30

per month
for two
years

when bundled with Spectrum TV

- **Fast**, reliable speeds so you can power more devices—laptops, tablets, gaming systems and more

Best Value

Internet Gig

- ▶ 1 Gig Internet

\$40

per month
for two
years

when bundled with Spectrum TV

- **Fastest** and most reliable speeds for serious gamers, streamers and large homes

Call 1-XXX-XXX-XXXX or visit Spectrum.com

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. 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:** Additional charge for installation. Speeds based on wired connection. Actual speeds (including wireless) vary and are not guaranteed. Capable modem required for all Gig speeds. For a list of capable modems, visit [Spectrum.net/modem](https://spectrum.net/modem). Learn more about Fiber-Powered Internet at [Spectrum.com/Fiber](https://spectrum.com/Fiber). **Symmetrical-speed capable equipment required. Services not available in all areas and may be impacted by customer-owned equipment, facilities or wiring. Fastest and most reliable claims based on Broadband Download Speed and Reliability Experience among the top 5 national providers in Opensignal USA: Fixed Broadband Experience Report – May 2025. © 2025 Opensignal Limited. #1 rural Internet provider in the nation based on December 2023 FCC Broadband Data Collection locations. Advanced WiFi** does not prevent all forms of identity or data theft. **Spectrum TV:** Streaming apps included in qualifying Spectrum TV plans for residential customers only. Activation of a separate subscription may be required to view content through each streaming application. This may not replace any existing subscriptions you already have; those must be managed separately. For details, visit [Spectrum.com/disclosures](https://spectrum.com/disclosures). **Spectrum Mobile:** Spectrum Internet required. Offer applies to new Mobile customers without any outstanding obligation to Spectrum. Limited to one promotional line per account. Offer reflected with up to 12 months credit on bill statement. Offer cannot be applied to existing lines on customer account. Existing mobile customers must add one or more new lines to get promotional line discount. Reduced speeds after 30 GB of usage per line. Services subject to all applicable service terms and conditions, subject to change. Not available in all areas. Auto Pay required. Restrictions apply. All other trademarks and logos herein are the property of their respective owners.

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 service on its own or bundled with Spectrum Voice. 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 Lifeline service. **Lifeline discounts are not applicable with Spectrum Voice promotional rates.**

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 Lifeline program is a state and federal government assistance program 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. Visit www.lifeline.oregon.gov for more information.

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>.

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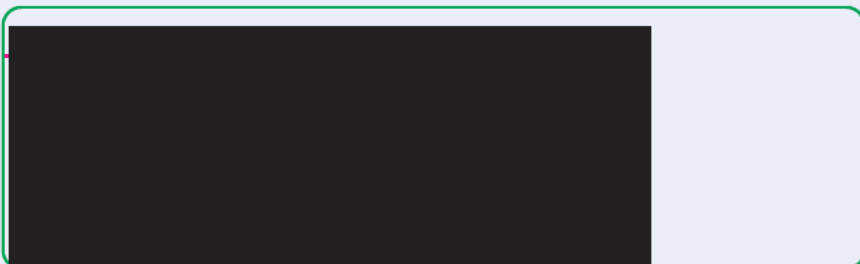
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Spectrum Internet® Premier:
\$30 per month for two years
when bundled with Spectrum TV®

Status:
Approved

Accept by:
XX/XX/XX



Accept your offer today
and save \$360 a year

Call 1-XXX-XXX-XXXX

You've been identified as a preferred customer



To accept your offer:

1 Call 1-XXX-XXX-XXXX

2 Go to Spectrum.com

3 Scan here



**Call to claim your
exclusive offer:
1-XXX-XXX-XXXX**

Spectrum

Reply by XX/XX/XX

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▲ Remove the card ▲

Sign up today and you'll enjoy these benefits:



Fiber-Powered Internet

Spend more time doing what you love with the fastest and most reliable Internet with speeds up to 500 Mbps; **enjoy the same upload and download speeds.**

Spectrum Internet is powered by fiber and delivered to the home via HFC.



Save every month

No surprises on your bill with no added taxes or fees and no data caps for streaming, browsing and more with no limits.



The service you deserve

No contracts, 24/7 US-based customer service, quick installation with one-hour appointment windows and our risk-free, 30-day money-back guarantee.

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.



Accept your exclusive offer by **XX/XX/XX** and save \$360 a year

Internet Premier

\$30 per month for two years

when bundled with Spectrum TV

Two-year price guarantee

No contracts

Get all of this included:

- Fastest and most reliable Internet speeds from the #1 rural Internet provider in the nation
- Advanced WiFi to help keep you safe and secure online
- No added taxes, fees or data caps
- Popular streaming apps included at no extra cost with Spectrum TV—plus, live TV



Ask about Spectrum Voice for \$35 per month.

Get reliable home phone with unlimited nationwide calling to the US, Canada, Mexico and more. Enjoy over 28 calling features such as Call Waiting and Call Guard, all with no added taxes or fees.

Scan here



Call 1-XXX-XXX-XXXX
or visit Spectrum.com

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. Standard rates apply after promo period or if qualifying services not maintained. Offer subject to qualifying services being ordered on the same day. For Risk-Free, 30-Day Money-Back Guarantee, visit [Spectrum.com/guarantee](https://spectrum.com/guarantee). **Spectrum Internet:** Additional charge for installation. Speeds based on wired connection. Actual speeds (including wireless) vary and are not guaranteed. Learn more about Fiber-Powered Internet at [Spectrum.com/Fiber](https://spectrum.com/Fiber). **Symmetrical-speed capable equipment required. Services not available in all areas and may be impacted by customer-owned equipment, facilities or wiring. Fastest and most reliable claims based on Broadband Download Speed and Reliability Experience among the top 5 national providers in Opensignal USA: Fixed Broadband Experience Report – May 2025. © 2025 Opensignal Limited. #1 rural Internet provider in the nation based on December 2023 FCC Broadband Data Collection locations. Advanced WiFi** does not prevent all forms of identity or data theft. Savings based on current promotion vs. Spectrum's regular pricing. **Spectrum TV:** Streaming apps included in qualifying Spectrum TV plans for residential customers only. Activation of a separate subscription may be required to view content through each streaming application. This may not replace any existing subscriptions you already have; those must be managed separately. For details, visit [Spectrum.com/disclosures](https://spectrum.com/disclosures). **Spectrum Voice:** 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. All trademarks are the property of their respective owners.

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