



THANK YOU FOR CHOOSING CHARTER BUSINESS® VOICE TRUNK

We know you need a phone service that you can count on for the capacity and scalability to grow with your business. That's why we designed Charter Business® Voice Trunk to supply dedicated T1 connections. Voice Trunk provides you with both high-volume calling capacity as well as fast and easy scalability. So feel free to push your phone system to the max. In fact, we encourage you to, because Charter Business Voice Trunk was built to work hard for you. With your Charter Business Voice Trunk, you also have a variety of long-distance calling plans.

We look forward to meeting all of your communications needs with one simple connection for telephone service, cable television, and high-speed internet.

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Keep this guide in a safe place, or give it to your IT/Communications department. Whenever you need a fast answer, you'll be glad it's there.

Thank you for choosing Charter Business.

1 WHERE TO CALL FOR HELP

1.1 OPERATOR AND DIRECTORY ASSISTANCE

Operator and Directory assistance calls are charged on a per-use basis. Just dial 411 for access to both local and long-distance numbers.

1.2 TROUBLESHOOTING

If you are having difficulty with your phone, please go to the nearest functional phone and call the Charter Business Customer Care Center at 866.603.3199.

2 YOUR BUSINESS'S SAFETY

2.1 CHARTER BUSINESS VOICE TRUNK 911 SERVICE

To help you quickly respond to emergencies, Charter Business provides access to emergency 911 services. Should you ever need to access emergency services—fire, police, or ambulance—just dial the familiar digits, 911, using your telephone. Your call will be routed directly to the nearest public safety operator, who will dispatch the appropriate services.

Charter Business Voice Trunk provides your office with phone service using telephone gateway equipment that requires electrical power in your office. Customer must supply their own uninterruptable power supply (UPS). In the event of a power outage Charter Business Telephone Service will not work unless the customer has installed their own UPS and that UPS is functioning.

To ensure that 911 calls are properly routed:

- Do not move the equipment installed in your office to another location*. If you use our service from an address that is different from the one you initially provided, the E911 services will not work. (Enhanced 911 automatically associates a physical address with the calling party's telephone number, and routes the call to the most appropriate Public Safety Answering Point)
- When you plan to move and need to change your service address, please call Charter Business Customer Care so that we can properly move your service.
- Please note that you are solely responsible for directing emergency personnel to the specific location of the person in need and to any other physical location if all telephones are not located at the address on the account.

To help remind you about the availability of 911 service, we've provided stickers to be placed on or near your telephones (located inside the back flap of this User's Guide).

*For the services you are ordering, the location provided to 911 answering centers will be the same for all lines on the same account.


Your Charter installed telephone equipment must not be moved without first contacting Charter. If it is relocated, in the event you dial 911, your location information will not be transmitted properly and you will be required to supply the emergency operator with the address of the emergency. In the event the battery life of your UPS/battery backup is exhausted and your power is out you will not be able to use your service including 911.

Charter Business does not support multiple address locations on one account. The only address sent to the 911 operator for all telephone numbers is the service address listed on the account. You agree to advise all individuals who may place calls to 911 using your Charter service from a location which cannot be seen or identified at the address on the account of this limitation.

You will be responsible for directing any emergency personnel, related to a 911 call, to the correct building, room, location, or person in need of emergency assistance.

**FOR EMERGENCY
DIAL 911**
POLICE · FIRE · MEDICAL

E911 service will not function properly if the Multimedia Terminal Adaptor (MTA) is moved without prior notice to Charter Business®. Contact Charter Business Customer Care prior to any changes of physical location. In the event of a power outage, 911 service would be available only if you install a backup battery or uninterruptable power supply (UPS).



3 BILLING

All telephone call details can now be viewed online. Go to Charter-Business.com and click on the “My Account” button in the top right corner. You will need to provide your “My Account” login-ID and password in order to log in.

NOTE: Customers who have never created a “My Account” login can create one by entering their billing account number and following the prompts.

To access billing information:

1. Once logged in, click on “Charter ePay/Add Services”
2. From the ePay screen, click new “Call Details” to view your long-distance call detail.

4 LONG-DISTANCE PACKAGES

Maximize savings on your domestic, direct-dialed, long-distance calls with Charter Business Long-Distance, which is billed in full six-second increments, applicable on direct-dial calls only within the U.S., Canada and Puerto Rico. All long-distance packages offer anytime, anywhere minutes with no peak or off-peak rates and one simple rate for Intrastate and Interstate calls. Minutes included in package are spread across all Voice Trunk connections at a single service location.

SERVICE	FEATURES
Charter Business Basic Long Distance	Per-minute long-distant rates apply
Charter Business 100 Long-Distance Package	100 anytime minutes
Charter Business 300 Long-Distance Package	300 anytime minutes
Charter Business 600 Long-Distance Package	600 anytime minutes
Charter Business 1,000 Long-Distance Package	1,000 anytime minutes
Charter Business 2,500 Long-Distance Package	2,500 anytime minutes
Charter Business 5,000 Long-Distance Package	5,000 anytime minutes
Charter Business 10,000 Long-Distance Package	10,000 anytime minutes
Charter Business 20,000 Long Distance Package	20,000 Anytime minutes

5 TOLL FREE

TOLL FREE	
SERVICE	DESCRIPTION
Toll Free	Usage billed in six second increments at same rate as domestic LD plan and will contribute to the LD plan on customer's account. If combined minutes from outbound and toll free calls exceed minutes in plan, overage rate per minute will apply based on customer's LD plan (calls within US and Canada). Unlimited Long Distance plan is not available with toll free service.
Point of Origin Routing	Allows a customer to route calls to a different destination number based on the origin area code (NPA), exchange (NXX) or state (including intrastate).
Toll Free Routing Options	<ul style="list-style-type: none"> • Time of Day Routing - allows a customer to route calls to different destination numbers based on time of day, day of week • Day of Week Routing - allows a customer to route calls to different destination numbers based on day of the week • Day of Year Routing - allows a customer to route calls to different destination numbers based on day of the year • Holiday Routing - allows a customer to route calls to different destination numbers based on a holiday schedule • Percent Allocation - allows a customer to route calls to a different destination based on customer provided percentage
Toll Free Routing Listings	One directory listing in the National Toll Free Directory Assistance Database (1-800-555-1212) for each toll free number. Please note that this national toll-free database doesn't include 411 or white/yellow page listings.
Call Referral Routing	Allows a customer to refer their toll free number to a new number (for example, if original toll free number is changed).

©2009 Charter Communications. All rights reserved. Not all services available in all areas. Other restrictions and limitations may apply. All information provided is current as of December 29, 2008. Rates, services and terms are subject to change. The terms and conditions of the applicable tariff will remain in full force and effect for the term of the service. CPE is the responsibility of the customer. Charter does not guarantee compatibility with any particular CPE. In the event of a power outage, 911 service will not be available unless customer supplies power for the service. Always contact Charter for verification of current rates, services, terms, and conditions. Toll-free calls, operator-assisted calls and calling cards may incur additional charges. Additional charges apply for international calls. Early termination fees may apply. Call for details. Line and taxes, fees, and other charges will apply.

6 DIRECT INWARD DIALING (DID)

DID NUMBERS ARE AVAILABLE IN THE FOLLOWING BLOCKS. PLEASE CONTACT CHARTER BUSINESS FOR MORE INFORMATION.

DID – Block of up to 20 numbers

DID – Block of up to 100 numbers

ALSO AVAILABLE WITH THIS SERVICE:

Directory listings:

- 1 yellow page and white page listing per account is included
- Additional white page listings (multiple listings per phone number) are available for an additional fee
- Additional yellow page listings (limit of 1 listing per phone number) are available for an additional fee

7 CALL BLOCKING FEATURES

BLOCK 900/976

900/976 calls are automatically blocked. At this time, unblocking is not available. The following numbers are also blocked: 473.328.XXXX, 473.444.XXXX, 473.938.XXXX, 473.468.XXXX, 473.473. XXXX, 01168, and 011685. At this time, unblocking is not available for these specific numbers.

BLOCK COLLECT

This provides the ability to block incoming collect calls.

BLOCK THIRD-PARTY CALLS

This provides the ability to block third parties from billing calls to your phone number. Contact Charter Business Customer Care to activate this feature.

BLOCK LONG-DISTANCE

This service provides you the ability to block the following outbound long-distance calls that begin with 1+, 0+ as well as 10-10-XXX for no additional charge. This option does not block toll-free calling. Contact Charter Business (r) Customer Care to activate this feature.

BLOCK INTERNATIONAL LONG-DISTANCE CALLS

This service provides you the ability to block international calls for no additional charge. Contact Charter Business Customer Care to unblock this feature.

1+ calls include the following countries Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Dominican Republic, Cayman Islands, Dominica, Grenada, Guam, Jamaica, Marianas, Montserrat, Puerto Rico, St. Kitts and Nevis, St. Lucia, St. Vincent and Grenadines, Trinidad and Tobago, Turks and Caicos, U.S. Virgin Islands.

8 CHARTER BUSINESS VOICE TRUNK CUSTOMER RIGHTS AND PRIVACY

ABOUT OUR SERVICES

All Voice Trunk services are subject to contract. Any contract terms in conflict with any term here will be superceded by the contract term. Please refer to your contract for specific information. Please call our Customer Care Center at 866.603.3199 to obtain information about our products and services.

CREDIT AND DEPOSIT INFORMATION

A credit assessment may be required to establish service. If required, you will be asked for the necessary information or provided with alternatives if available. The result of the assessment process determines whether more information and/or an advance payment and/or COD (cash on delivery) are required. If an advance payment/COD is required, the amount is typically equal to the normal cost of installation plus the cost of one month of service. At this time, Charter Business Voice Trunk service does not require a deposit to establish or maintain service.

FILING A COMPLAINT

To file a complaint with Charter Business® by telephone, call our Customer Care Center at 866.603.3199. To file a complaint with Charter Business in writing, mail to:

Charter Communications
941 Charter Commons Drive
Town and Country, MO 63017
ATTN: CCA – Charter Business Voice Trunk

If handling of the complaint is unsatisfactory, you may request a review by a supervisor. To file a complaint with your state agency, refer to the State Agency Contact List for the telephone number and mailing address.

RESTORATION OF SERVICE

In order to have service restored, all outstanding balances must be paid. In addition a service restore charge will be applied to your account. If service is not restored within 30 days of disconnection, the restoration may be considered a new connection and subject to credit assessment, deposit, COD, or service refusal by Charter. Other conditions may apply. Please call our Customer Care Center toll-free at 866.603.3199 to arrange for the restoration of service.

SUSPENSION/DISCONNECTION OF SERVICE

Upon advance written notice, Charter Business® Voice Trunk can suspend/disconnect your service(s) for any of the following reasons:

- Failure to pay telecommunications services or to make payment arrangements before the date of disconnection indicated on the Disconnect Notice
- Failure to comply with the terms of a payment arrangement plan

Charter Business Voice Trunk can suspend/disconnect service(s) without notice for any of the following reasons:

- Service is installed, connected, or reconnected without authority
- Where there is evidence or suspicion of tampering with Charter Business's equipment
- Theft of service
- Any other efforts to defraud Charter Business

STATE AGENCY	TELEPHONE NUMBER	ADDRESS
Alabama Public Service Commission	800-392-8050	P.O. Box 304260 100 N. Union St. RSA Union, Suite 838 Montgomery, AL 36130
California Public Utilities Commission	800.649.7570	505 Van Ness Avenue San Francisco, CA 94102-3298
Connecticut Department of Public Utility Control	800.382.4586 (within CT) 860.827.2837 (TDD only)	Ten Franklin Square New Britain, CT 06051
Georgia Public Service Commission	800.282.5813	244 Washington Street, SW Atlanta, GA 30334
Illinois Commerce Commission	800.524.0795 800.858.9277 (TDD only)	527 E. Capital Avenue Springfield, IL 62701
Louisiana Public Service Commission	225-342-4404 800-256-2397	602 North 5th Street 12th Floor Baton Rouge, LA 70802
Massachusetts Department of Telecommunications and Cable	800.392.6066	One South Station Boston, MA 02202
Michigan Public Service Commission	517.241.6180	P.O. Box 30221 Lansing, MI 48909
Minnesota Public Utilities Commission	800.657.3782	121 7th Place E., Suite 350 Saint Paul, MN 55101-2147
Missouri Public Service Commission	800.392.4211	200 Madison Street, P.O. Box 360 Jefferson City, MO 65102-0360
Nebraska Public Service Commission	402.471.3101 (tel) 402.471.0254 (fax)	300 The Atrium 1200 N. Street Lincoln, NB 68508-4927
Nevada Public Utilities Commission	800.992.0900, Ext. 4-6101	1150 E. William Street Carson City, NV 89701-3109
North Carolina Utilities Commission	919.733.9277	4326 Mail Service Center Raleigh, NC 27699-4326
Oregon Public Utility Commission Consumer Services Section	1.800.522.2404	550 Capitol Street N.E., Suite 215 Salem, OR 97301-2551
South Carolina Public Service Commission	800.922.1531	P.O. Box 11263 Columbia, SC 29211
Tennessee Regulatory Authority	800.342.8359	460 James Robertson Parkway Nashville, TN 37243-0505
Texas Public Utility Commission	888.782.8477	P.O. Box 13326 Austin, TX 78711-3326
Virginia State Corporation Commission	800.552.7945 (within VA) 804.371.9206 (TDD only)	P.O. Box 1197 Richmond, VA 23218
Washington Utilities and Transportation Commission	360.664.1160	P.O. Box 47250 Olympia, WA 98504-7250
Wisconsin Public Service Commission	800.225.7729 608.267.1479 (TDD only)	P.O. Box 7854 Madison, WI 53707-7854

Non-payment of an amount under dispute will not be subject to suspension/disconnection until the resolution of the dispute if the amount is then deemed due.

YOUR SERVICE REPRESENTATIVES

For billing, repair, or other customer service needs call toll-free at 866.603.3199.

CHARTER BUSINESS TELEPHONE FRAUD AND MISUSE OF SERVICE POLICY

PBX hacking is generally done through your voicemail system after business hours and on weekends and holidays. Hackers can access your voicemail system with an easy-to-identify PIN number or a default PIN. Once the voicemail is accessed, the hacker will attempt to place outbound calls through your PBX to international locations like the Philippines, Saudi Arabia, Pakistan, India, and United Arab Emirates. Customer is responsible for any fraudulent use or misuse of service that occurs through customer’s account, whether by a member of customer’s business or an authorized or unauthorized third party. Misuse of service could include modem hijacking, excessive usage of international calling and 411/directory assistance calls and other per-use charges

WHAT TO DO IF YOU SUSPECT PBX HACKING

- Call Charter Toll Fraud Escalations at 866.508.1398
- Contact your PBX and/or voicemail provider for resolution
- You may wish to report the incident to your local or federal authorities

HOW TO PREVENT PBX HACKING (PLEASE CONTACT YOUR PBX VENDOR AND/OR VOICEMAIL PROVIDER FOR MORE INFORMATION)

- Use at least a minimum 6-digit password
- Voicemail systems should be checked for existing boxes set up with default codes
- Enforce a routine password change schedule
- Limit the attempts at entering the password to three. If not successful, wait 30 minutes to try again
- Only allow International calling for selected employees who need to call international, or block specific countries that are not frequently called
- Prohibit outbound calling through voicemail (recommended)
- Consider disabling remote notification, call forwarding, and outbound paging capabilities of voicemail if these features are not used
- Block third party, collect calls, and Casual Calling (1010) in the PBX

CHARTER VOICE SERVICES PRIVACY STATEMENT

Charter takes the protection of its subscribers’ (“You” or “Customer(s)”) privacy seriously. The following statement applies to those Charter customers who subscribe to Charter voice services and informs such customers of the information that Charter collects and retains, how Charter uses and protects it, and the limited cases where Charter may disclose some of that information. Please review this Privacy Policy and the attached Customer Proprietary Network Information (“CPNI”) Policy in conjunction with Your Customer Agreement. The Privacy Policy and CPNI Policy do not apply to Charter video services or Charter Internet services. Those policies may provide different answers to questions applicable to those services. Those policies and updates to this privacy policy can be found at www.charter.com.

WHAT TYPE OF INFORMATION DOES CHARTER COLLECT?

Charter's voice service systems may collect personally identifiable information about our customers: (a) as it is necessary to provide our voice services and service features; (b) as customers voluntarily provide such information to Charter; (c) to prevent the unauthorized reception of services; (d) for marketing purposes, to better enable us to offer You products and services tailored to your needs; and (e) as may be required under applicable law. This information includes Your name, address and telephone number(s), and it may include additional information to help us verify Your identity (for example, Your driver's license number, a social security number or a state identification number) and honor Your payment preferences (for example, Your bank account or credit card number) and other similar information that we use to establish and maintain Your voice service account. We may also collect and maintain information about Your account, such as billing, payment and deposit history; maintenance and complaint information; correspondence with You; information about the service options that You have chosen; information about the equipment You have, including specific equipment identifiers; and information about Your use of our voice services, including the type, technical arrangement, quantity, destination and amount of use of certain of those voice services, and related billing for those services. Charter may also collect additional personally identifiable information from third parties to enhance our customer database for use in marketing and other activities. Charter may also collect personally identifiable information from third parties to verify information You have provided to us, as well as from credit reporting agencies to, for example, determine your creditworthiness, credit score, and credit usage. Charter may also maintain research records containing information obtained through voluntary subscriber interviews or surveys.

WHY DOES CHARTER COLLECT PERSONALLY IDENTIFIABLE INFORMATION?

Charter collects personally identifiable information to:

- Ensure the proper delivery and billing of Your services
- Collect outstanding fees and charges for Your services;
- Provide You with accurate and high quality customer service;
- Better understand how the service is being used to develop and market new services to better fit our customers' needs (subject to our Customers' rights to limit or restrict us from making these offers as described in the attached CPNI Policy and as further required by law);
- Protect the security of the system;
- Attempt to prevent fraud;
- Configure voice service-related devices and software;
- Install, operate, and maintain our voice systems and the services we provide, as necessary to render our voice services, and for other legitimate business activities related to our voice services;
- Provide updates, upgrades, repairs or replacements for any of our voice service-related devices or software used in providing or receiving services;
- Maintain our accounting and tax records; and
- Comply with the law.

WHO SEES THE INFORMATION COLLECTED BY CHARTER?

Charter considers the personally identifiable information contained in our business records to be confidential. We will only disclose personally identifiable information to unaffiliated third parties under an obligation of confidentiality and for limited purposes consistent with this Privacy Policy, and as authorized by applicable law. Unaffiliated third parties are prohibited from further disclosure of Your personally identifiable information, whether for that third party's own marketing purposes or otherwise.

We may disclose personally identifiable information about You to others (such as our employees, contractors, and agents as well as outside auditors, professional advisors, service providers, potential business transition partners, and regulators), either with Your written consent or without Your written consent as authorized by law, if necessary to render our service or to conduct a legitimate business activity related to a service provided by us to You. For example, we may disclose to an affiliated or nonaffiliated company Your name, address, or other subscriber information that we have collected in order to:

- Assist us in providing administrative and other services;
- Prepare, print and/or deliver monthly invoices for our services or other marketing or informational materials to our Customers;
- Prepare and conduct subscriber surveys to assess and enhance the services that we provide to You;
- Collect outstanding fees and charges;
- Market our (including our affiliates') products and services (subject to Your right to limit or restrict us from making these offers as described in the attached CPNI Policy or other applicable law); and
- Assist us in detecting and protecting against fraudulent, abusive, or unlawful use of, or subscription to, our services.

THE FREQUENCY OF ANY INFORMATION DISCLOSURE VARIES IN ACCORDANCE WITH OUR BUSINESS ACTIVITIES AND NEEDS.

We make every reasonable effort to protect Your privacy as described in this Privacy Policy. Nevertheless, Your personally identifiable information may be disclosed in the process of rendering our services to You or as required by law. For example:

- Your name and/or telephone number may also be transmitted and displayed on a Caller ID device unless You have elected to block such information. Please note that Caller ID blocking may not prevent the display of Your name and/or telephone number when You dial certain business numbers, 911, 900 numbers, or toll-free 800, 888, 877, or 866 numbers (where available).
- Charter may publish and distribute telephone directories in print, on the Internet and on disks. Those telephone directories may include Customer names, addresses and telephone numbers, without restriction to their use.
- Charter also makes Customer information available through directory assistance operators.
- Charter may also provide Customer names, addresses and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.
- Name, address, and telephone information in telephone directories may be sorted, packaged, repackaged and made available again in different formats by anyone.
- We take reasonable precautions to ensure that non-published and non-listed numbers are not included in our telephone directories or directory assistance services, or any third-parties' directories or directory assistance services, although we cannot guarantee that errors will never occur.

We will disclose personally identifiable information about You without Your consent and sometimes without notice to You when required by law in order to comply with a valid legal process, such as a subpoena, court order, or search warrant, for example. If we receive such a request, we will notify You before responding, unless we are prohibited from doing so by law. Valid legal process may require us to disclose or allow access to personal information such as Your account, billing, payment and calling records, and may also require us to allow governmental entities to monitor Your calls and callers as well as general call usage. We may also use or disclose personally identifiable information about You without Your consent (a) to protect our Customers, employees, or property, (b) in emergency situations,

(c) to enforce our rights in court or elsewhere, or directly with You, for violations of service terms, conditions or policies and/or (d) as otherwise required by law, for example, as part of a regulatory proceeding. We reserve the right to collect and disclose information in collective or aggregate formats, such as ratings surveys and other statistical reports, which do not personally identify You. We may use Your personally identifiable information to better understand how the service is being used, to improve it, and for performance measurement and security purposes, including to determine whether there are violations of any applicable policies and terms of service.

Unless You object in advance, federal law also allows Charter to disclose, through "mailing lists," personally identifiable information, such as Customer's name, address and the level of Customer's service subscription to non-affiliated entities, including advertisers and marketing entities, for non-cable related purposes, including product advertisement, direct marketing and research. Under no circumstances will Charter disclose to these entities the extent of Customer's television viewing practices if Customer is a cable television subscriber or details regarding Customer's use of the service or the transactions Customer makes over the system.

In the event we (or our affiliates) engage in a business transition, such as a merger, acquisition, or sale of all or a portion of our assets, Customers' personally identifiable information will, in most instances, be part of the assets transferred. If, as a result of the business transition, this Privacy Policy will be changed, You should refer to the section of this Privacy Policy entitled "Notices and Changes to Privacy Policy & Attached CPNI Policy." Aggregate information may also be transferred in connection with a business transition.

NOTE TO CALIFORNIA CUSTOMERS REGARDING YOUR PRIVACY RIGHTS: California law requires Charter to provide to Customers, upon request, certain information regarding the sharing of personally identifiable information to third parties for their direct marketing purposes. As mentioned above, Charter does not share information with unaffiliated third parties for their own direct marketing purposes. However, Charter may share personally identifiable information with some same-branded affiliates for those affiliates' direct marketing purposes (subject to restrictions in the attached CPNI Policy). If You make a request by phone or on-line, Charter will provide You with the number of its same-branded affiliates in California and a list of personal information that it may have shared with some or all such affiliates.

CAN I PROHIBIT OR LIMIT CHARTER'S USE OF MY PERSONALLY IDENTIFIABLE INFORMATION?

If You do not want Your name, address or other personally identifiable information disclosed to third parties in a "mailing list" as explained above, please register this preference at <http://unsubscribe.charter.com> or by contacting us by telephone at 1-888-GET-CHARTER.

If You do not want to receive telemarketing calls from Charter, You may call 1-888-GET-CHARTER and request to be placed on Charter's Do Not Call list. Please note that a Do Not Call request will not eliminate all telephone calls to You from Charter as Charter may still continue to make non-telemarketing account-related calls to You.

HOW LONG DOES CHARTER MAINTAIN PERSONALLY IDENTIFIABLE INFORMATION?

Charter will maintain Your personally identifiable information only as long as it is necessary for the purpose for which it was collected; to comply with applicable law, including but not limited to tax and accounting laws, to satisfy pending requests or orders for access by a Customer to his/her information, or pursuant to a court order.

HOW DOES CHARTER PROTECT CUSTOMER INFORMATION?

Charter takes the security of our Customers' personally identifiable information seriously. Charter takes such actions as are reasonably necessary to prevent unauthorized access by entities other than Charter to personally identifiable information. Charter uses security and/or encryption technology to secure certain sensitive personally identifiable information collected over the system. Charter also restricts access to its customer database and secures the content by use of firewalls and other security methods. Charter limits access to databases containing our Customers' personally identifiable information to authorized employees and agents of Charter and other parties identified in the disclosure section above. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

CAN I SEE THE INFORMATION THAT CHARTER COLLECTS ABOUT ME?

You have a right under the Cable Act to see Your personally identifiable information that Charter collects and maintains. The information Charter has about its Customers is maintained at the local office where service is provided and at our corporate headquarters. If You would like to see this information, please send a written request to Your local Charter office. Charter will make an appointment for You to come in to Your local office during regular business hours. If Your review reveals an error in our records, we will correct it. You may also be able to access certain information by telephone or Internet access at www.charter.com, depending upon the information You have provided. Telephone contact information can be found on Your monthly billing statement.

WHAT IF I HAVE ANY QUESTIONS?

If You have any questions about our privacy protections and policies, please contact Your local customer service office. You can find the phone number for Your local customer service office on Your monthly bill statement or by visiting Charter's website at www.Charter.com.

WHAT CAN I DO IF I BELIEVE CHARTER HAS VIOLATED MY RIGHTS?

You may enforce the limitations imposed on us by federal law with respect to the collection and disclosure of personally identifiable subscriber information about You, through a civil action under federal law, in addition to other rights and remedies that may be available to You under federal or other applicable laws.

NOTICES AND CHANGES TO PRIVACY POLICY & ATTACHED CPNI POLICY

As required by federal law, we will notify You of our Privacy Policy annually. Further, we will notify You of our CPNI Policy, which is included as part of this Privacy Policy, at least once every two years. We reserve the right to modify this Privacy Policy and/or the CPNI Policy at any time. We will notify You of any material changes via written, electronic or other means permitted by law. If You continue to use the service following notice, we will consider that as acceptance of the change.

Revised and Effective: December 8, 2007.

CHARTER CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) POLICY

The information that we have (1) relating to the quantity, technical configuration, type, destination, location, and amount of Your use of telephone service, and / or (2) contained on Your telephone bill concerning the telephone services that You receive is subject to additional privacy protections. That information, when matched to Your name, address, and telephone number is known as "Customer Proprietary Network Information," or CPNI for short. Examples of CPNI include information typically available from details on a customer's monthly telephone bill -- the type of line, technical characteristics, class of service, current telephone charges, long distance and local service billing records, directory assistance charges, usage data, and calling patterns. (CPNI does not include Your name, address, and telephone number, because that information is protected by the general privacy policy described above.) As a subscriber to our telephone services, You have the right, and Charter has a duty, under federal law to protect the confidentiality of CPNI. Charter offers many communications-related services, such as, for example, Charter Internet services. From time to time we would like to use the CPNI information we have on file to provide You with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to Your specific needs. We would like Your approval so that we and our agents may use this CPNI to let You know about communications-related services other than those to which You currently subscribe that we believe may be of interest to You. You do have the right to restrict this use of CPNI.

IF WE DO NOT HEAR FROM YOU WITHIN 30 DAYS OF THIS NOTIFICATION, WE WILL ASSUME THAT YOU APPROVE OUR USE OF YOUR CPNI FOR THE PURPOSES OF PROVIDING YOU WITH INFORMATION ABOUT OTHER COMMUNICATIONS-RELATED SERVICES. YOU HAVE THE RIGHT TO DISAPPROVE OUR USE OF YOUR CPNI, AND MAY DENY OR WITHDRAW OUR RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING THE TELEPHONE NUMBER REFLECTED ON YOUR MONTHLY BILLING STATEMENT OR 1-888-GET-CHARTER. (We will also honor any restrictions applied by state law, to the extent applicable.) Charter also offers various other services that are not related to the communications services to which You subscribe. Under CPNI rules, some of those services, such as Charter video services, are considered

to be non-communications related services. Occasionally, You may be asked during a telephone call with one of our representatives for Your oral consent to Charter's use of Your CPNI for the purpose of providing You with an offer for products or services not related to the telephone services to which You subscribe. If You provide Your oral consent for Charter to do so, Charter may use Your CPNI for the duration of such telephone call in order to offer You additional services. Any action that You take to deny or restrict approval to use Your CPNI will not affect our provision to You, now or in the future, of any service to which You subscribe. You may disregard this notice if You previously contacted us in response to a CPNI Notification and denied use of Your CPNI for the purposes described above. Any denial of approval for use of Your CPNI outside of the service to which You already subscribe is valid until such time as Your telephone services are discontinued or You affirmatively revoke or limit such approval or denial. The CPNI Policy above applies to our Voice over Internet Protocol, or IP voice services.

Revised and Effective: December 8, 2007.

866-603-3199

Charter-Business.com

Charter 
Business[®]