

Received: from mail.chartercom.com ([24.217.29.16])  
by mx1.comcept.net (SMSSMTP 4.1.16.48) with SMTP id M2007072715585119086  
for <REMOVED>; Fri, 27 Jul 2007 15:58:51 -0400  
X-IronPort-AV: E=Sophos;i="4.16,590,1175490000";  
d="scan'208,217";a="207844090"  
Received: from unknown (HELO KSTLMEXC01.CORP.CHARTERCOM.COM)  
([192.168.134.181])  
by mail.chartercom.com with ESMTP; 27 Jul 2007 14:54:50 -0500  
Received: from kstlmexc11.CORP.CHARTERCOM.COM ([192.168.152.237]) by  
KSTLMEXC01.CORP.CHARTERCOM.COM with Microsoft SMTPSVC(6.0.3790.3959);  
Fri, 27 Jul 2007 14:54:50 -0500  
X-MimeOLE: Produced By Microsoft Exchange V6.5  
Content-class: urn:content-classes:message  
MIME-Version: 1.0  
Content-Type: multipart/alternative;  
boundary="----\_=\_NextPart\_001\_01C7D087.FD8473CA"  
Subject: RE: phone call  
Date: Fri, 27 Jul 2007 14:54:48 -0500  
Message-ID:  
<2217940C8E00054E9F64552855F7A57808706549@kstlmexc11.CORP.CHARTERCOM.COM>  
In-Reply-To: <19351222358351@mail.terabytecomputers.net>  
X-MS-Has-Attach:  
X-MS-TNEF-Correlator:  
Thread-Topic: phone call  
Thread-Index: AcfQhUGWnumqrOewRDCRfIK8lubljAAAazfw  
References: <19351222358351@mail.terabytecomputers.net>  
From: "Henry, Michael" <michael.henry@chartercom.com>  
To: "Brian Bergin" <REMOVED>  
Return-Path: michael.henry@chartercom.com  
X-OriginalArrivalTime: 27 Jul 2007 19:54:50.0216 (UTC) FILETIME=[FDE51680:01C7D087]

Good afternoon Mr. Bergin,

I apologize that I missed your calls yesterday and today. I'll be glad to give you a call and try to answer any questions I can regarding NBC HD in the Boone area. I'm out of the office today. Is there a good time that we could set up for Monday? I'll be glad to call you at a time that is convenient for you.

Sincerely:

Michael Henry  
Executive Escalation Manager  
Office: 864-254-7465  
Fax: 864-254-7300

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**From:** Brian Bergin [mailto:REMOVED]  
**Sent:** Friday, July 27, 2007 3:35 PM  
**To:** Henry, Michael  
**Subject:** phone call

Michael,

I hope this is the right Michael Henry, I have your phone number as (864) 254-7465. If you're not the right Michael, please disregard this.

I'm just trying to get back with you as a follow up to your phone call from yesterday and the almost 8 month NBC HD fiasco in the Boone, NC area. I can be reached at REMOVED. The voice mail I left you said I'd be around until 4PM but I'm happy to chat while in the car even if I have to let my wife drive. This has gone on for far too long and needs resolved immediatly. IMHO, Charter should be embarrassed that it has continued to raise bills all the while leaving its customers out in the cold about a channel we are already paying for. To top it off, if a Charter, a public company with US\$19 billion in debt, customer persistently file complaints about this they're told stop complaining or have your service terminated. I'll be happy to share all the documentation I have about this with you if you so desire

Thank you for your time.

Sincerely,  
Brian S. Bergin

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<http://www.bergin.us>

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