Received: from mail.chartercom.com ([24.217.29.16]) by mx1.comcept.net (SMSSMTP 4.1.16.48) with SMTP id M2007071818141730604 for <REMOVED>; Wed, 18 Jul 2007 18:14:17 -0400 X-IronPort-AV: E=Sophos;i="4.16,552,1175490000"; d="scan'208,217";a="69734519" Received: from unknown (HELO KSTLMEXC01.CORP.CHARTERCOM.COM) ([192.168.134.181]) by mail.chartercom.com with ESMTP; 18 Jul 2007 17:14:12 -0500 Received: from kstlmexc10.CORP.CHARTERCOM.COM ([192.168.152.238]) by KSTLMEXC01.CORP.CHARTERCOM.COM with Microsoft SMTPSVC(6.0.3790.3959); Wed, 18 Jul 2007 17:14:13 -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_01C7C988.ED44C168" Subject: RE: 13 July 2007 letter response Date: Wed, 18 Jul 2007 17:13:53 -0500 Message-ID: <0EB2E9C12B5C834EBC29E31D44D050ED05FA4E27@kstlmexc10.CORP.CHARTERCOM.COM> In-Reply-To: <16330897509322@mail.terabytecomputers.net> X-MS-Has-Attach: X-MS-TNEF-Correlator: Thread-Topic: 13 July 2007 letter response Thread-Index: AcfJWVnC6FTGRmefSoys08jzXPPPDAALrWiQ References: <16330897509322@mail.terabytecomputers.net> From: "King, Barry" < Barry.King@chartercom.com> To: "Brian Bergin" <REMOVED> Return-Path: Barry.King@chartercom.com X-OriginalArrivalTime: 18 Jul 2007 22:14:13.0199 (UTC) FILETIME=[F8E745F0:01C7C988]

Mr. Bergin,

I received your voice mail and your email. I will route your email and letter to the appropriate individual(s) for further review. I will not be discussing ten years of history although I do appreciate the extent to which you described your experiences and the fact that you have been a long time Charter customer. Please be assured that either myself, or someone at Charter will follow up with you about your concerns.

Barry W. King, Esquire Manager & Counsel-Litigation Charter Communications 12405 Powerscourt Drive St. Louis, Missouri 63131-3674 Barry.King@Chartercom.com 314-543-5640 314-909-0609 (Fax)

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From: Brian Bergin [mailto:REMOVED] Sent: Wednesday, July 18, 2007 11:33 AM To: King, Barry Subject: 13 July 2007 letter response Importance: High

Mr. King,

I have attempted to fax a copy of the attached letter (Adobe Acrobat 7.0 file) to your office but have been unsuccessful in getting it to transmit. I hope this finds its way to you so that we may discuss its contents at your earliest convenience. If the attached PDF file is not allowed by e-mail policies, it is available at http://www.bergin.us/charter.pdf.

Sincerely, Brian S. Bergin

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