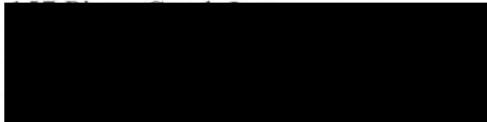




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July 13, 2007

Mr. Brian Burgin



Re: Excessive and disruptive telephone communications

Dear Mr. Burgin:

This office has been contacted regarding your recent and numerous telephone communications to Charter personnel regarding your desire for certain high definition programming and perhaps service issues with your high speed internet.

After receipt of notice of your concerns, I had your account reviewed and Charter records reflect that you have been informed that Charter is in the process of increasing the content of our high definition programming. Please be assured that Charter is as interested as you are to provide this level of programming to our customers. Charter must of course evaluate every programming change from a business perspective to ensure that our customers and Charter benefit from these changes. While Charter appreciates your feedback and are now aware of your desires in this regard, no further telephone calls from you regarding this issue are necessary. Whereas Charter is desirous of maintaining a cordial customer relationship, when the level and nature of calls becomes disruptive to daily business practices, notification to a customer engaged in such conduct becomes necessary to inform that customer that they risk termination of services should such conduct continue. Your excessive and disruptive telephone calls negatively impact Charter's daily business practices and you are now informed that your account will be noted if such conduct continues. Notice of termination of services could follow. A legitimate service call where a trouble call is desired can be placed as per normal policy.

Charter Communications is committed to providing our customers with quality service and products. If you are indeed experiencing service issues with your Charter services, Charter would need to schedule a service technician to come to your residence to diagnose those service issues. Charter will attempt to accommodate your schedule when possible. Charter will need reasonable notice of your availability and a reasonable window of time when an adult, over the age of eighteen, would be available. Reasonable notice would generally be for service no sooner than the following day and the window of time would generally be scheduled for 9:00 a.m. to 1:00 p.m. or 1:00 p.m. to 5:00 p.m. It is neither reasonable nor possible to give an exact arrival time as Charter technicians are servicing multiple locations on any given day.

Any contact between you and Charter should be conducted in a professional manner and no disruptive contact will be tolerated. Charter has made every attempt to resolve your concerns and wishes to retain you as a customer. A service technician can be scheduled upon notice from you



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as to your availability. Charter sincerely hopes that we can maintain our customer relationship and continue to provide for your service needs.

Charter trusts that this letter fully addresses your concerns and appreciates the interest you have shown in Charter services and products. Should you have any questions, please feel free to contact me at 314-543-5640.

Very truly yours,

A handwritten signature in cursive script that reads "Barry W. King".

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