



Charter
COMMUNICATIONS®

A WIRED WORLD COMPANY™

December 29, 2003

Mr. Craig Meadows
City Manager
City of Bedford
215 East Main Street
Bedford, VA 24523

Dear Mr. Meadows:

At Charter Communications, keeping you informed is an important part of our relationship. We take great pride in serving the Bedford community by offering the best choice in broadband products.

In these tough economic times, Charter is working hard to provide these services while improving service and reducing costs so that customers get the most value for their entertainment dollar. However, after careful consideration, we find we will have to raise prices for our services effective with our customer's February bills. The rate for the Expanded tier will increase by \$2.00 to \$27.00 for a full Expanded Basic rate of \$44.95.

Our local management team has carefully and thoughtfully made cuts on budget items within Charter's control. Throughout the year we will continue to look for ways to make our operations more efficient without affecting the quality of service we provide to our customers. Unfortunately, many of our most significant cost increases are expenses Charter cannot control including programming costs, insurance and taxes.

We know that value is more than just price – it's getting the service customers want at a price they can afford. That's why our lowest cost service starts at just \$17.95, and we let customers add on the services that meet their budget and entertainment interests. Additionally, we have recently launched a selection of high-value discounted packages featuring our Digital and/or high-speed Internet products bundled with analog services.

Charter continues to serve customers long after they select the services they want. We have technicians and customer service representatives available 24 hours a day, 7 days a week. We also offer an on-time guarantee for installation and service calls. The other benefit of our local presence is our commitment to the community through programs like Cable in the Classroom and sponsorship of local projects and charities.

Customers will receive bill messages to communicate these changes. Should you have any questions, please contact me at 828-264-1771.

Sincerely,

Anthony W. Barlage
Director Government Affairs

