

November 19, 2012

Catrice Williams, Secretary  
Cable Television Division  
Department of Telecommunications & Cable  
1000 Washington Street, Suite 820  
Boston, MA 02118-6500

Re: Charter Communications: Rate Order: Docket No. DTC 11-13

Dear Ms. Williams:

Pursuant to the rate order issued by the DTC on September 27, 2012 regarding Docket No. DTC 11-13, a refund in the amount of \$81,186.53 was refunded to current basic customers on 11/13/12.

As previously indicated, Charter adjusted the Basic Service Tier rates on 4/13/12. This refund is for the retroactive adjustment for 1/1/12 through 4/12/12. The calculation attached is the same as previously submitted with interest updated through November 15, 2012.

If you have any further questions or comments please feel free to contact me at (972) 938-9288, x4.

Respectfully yours,

A handwritten signature in cursive script that reads 'Melissa Bennett'.

Melissa Bennett  
Senior Regulatory Analyst

enclosures

cc: Vicki DeSantis  
Thomas P. Cohan  
Lindsay DeRoche  
Paul Abbott  
Armine Simonyan  
Michael Mael  
Benedict Dobbs  
Betsy Whittey  
Karlen Reed

**Charter Communication  
Massachusetts  
Amended Refund Plan**

A refund was issued on November 13, 2012 in the amount of \$81,186.53. Charter lowered the Basic Service Tier Rate on April 13, 2012. Customers were charged the one-time credit as is shown on the example billing statements.

**I. Basic (Non-Package) Customers**

Form 1240		Jan - 4/12/12		Basic-Only + Basic/EB		Basic-Only + Basic/EB		Refund	
LFA	Overcharge	Months	Customers as of 8/6	Overcharge Before Interest	Total Refund With Interest	Customers as of 11/13	Refund Per Customer		
Auburn	\$1.05	3.4	436	\$1,556.52	\$1,597.38	400	\$3.99		
Boylston	\$1.04	3.4	137	\$484.43	\$497.15	135	\$3.68		
Douglas	\$1.25	3.4	234	\$994.50	\$1,020.61	222	\$4.60		
Dudley	\$1.20	3.4	264	\$1,077.12	\$1,105.39	261	\$4.24		
Grafton	\$0.00	3.4	294	\$0.00		0			
Holden	\$0.95	3.4	528	\$1,705.44	\$1,750.21	522	\$3.35		
Leicester	\$1.29	3.4	266	\$1,166.68	\$1,197.31	265	\$4.52		
Millbury	\$1.27	3.4	227	\$980.19	\$1,005.92	216	\$4.66		
Northborough	\$1.03	3.4	219	\$766.94	\$787.07	194	\$4.06		
Northbridge	\$1.08	3.4	399	\$1,465.13	\$1,503.59	380	\$3.96		
Oxford	\$1.21	3.4	350	\$1,439.90	\$1,477.70	338	\$4.37		
Paxton	\$1.03	3.4	126	\$441.25	\$452.83	114	\$3.97		
Southbridge	\$1.25	3.4	489	\$2,078.25	\$2,132.80	460	\$4.64		
Southborough	\$1.17	3.4	64	\$254.59	\$261.27	61	\$4.28		
Spencer	\$1.23	3.4	362	\$1,513.88	\$1,553.62	331	\$4.69		
Sturbridge	\$1.12	3.4	296	\$1,127.17	\$1,156.76	289	\$4.00		
Upton	\$1.11	3.4	167	\$630.26	\$646.80	159	\$4.07		
West Boylston	\$1.03	3.4	213	\$745.93	\$765.51	194	\$3.95		
West Brookfield	\$0.00	3.4	107	\$0.00		0			
Westborough	\$0.91	3.4	387	\$1,197.38	\$1,228.81	374	\$3.29		
Worcester	\$1.17	3.4	5,345	\$21,262.41	\$21,820.55	5,158	\$4.23		
Ludlow	\$1.42	3.4	730	\$3,524.44	\$3,616.96	696	\$5.20		
Wilbraham	\$1.42	3.4	384	\$1,853.95	\$1,902.62	353	\$5.39		
Hampden	\$1.30	3.4	144	\$636.48	\$653.19	135	\$4.84		
East Longmeadow	\$1.37	3.4	509	\$2,370.92	\$2,433.16	466	\$5.22		
Easthampton	\$1.07	3.4	805	\$2,928.59	\$3,005.47	753	\$3.99		
Southampton	\$1.08	3.4	225	\$826.20	\$847.89	208	\$4.08		
Brimfield	\$1.33	3.4	126	\$569.77	\$584.73	118	\$4.96		
Chicopee	\$1.32	3.4	1,773	\$7,957.22	\$8,166.10	1,686	\$4.84		

\$63,171.40



**II. Senior Discount Customers: \*\***

Form 1240		Jan - April		Basic-Only + Basic/EB		Basic-Only + Basic/EB			
LFA	Overcharge/Undercharge	Months	Customers as of 8/6	Overcharge Before Interest	Total Refund With Interest	Customers as of 11/13			
Auburn	\$0.95	3.4	168	\$542.64	\$556.88	153	\$3.64		
Boylston	\$0.93	3.4	39	\$123.32	\$126.56	37	\$3.42		
Douglas	\$1.12	3.4	20	\$76.16	\$78.16	17	\$4.60		
Dudley	\$1.08	3.4	94	\$345.17	\$354.23	89	\$3.98		
Grafton	\$0.00	3.4	89	\$0.00		0			
Holden	\$0.85	3.4	197	\$569.33	\$584.27	177	\$3.30		
Leicester	\$1.16	3.4	104	\$410.18	\$420.95	101	\$4.17		
Millbury	\$1.14	3.4	108	\$418.61	\$429.60	97	\$4.43		
Northborough	\$0.93	3.4	57	\$180.23	\$184.96	50	\$3.70		
Northbridge	\$0.97	3.4	106	\$349.59	\$358.77	93	\$3.86		
Oxford	\$1.09	3.4	101	\$374.31	\$384.14	93	\$4.13		
Paxton	\$0.93	3.4	34	\$107.51	\$110.33	34	\$3.25		
Southbridge	\$1.12	3.4	179	\$681.63	\$699.52	164	\$4.27		
Southborough	\$1.05	3.4	20	\$71.40	\$73.27	21	\$3.49		
Spencer	\$1.11	3.4	96	\$362.30	\$371.81	80	\$4.65		
Sturbridge	\$1.01	3.4	70	\$240.38	\$246.69	60	\$4.11		
Upton	\$1.00	3.4	42	\$142.80	\$146.55	36	\$4.07		
West Boylston	\$0.93	3.4	73	\$230.83	\$236.89	65	\$3.64		
West Brookfield	\$0.00	3.4	32	\$0.00		0			
Westborough	\$0.82	3.4	54	\$150.55	\$154.50	50	\$3.09		
Worcester	\$1.06	3.4	1,404	\$5,060.02	\$5,192.85	1,262	\$4.11		
Ludlow	\$1.27	3.4	258	\$1,114.04	\$1,143.28	239	\$4.78		
Wilbraham	\$1.28	3.4	130	\$565.76	\$580.61	124	\$4.68		
Hampden	\$1.17	3.4	36	\$143.21	\$146.97	31	\$4.74		
East Longmeadow	\$1.24	3.4	112	\$472.19	\$484.58	102	\$4.75		
Easthampton	\$0.97	3.4	177	\$583.75	\$599.07	162	\$3.70		
Southampton	\$0.97	3.4	24	\$79.15	\$81.23	23	\$3.53		
Brimfield	\$1.19	3.4	14	\$56.64	\$58.13	12	\$4.84		
Chicopee	\$1.19	3.4	1,014	\$4,102.64	\$4,210.33	905	\$4.65		

\*\*Eligible Senior Customers receive a 10% discount on Basic Service.

\$18,015.13

\$81,186.53

Account:   
Security Code: 

**Contact Us**

visit us at [www.charter.com](http://www.charter.com) or call  
1-888-GET-CHARTER (1-888-438-2427)

**Charge Details**

Previous Balance		180.46
Payment - Thank You	10/22	-180.46

Payments received after 11/13/12 will appear on your next bill.

**Adjustments**

* Basic Rate 1-Time Credit - Adjustment	11/12	-3.99
Adjustments Total		-\$3.99

Remaining Balance		-\$3.99
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Service from 11/21/12 through 12/20/12

**Charter TV®**

Basic TV Service	14.60
Digital Receiver & Interactive Services; On Screen Guide & Pay-Per-View	5.00
Charter Digital Plus Pkg Showtime & Movie Channel, HBO & Cinemax, STARZ & Encore, Digital View Plus	50.00
	<b>\$69.60</b>

Fees & Charges	FCC Admin Fee	0.08
	Franchise Fee	4.26
	Public Access/franchise Related Costs	0.43
	State And Local Fee	0.08
		<b>\$4.85</b>

Charter TV Total	\$74.45
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**Charter Internet®**

Internet Service	47.99
Internet Modem Lease	7.00
Charter WiFi	9.99
Includes: Wireless Home Networking Service & Wireless Home Networking Router Lease	
	<b>\$64.98</b>

Taxes	Sales Tax 6.25% On Equipment	0.75
		<b>\$0.75</b>

Charter Internet Total	\$65.73
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**Other Charges**

Wire Maintenance	4.99
Other Charges Total	<b>\$4.99</b>

**One-Time Charges**

Moonrise Kingdom	10/28	8:29p	4.99
People Like Us	10/28	11:23p	4.99
Magic Mike	10/30	7:37p	4.99
Prince And Paup '62	11/10	6:43p	2.99
Toby Tyler	11/10	8:17p	2.99
World Trade Center	11/10	9:56p	2.99
Miracle 34th St '94	11/11	12:06a	2.99
One-Time Charges Total			<b>\$26.93</b>

Current Charges	<b>\$172.10</b>
Total Due by 12/03/12	<b>\$168.11</b>

**Billing Information**

**Tax and Fee Notice** - This statement reflects the current taxes and fees for your area; visit [www.charter.com/taxesandfees](http://www.charter.com/taxesandfees) for more information. For additional details, please see the standard terms and conditions for our service located at [www.charter.com](http://www.charter.com).

**Past Due Fee / Late Fee Reminder** - a late fee will be assessed for past due Cable and Internet charges.

**Video Closed Captioning Issues** - For closed captioning concerns, call 888 GET CHARTER (888-438-2427), or email [PriorityEscalationTeam@charter.com](mailto:PriorityEscalationTeam@charter.com). Send written complaints via US Mail to Executive Escalation Manager, 2 Digital Place, Simpsonville, SC 29681.

Continued on the next page ...

\* Franchise Authority: Town of Auburn, MA Dept of Telecommunications & Cable Consumer Division 1000 Washington St, Ste 820 Boston MA 02118-6500  
Community ID: MA0073 Phone: (800) 392-6066 or (617) 305-3531

**Your WAY can be the GREEN way!**  
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Charter Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Charter Online Bill Pay. It will save you money on postage and time - and it will also save trees!

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Enrolling is easy, just go to [www.charter.com/myaccount](http://www.charter.com/myaccount)

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

**Payment Options**

**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [www.charter.com/myaccount](http://www.charter.com/myaccount).

**Pay with your Mobile Device** - Visit [m.charter.com](http://m.charter.com) Login to MyAccount from My Account & Bill Pay

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-888-438-2427



Account: [REDACTED]  
Security Code: [REDACTED]**Contact Us**visit us at [www.charter.com](http://www.charter.com) or call  
1-888-GET-CHARTER (1-888-438-2427)**Charge Details**

Previous Balance		22.29
Payment - Thank You	10/31	-22.29

Payments received after 11/13/12 will appear on your next bill.

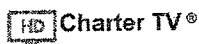
**Adjustments**

Basic Rate 1-Time Credit - Adjustment	11/12	-4.23
Adjustments Total		-\$4.23

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Remaining Balance **-\$4.23**

Service from 11/23/12 through 12/22/12



Basic TV Service	15.66
Digital Receiver & Interactive Services; On Screen Guide & Pay-Per-View	5.00
	<b>\$20.66</b>

Fees & Charges		
FCC Admin Fee	0.08	
Franchise Fee	1.17	
Public Access/franchise Related Costs	0.20	
State And Local Fee	0.09	
	<b>\$1.54</b>	

Charter TV Total **\$22.20****Current Charges \$22.20****Total Due by 12/03/12 \$17.97****Billing Information**

**Tax and Fee Notice** - This statement reflects the current taxes and fees for your area; visit [www.charter.com/taxesandfees](http://www.charter.com/taxesandfees) for more information. For additional details, please see the standard terms and conditions for our service located at [www.charter.com](http://www.charter.com)

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**Insufficient Funds Payment Policy** - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

**Service Interruptions** - We must restore loss of service within 24 hours of being notified, unless prevented by situations beyond our control. You may obtain credit for loss of service for more than 24 continuous hours by notifying us of your service loss.

**Timely Payment** - If your payment is not received by the next billing statement, your account is subject to interruption of service. Addressable equipment may be rendered non-functional prior to termination. You are subject to an "addressable change of service" charge to reinstate premium/digital channels when function is restored.

**Statements with Zero or Credit Balances** - Customers with a zero or credit balance on their bill will not receive a paper statement.

**Video On Demand (VOD) and Pay-Per-View (PPV)** - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event



Franchise Authority: City of Worcester, MA Dept of Telecommunications & Cable Consumer Division 1000 Washington St, Ste 820 Boston MA 02118-6500  
Community ID: MA0018 Phone: (800) 392-6066 or (617) 305-3531

**Simplify your life with Charter Auto Pay!**Spend less time paying your bill  
and more time doing what you love.

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It's Secure - Powerful technology keeps your information safe  
It's Flexible - Use your checking, savings, debit or credit card  
It's FREE - And helps save time, postage and the environment

Set up easy, automatic bill payments with **Charter Auto Pay!**  
Visit: [www.charter.com/myaccount](http://www.charter.com/myaccount)  
(My Account login required)

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**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns,  
please call 1-888-438-2427.





November 13, 2012

Account:  
Security Code:**Contact Us**visit us at [www.charter.com](http://www.charter.com) or call  
1-888-GET-CHARTER (1-888-438-2427)**Charge Details**

Previous Balance		36.44
Credit Card Payment	10/19	-36.44

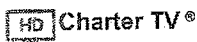
Payments received after 11/13/12 will appear on your next bill.

**Adjustments**

Basic Rate 1-Time Credit - Adjustment	11/12	-4.69
Adjustments Total		-\$4.69

Remaining Balance		-\$4.69
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Service from 11/21/12 through 12/20/12



Basic TV Service		16.31
		<b>\$16.31</b>

Fees & Charges	FCC Admin Fee	0.08
	Franchise Fee	1.18
	Public Access/franchise Related Costs	0.39
	State And Local Fee	0.08
		<b>\$1.73</b>

Charter TV Total		\$18.04
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Current Charges		<b>\$18.04</b>
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Total Due by Auto Pay		<b>\$13.35</b>
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**Billing Information**

**Tax and Fee Notice** - This statement reflects the current taxes and fees for your area; visit [www.charter.com/taxesandfees](http://www.charter.com/taxesandfees) for more information. For additional details, please see the standard terms and conditions for our service located at [www.charter.com](http://www.charter.com)

**Past Due Fee / Late Fee Reminder** - a late fee will be assessed for past due Cable and Internet charges

**Video Closed Captioning Issues** - For closed captioning concerns, call 888 GET CHARTER (888-438-2427), or email [PriorityEscalationTeam@charter.com](mailto:PriorityEscalationTeam@charter.com). Send written complaints via US Mail to Executive Escalation Manager, 2 Digital Place, Simpsonville, SC 29681.

**Insufficient Funds Payment Policy** - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

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**Timely Payment** - If your payment is not received by the next billing statement, your account is subject to interruption of service. Addressable equipment may be rendered non-functional prior to termination. You are subject to an "addressable change of service" charge to reinstate premium/digital channels when function is restored.

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Franchise Authority: Town of Spencer, MA Dept of Telecommunications & Cable Consumer Division 1000 Washington St, Ste 820 Boston MA 02118-6500  
Community ID: MA0043 Phone: (800) 392-6066 or (617) 305-3531

For questions or concerns,  
please call 1-888-438-2427.

Account: [REDACTED]  
Security Code: [REDACTED]**Contact Us**visit us at [www.charter.com](http://www.charter.com) or call  
1-888-GET-CHARTER (1-888-438-2427)**Charge Details**

Previous Balance		21.41
Payment - Thank You	10/22	-21.41

Payments received after 11/13/12 will appear on your next bill.

**Adjustments**

Basic Rate 1-Time Credit - Adjustment	11/12	-4.78
Adjustments Total		-\$4.78

Remaining Balance		-\$4.78
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Service from 11/19/12 through 12/18/12



Basic TV Service	17.04
10% Senior/handicap Disc	-1.70
	<b>\$15.34</b>

Fees & Charges		
FCC Admin Fee	0.08	
Franchise Fee	0.57	
State And Local Fee	0.08	
Public Access/franchise Related Costs	0.15	
	<b>\$0.88</b>	

Charter TV Total	\$16.22
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**Other Charges**

Wire Maintenance	4.99
Other Charges Total	\$4.99

Current Charges	\$21.21
Total Due by 12/03/12	<b>\$16.43</b>

**Billing Information**

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**Statements with Zero or Credit Balances** - Customers with a zero or credit balance on their bill will not receive a paper statement.

Franchise Authority: Town of Ludlow, MA Dept of Telecommunications & Cable Consumer Division 1000 Washington St, Ste 820 Boston MA 02118-6500  
Community ID: MA0081 Phone: (800) 392-6066 or (617) 305-3531

**Your WAY can be the GREEN way!****GO GREEN with Charter**

Charter Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Charter Online Bill Pay. It will save you money on postage and time - and it will also save trees!

**Enroll in Online Bill Pay today.**

Enrolling is easy, just go to [www.charter.com/myaccount](http://www.charter.com/myaccount)

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

**Payment Options**

**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [www.charter.com/myaccount](http://www.charter.com/myaccount).

**Pay with your Mobile Device** - Visit [m.charter.com](http://m.charter.com) Login to MyAccount from My Account & Bill Pay

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments

For questions or concerns, please call 1-888-438-2427.



November 13, 2012

Account:  
Security Code:**Contact Us**visit us at [www.charter.com](http://www.charter.com) or call  
1-888-GET-CHARTER (1-888-438-2427)**Charge Details**

Previous Balance		15.93
Payment - Thank You	10/23	-15.93

Payments received after 11/13/12 will appear on your next bill.

**Adjustments**

Basic Rate 1-Time Credit - Adjustment	11/12	-4.65
Adjustments Total		-\$4.65

Remaining Balance		-\$4.65
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Service from 11/19/12 through 12/18/12

**HD Charter TV®**

Basic TV Service	15.56
10% Senior/handicap Disc	-1.55
	<b>\$14.01</b>

Fees & Charges	FCC Admin Fee	0.08
	Franchise Fee	1.13
	State And Local Fee	0.08
	Public Access/franchise Related Costs	0.60
		<b>\$1.89</b>

Charter TV Total	\$15.90
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Current Charges	\$15.90
Total Due by 12/03/12	<b>\$11.25</b>

**Billing Information**

**Tax and Fee Notice** - This statement reflects the current taxes and fees for your area; visit [www.charter.com/taxesandfees](http://www.charter.com/taxesandfees) for more information. For additional details, please see the standard terms and conditions for our service located at [www.charter.com](http://www.charter.com).

**Past Due Fee / Late Fee Reminder** - a late fee will be assessed for past due Cable and Internet charges

**Video Closed Captioning Issues** - For closed captioning concerns, call 888 GET CHARTER (888-438-2427), or email [PriorityEscalationTeam@charter.com](mailto:PriorityEscalationTeam@charter.com). Send written complaints via US Mail to Executive Escalation Manager, 2 Digital Place, Simpsonville, SC 29681.

**Insufficient Funds Payment Policy** - Charter may charge an insufficient funds processing fee for all returned checks and bankcard charge-backs. If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer transaction used to pay us is dishonored, refused or returned for any reason, we may electronically debit your account for the payment, plus an insufficient funds processing fee as set forth on your Video Services rate card (up to the amount allowable by law and any applicable sales tax). Your bank account may be debited as early as the same day payment is dishonored, refused or returned. If your bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check or money order.

**Service Interruptions** - We must restore loss of service within 24 hours of being notified, unless prevented by situations beyond our control. You may obtain credit for loss of service for more than 24 continuous hours by notifying us of your service loss.

**Timely Payment** - If your payment is not received by the next billing statement, your account is subject to interruption of service. Addressable equipment may be rendered non-functional prior to termination. You are subject to an "addressable change of service" charge to reinstate premium/digital channels when function is restored.

**Statements with Zero or Credit Balances** - Customers with a zero or credit balance on their bill will not receive a paper statement.

**Video On Demand (VOD) and Pay-Per-View (PPV)** - To order, your account must be current. To prevent unauthorized use of these services in your household, you are responsible for setting up a PIN number, parental control and/or rating preference. Charter will not issue a credit for the following: 1) unauthorized use, 2) ordering a PPV event or movie which you are not present to view, 3) failure to report a reception problem that occurs during the ordered movie or event, or 4) failure to report non-delivery of an ordered movie or event.

Franchise Authority: City of Chicopee, MA Dept of Telecommunications & Cable Consumer Division 1000 Washington St, Ste 820 Boston MA 02118-6500  
Community ID: MA0087 Phone: (800) 392-6066 or (617) 305-3531

**Your WAY can be the GREEN way!****GO GREEN with Charter**

Charter Online Bill Pay is helping the environment one customer at a time. It's easy - all you need to do is sign up for Charter Online Bill Pay. It will save you money on postage and time - and it will also save trees!

**Enroll in Online Bill Pay today.**Enrolling is easy, just go to [www.charter.com/myaccount](http://www.charter.com/myaccount)

Each month, you'll receive a paperless e-bill that you pay online with your choice of payment options.

- Debit Card - Credit Card - Electronic Funds Transfer
- Receive a quick summary of your account at any time
- Access up to 6 months of statements

**Payment Options**

**Pay Online** - Create or Login to MyAccount to pay or view your bill online at [www.charter.com/myaccount](http://www.charter.com/myaccount).

**Pay with your Mobile Device** - Visit [m.charter.com](http://m.charter.com) Login to MyAccount from My Account & Bill Pay.

**Pay by Mail** - Detach payment coupon and enclose with your check made payable to Charter. Please do not include correspondences of any type with payments.

For questions or concerns, please call 1-888-438-2427.

