



NEWS

CHARTER COMMUNICATIONS SETS NEW INDUSTRY STANDARD BY LAUNCHING NEW LOW-COST, HIGH-SPEED BROADBAND SERVICE FOR U.S. FAMILIES, SENIORS

New high-speed broadband service is three times faster than current industry standard

Broad eligibility covering low income families and senior citizens

STAMFORD, Conn., Nov. 14, 2016 – Charter Communications today announced the launch of a new standalone low-cost, high-speed broadband service, titled **Spectrum Internet Assist**, for hundreds of thousands of American seniors and families of students across its national footprint. Spectrum Internet Assist will deliver industry-leading 30/4 Mbps broadband speeds for \$14.99 per month, plus taxes and fees.

Charter's new Spectrum Internet Assist service is the only low-cost broadband offering for low-income households that exceeds the Federal Communications Commission's (FCC's) definition of "high-speed" internet.

"Charter is excited to bring a whole new world of digital access and opportunity to hundreds of thousands of low income families and seniors. Spectrum Internet Assist is an important next step in providing true high-speed connections to those who would otherwise continue to face digital inequality in this country," said Tom Rutledge, Chairman and CEO, Charter Communications.

"It's important for cable and broadband providers like us to play a role in bridging the digital divide so that everyone has access to the information and tools they need to succeed in today's economy," Rutledge said.

Starting today, Spectrum Internet Assist will be available throughout Charter's legacy service area, and will continue to be rolled out market by market with a goal of covering the remaining Charter footprint by mid-2017.

To assist consumers with the eligibility process and enrollment, Charter has launched a new dedicated Spectrum Internet Assist website: www.SpectrumInternetAssist.com. Prospective enrollees may also call the Spectrum Internet Assist toll-free helpline at **1-844-525-1574** for assistance.

What's the offer?

- **\$14.99/mo. for a 30/4Mbps speed package**
 - Includes all standard Internet features; i.e. security suite, mailboxes, etc.
 - Includes a modem at no extra cost and free self-install.
- **\$5.00/month for Charter WiFi**
 - Includes a router
 - Activation fee waived
 - Rate will not be increased during the life of the program
- **Additional Services**
 - Spectrum Internet Assist may be bundled with other services; the Spectrum Internet Assist rate does not change (i.e. the "Triple Play" bundle – Spectrum Internet Assist /voice/TV service starts at \$74.97)
 - Standard/promotional installation rates for TV and voice service apply
 - Standard billing and collection processes apply

Who's eligible to sign-up for Spectrum Internet Assist?

- Families with students who participate in the National School Lunch Program
- Seniors who are 65 and older who receive Supplemental Security Income program benefits
- Additional Criteria:
 - Current phone and video customers who meet one of the two criteria above can enroll
 - Prospective Spectrum Internet Assist enrollees cannot have had a Charter/Time Warner Cable/Bright House Network broadband subscription within 60 days of signing up
 - Prospective enrollees will not be denied participation in the program due to a bad credit score, but they must clear any outstanding debt incurred within the last year with Charter, Time Warner Cable or Bright House Networks in order to be eligible.

Widespread Support for Charter's Spectrum Internet Assist Service:

"The National Urban League supports Charter's launch of Spectrum Internet Assist, a low-cost and high-speed service for low-income families. This program will not only provide broadband access to individuals in need, but it will also allow subscribers to be competitive at work and school via the exceptionally high-speed service they will receive. Spectrum Internet Assist will go a long way to closing the gulf that exists between those with internet access and those without it." – **Marc H. Morial, president and CEO of the National Urban League**

"NBCSL commends Charter on their announcement of the Spectrum Internet Assist program which is the only high-speed, low-cost broadband program for households across the country. Thanks to the Spectrum Internet Assist program, young children, families and seniors will be able to use technology to transform their daily lives. Closing the digital divide and broadening access will create transformative change in our communities across the nation. We will continue to encourage the development of innovative methods and strategies in delivering broadband to the underserved." – **National Black Caucus of State Legislators**

"The League of United Latin American Citizens (LULAC) congratulates Charter Communications on the launching of its new Spectrum Internet Assist low cost broadband offering. This is exactly the kind of affordable high speed broadband service that will provide low-income families the opportunity to benefit from America's digital economy." – **LULAC National Executive Director Brent Wilkes**

"NOBEL Women commends Charter on the launch of their Spectrum Internet Assist program which will provide low-cost, high-speed broadband service to underserved American families, students and seniors across the country. As NOBEL Women continues to advocate for closing the digital divide, we're glad to have Charter as a partner with our advocacy." – **Rep. Laura Hall (AL), National President, NOBEL Women**

"The cost to consumers for high-speed broadband access is prohibitively high for families who struggle to make ends meet, and they miss out on the opportunities broadband access affords us – access to jobs, education, healthcare, civic engagement, and more. Charter's new Spectrum Internet Assist program is welcome news for families struggling to access the 21st century tools for advancement that the rest of the nation takes for granted." – **The Multicultural Media, Telecom and Internet Council**

About Charter

Charter (NASDAQ: [CHTR](#)) is a leading broadband communications company and the fourth-largest cable operator in the United States. Charter provides a full range of advanced broadband services, including Spectrum TV™ video entertainment programming, Spectrum Internet™ access, and Spectrum Voice™. Spectrum Business™ similarly provides scalable, tailored, and cost-effective broadband communications solutions to business organizations, such as business-to-business Internet access, data networking, business telephone, video and music entertainment services, and wireless backhaul. Charter's advertising sales and production services are sold under the Spectrum Reach™ brand. More information about Charter can be found at [charter.com](#).

SPECTRUM INTERNET ASSIST

Charter's Low-Cost, High-Speed Broadband Service



CLOSING THE DIGITAL DIVIDE

- Earlier this year a Federal Communication Commission (FCC) report on broadband access found that 34 million Americans lack access to high-speed broadband in the home. According to the Pew Research Center, five million families in the U.S. with school-aged children don't have access to broadband in the home.
- Charter understands how important access to broadband is for all Americans and is working to connect its customers to the online resources and information they need to be successful in today's increasingly digital economy.

MAKING HIGH-SPEED BROADBAND MORE AFFORDABLE

- This superior service is three times faster than comparable industry offerings and is the only low-cost broadband service that meets the FCC's definition of 'high-speed' broadband.
- Charter's Spectrum Internet Assist will help ensure K-12 students of eligible low-income families have a chance to get ahead and low-income seniors on Supplemental Security Income can stay engaged in an increasingly digital culture.





THE ADVANTAGES OF SPECTRUM INTERNET ASSIST

Spectrum Internet Assist will deliver the fastest Internet speeds (30/4 Mbps) in the nation for a low-cost broadband program for \$14.99 per month.

Additional features:

- Locked-in rate of \$5.00 per month for home WiFi, including a router, with **no activation fee**.
- Spectrum Internet Assist customers are eligible to receive **promotional and phone bundle offerings**.
- Spectrum Internet Assist comes with a **modem at no extra cost**, and free self-install.

WHERE TO GO FOR HELP WITH ELIGIBILITY AND ENROLLMENT

To determine eligibility Charter is encouraging those families and individuals who believe they may qualify to visit a dedicated Spectrum Internet Assist website to complete the eligibility verification process. The website is: **www.SpectrumInternetAssist.com**. Prospective enrollees may also call the Spectrum Internet Assist toll-free number at **1-844-525-1574**.

Once the eligibility verification process is completed individuals will be notified of their eligibility status.

Restrictions apply. Services not available in all areas. Speed may vary by location. ©2016 Charter Communications.