



# Code of Conduct

Charter's commitment to our customers, stakeholders, the communities we serve, and each other.



LETTER  
FROM TOM  
RUTLEDGE

Fellow Charter Employees,

Over the past several years, Charter has emerged as one of the nation's leading cable entertainment and broadband communications companies. Our success rests on the broad adherence of Charter employees to the highest ethical standards. These standards, along with the Company's expectations for professional behavior, are set forth in the Charter Code of Conduct. Our Code of Conduct provides ethical guidance for Charter employees, officers, and members of the Board of Directors, and is reflective of our Values:

**EXHIBIT INTEGRITY AND RESPECT**

We act honestly and ethically at all times. We always do what's right.

**DELIVER CUSTOMER SATISFACTION**

We deal with our customers fairly and truthfully, while delivering exceptional service and maintaining the confidentiality of their business and personal information.

**PROMOTE TEAMWORK AND TRUST**

We work together to ensure adherence to the Code and to resolve any issues.

**EMBRACE AND DRIVE CHANGE**

We continually seek new and better ways to strengthen Charter's business and culture.

**PURSUE GROWTH AND LEARNING**

We work quickly and efficiently to reach our goals without compromising our integrity or values. We take personal responsibility for meeting our shared goals and fulfilling our commitments.

**OUR WORK IS IMPORTANT**

People care about their television, Internet, and voice services. We play a vital role in servicing our customers and the community. In addition to our personal commitment to ethical conduct, we ensure that our co-workers, as well as our service partners, respect and follow our Code.

LETTER  
FROM TOM  
RUTLEDGE

The Charter Code of Conduct is a valuable tool to guide our day-to-day business activities, as it clarifies our legal and ethical obligations. Although the Code covers a wide range of business practices and identifies a number of corporate policies, it is largely principles-based, and the Code's application does not cover every issue or situation that may arise. If you are unsure of what to do in a particular situation or suspect a violation of the Code, you must speak up. Issues related to ethical matters should be raised with your manager, a human resources representative, or Charter's Compliance Team. If the issues you raise are not resolved to your satisfaction, you may also report the violation through [EthicsPoint](#).

Because Charter does not tolerate retaliation in any form, no employee should be concerned about reprisals for reporting any violation of the Code.

Charter is committed to compliance with all applicable laws, rules, and regulations. Therefore, you are expected to maintain the highest ethical standards—and observe Charter's Values—when fulfilling your business responsibilities.

Our commitment to customers, stakeholders, the communities we serve, and each other is continually renewed and strengthened by strict compliance with the Charter Code of Conduct. Thank you for your pledge to honor it.



Tom Rutledge  
President and Chief Executive Officer



LIVING BY  
THE CODE

## THE PURPOSE OF CHARTER'S CODE OF CONDUCT (THE "CODE")

Our Code provides guidance as to ethical behavior and appropriate business conduct. It describes your legal and ethical obligations, Charter's commitment to its Values, and our expectations of you. The Code covers a wide range of business practices and identifies a number of corporate policies. Because it cannot cover every issue or situation that may arise, you should use common sense in your business dealings, adhere to the highest standards of ethical behavior, seek guidance if you are unsure about any provision of the Code, and promptly report any suspected violations of the Code.

## WE REPORT ALL VIOLATIONS OF THE CODE, CHARTER POLICY, AND ILLEGAL OR UNETHICAL BEHAVIOR

You have an affirmative obligation to speak up and report violations of our Code, or other behavior that you believe to be illegal or unethical. Timely reporting of perceived violations contributes to Charter's ethical and compliant culture. With Charter's Open Door policy, you are empowered to report violations to your manager, a human resources representative, or Charter's Chief Compliance Officer. We have also established a website and toll-free number with an independent service partner, EthicsPoint, to receive and process reports regarding violations.



The website address for reporting suspected violations is [www.ethicspoint.com](http://www.ethicspoint.com), and the toll-free number is **866-384-4277**. Both are available 24 hours per day, 7 days per week. Reports using either the website or toll-free number may be made on an anonymous and confidential basis. Please note, however, that we are able to conduct a more efficient and thorough investigation if the reporting party is identified.



LIVING BY  
THE CODE

Charter will promptly investigate all reports of unlawful, unethical, or inappropriate behavior. Violations of the Code will be treated seriously and may result in corrective action, up to and including termination of employment with Charter. You are obligated to cooperate fully with any internal investigation.

Likewise, Charter will fully cooperate in connection with any investigation by a government body or agency. Any request for inspection or production of documents or information from any government entity should be referred immediately to the Legal Department or to Charter's Chief Compliance Officer. If you are contacted by a governmental agency concerning Charter and are asked to provide information (including a verbal statement, a written statement, or documents) on Charter's behalf, you should promptly inform your manager, a human resources representative, Charter's General Counsel, or Charter's Chief Compliance Officer, unless a specific protocol has already been established and approved by the Legal Department for responding to that type of government request.

### **WE DO NOT RETALIATE AGAINST EMPLOYEES WHO REPORT VIOLATIONS OF THE CODE**

[Charter's Employee Handbook](#) contains policies that explicitly prohibit retaliation in any form. Charter will not tolerate retaliation, either directly or indirectly, against any individual who in good faith reports a violation of the Code or participates in the investigation of any such violation. If you suspect or believe that retaliation has occurred, you should immediately report it to your manager, a human resources representative, or Charter's Chief Compliance Officer.

### **AMENDMENTS TO THE CODE**

Amendments and revisions to the Code, other than nonsubstantive revisions, shall be approved by the Audit Committee of Charter's Board of Directors.



### **Are there exceptions to the Code?**

Exceptions or waivers of the Code will be granted only in exceptional circumstances. Waivers for directors and executive officers must be approved in writing by the Board of Directors or its designated committee, composed solely of independent directors, and promptly disclosed in accordance with applicable law. Waivers for all other employees must be approved in writing by Charter's Chief Compliance Officer, General Counsel, or Chief Executive Officer.

EXHIBIT  
INTEGRITY  
AND RESPECT

At Charter, we do what's right. We hold ourselves to the highest standards of integrity and ethical behavior. We tell the truth. We promise only what we can reasonably expect to deliver. We strive to keep our commitments—to each other and to our customers. We are expected to act with integrity, behave ethically, and comply with all applicable policies, laws, regulations, and internal procedures. Our company's shareholders, customers, service partners, and our fellow employees must be able to trust what we say and believe that we will always keep our word.

**WE FOLLOW THE GENERAL BUSINESS CONDUCT GUIDELINES**

Charter strives to be a good corporate citizen and to achieve its business objectives in ways that are ethical and comply with the law. To support this goal, you are expected to:

- Record and report business and financial information and results completely, accurately, and timely—both internally and externally, such as to the Securities and Exchange Commission
- Act in good faith and deal fairly with Charter's service partners, contractors, suppliers, and other business partners
- Act in the best interests of Charter and our customers in all of your business dealings
- Ensure that Charter receives proper compensation for all services provided, and that courtesy or discounted services are provided according to Charter's policies
- Ensure that deposits, cash, receipts, inventory, payments, customer contracts, and records are handled in Charter's best interests
- Place the interests of Charter, as well as the public's right to have accurate information about our company, above your personal interests or the interests of third parties
- Comply with [Charter's Employee Handbook](#) and internal policies and procedures, as well as all laws, rules, and regulations applicable to Charter

**Exhibiting Integrity**

As a Charter employee, your business conduct should always be a reflection of Charter's Values. Simply put, this means that you are expected to do what's right—always.

EXHIBIT  
INTEGRITY  
AND RESPECT**WE AVOID CONFLICTS OF INTEREST**

When it comes to making decisions about hiring employees or service partners, spending the Company's money, or handling confidential information, you have a duty to act in the best interests of Charter and our customers. A conflict of interest occurs when your personal interests interfere, or even appear to interfere, in any way with the interests of Charter or its customers. Other than the compensation and benefits you receive as an employee, you should never use your position with Charter for your personal advantage or gain.

*Agreements for products or services*

Contracts and business relationships should only be entered into in situations in which there is a legitimate business purpose and must be negotiated in good faith. The terms of the deal should be included in the legal documentation supporting the transaction, and all documentation must comply with [Charter's Delegation of Authority Policy](#), which can be found on the General Policies page of the Company's Intranet. Compliance with Charter's contracts is a necessity. Questions regarding the interpretation of a contract should be referred to the Legal Department.

*Gifts*

A conflict of interest or the appearance of a conflict of interest very often arises when an employee is offered a gift, favor, or entertainment opportunity, such as tickets to a sporting event or concert. While offering of gifts, favors, or entertainment opportunities is often normal in business relationships, we do not accept gifts, favors, or entertainment opportunities that obligate us (or appear to obligate us) to act in a way contrary to the law or to Charter's interests. For more information about Charter's gift policy, review the *Conflicts of Interest* section of [Charter's Employee Handbook](#).

**What if one of my relatives works for a Charter supplier?**

Charter needs to know so that appropriate action can be taken to prevent potential conflicts from affecting (or appearing to affect) company decisions. Because conflicts of interest may not always be clear-cut, employees are encouraged to bring questions about particular situations to their manager or human resources representative. You may also report your concern to the Director of Corporate Audit or through **EthicsPoint** at 866-384-4277 or [www.ethicspoint.com](http://www.ethicspoint.com).

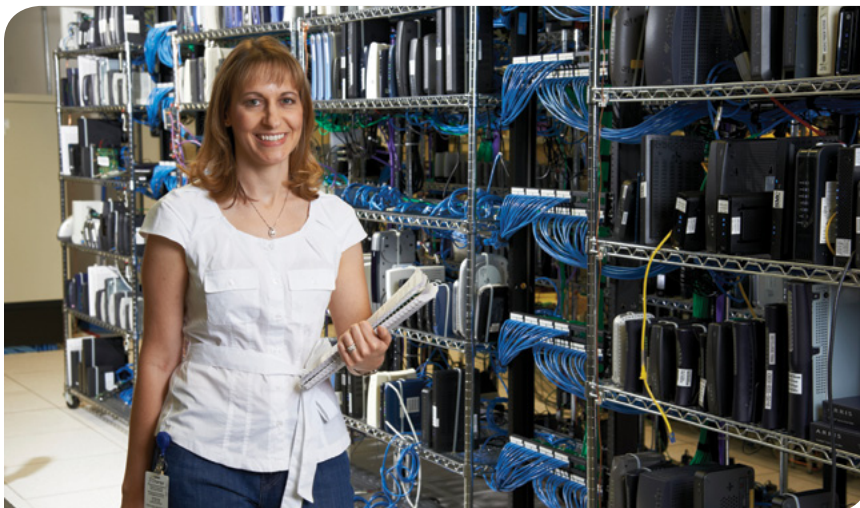


EXHIBIT  
INTEGRITY  
AND RESPECT**WE COMPETE FAIRLY**

We avoid arrangements with competitors, service partners, and customers that restrict our ability to compete with others. Arrangements or understandings with competitors affecting prices or the terms upon which services are sold are strictly prohibited.

In general, you should avoid the following types of behavior as they could create legal problems for Charter by violating antitrust laws:

- Entering into agreements with a competitor of Charter to fix the prices to be charged to customers
- Communicating pricing data to a Charter competitor, unless there is a legitimate basis for doing so
- Allocating business, customers, or territories in order to avoid competition
- Refusing, in conjunction with one or more additional companies, to deal with a third party in order to influence price or market share
- Pricing below cost in order to gain market share or injure a competitor, unless the pricing is part of legitimate promotional or introductory offers
- Refusing to sell a product that can only be obtained from a single source, unless the purchaser also buys an undesired product
- Knowingly interfering with a competitor's relationships with suppliers, contractors, customers, or even employees
- Taking or using a competitor's trade secrets
- Knowingly making false or misleading statements or information about a competitor or its services, as opposed to mere "puffing" (for example, through advertisements or written or oral statements to customers or other third parties)

**What if another cable operator wants to share the cost of a market survey or training?**

Some antitrust laws permit certain cooperation and joint action among competitors, such as establishing technical standards through trade associations, participating in market surveys, and entering into agreements for joint purchasing or training to promote efficiency, but not to coerce prices, suppliers, or customers. If you ever have a question as to whether a particular activity is legal or improper under the antitrust laws, contact the Legal Department.

EXHIBIT  
INTEGRITY  
AND RESPECT

## WE HANDLE “INSIDE INFORMATION” APPROPRIATELY AND LAWFULLY

Inside information includes information about Charter’s business, operations, assets, or ownership that has not been publicly disclosed. Such information, either positive or negative (including financial information or projections, news of pending mergers or acquisitions, significant new product announcements or technological developments), may have significant value to others and therefore must be kept strictly confidential. Anyone who has inside information about Charter must not use it for personal gain or provide it to others.

- You may not buy or sell Charter’s stock or debt when you are in possession of inside information
- You may not suggest that anyone purchase or sell a company’s securities while you are aware of material non-public information about that company

Violations of these prohibitions may result in the loss of your employment with Charter, civil penalties, criminal fines, and even jail sentences.

There are additional limitations for employees designated as Restricted Employees, which includes those with the title of director or equivalent and above. For more information, you should consult the [Securities Trading Policy](#), which is available on the General Policies page of the Company’s Intranet.

## WE MAINTAIN PROPER BUSINESS RELATIONSHIPS

In dealing with public officials, other corporations, and private citizens, we firmly adhere to our ethical business practices. We will not seek to influence others, either directly or indirectly, by paying bribes or kickbacks, providing free services, or by any other measure that is unethical.

### What if I know of a pending product release and suggest to my friend that he should buy Charter stock, without telling him about the new product?

This practice, known as “tipping,” also violates the U.S. securities laws and can result in the same civil and criminal penalties that apply if you engage in insider trading directly, even if you do not receive any money or derive any benefit from trades made by persons to whom you passed material non-public information.

EXHIBIT  
INTEGRITY  
AND RESPECT**WE REPORT FINANCIAL INFORMATION TRUTHFULLY, ACCURATELY, AND COMPLETELY**

Investors, creditors, and others have a legitimate interest in our company's financial and accounting information. We have established operational, administrative, documentation, and accounting procedures and controls that ensure:

- Charter's interests and assets are protected and properly used
- Charter's financial and other reports are truthful, accurate, and complete
- Procedures are appropriate to achieve Charter's business objectives

We expect employees involved in creating, processing, or recording such information to be personally responsible for its integrity and assure that:

- All funds, assets, and transactions are fully and accurately recorded in Charter's accounting systems and records
- No records are ever falsified
- There are no unrecorded or "off-the-books" funds, assets, or transactions
- Each accounting entry is accurately and fairly recorded
- Reasonable steps are taken to avoid accounting errors, misuse, unauthorized access, and fraud
- Full access to Charter's accounting systems and records is provided to Charter's independent public auditors, as well as our internal and external auditors

**WE ACCURATELY REPORT HOURS WORKED**

Charter is committed to ensuring that all employees are properly and accurately paid for the work they perform for Charter. We expect all employees to comply fully with [Charter's Timekeeping Policy](#), which can be found on the General Policies page of Charter's Intranet and which requires non-exempt employees to accurately report hours worked each day. Managers and supervisors are expressly prohibited from directing or encouraging non-exempt employees to misstate hours worked on their timesheets.

If you are a non-exempt or hourly employee, you must adhere to the following rules:

- You may not, under any circumstances, work "off the clock." "Off-the-clock" work is work that is performed but that is not reported on your timesheet
- No one is authorized to instruct you to work off the clock

**What if I want to catch up on some work over lunch?**

Non-exempt employees may not work during meal breaks, or before or after your regular work schedule unless authorized in advance by your supervisor. If you perform work during a meal break, or before or after your regular work schedule, the hours worked must be recorded on your timesheet so that you are compensated. If you failed to obtain advance authorization from your supervisor to perform the work, corrective action may be taken.

DELIVER  
CUSTOMER  
SATISFACTION

At Charter, we do everything with our customers in mind. We focus on delivering the highest value to our customers, always with a sense of urgency. We strive to provide the best products and services, and we stand behind everything we do.

## WE STRIVE TO PROVIDE AN EXCEPTIONAL CUSTOMER EXPERIENCE

The focus on our customers and their experience with Charter is an integral component of our operating philosophy. As a result of this focus, we have observed a significant improvement in the quality of the service we provide to customers. Our continued success depends on exceeding the expectations of our customers.

You play a critical role in our ongoing efforts to continue that positive trend. To that end, you are expected to embrace Charter's customer service philosophy by following these tenets:

- You are a Charter ambassador, which means that you will always take appropriate action to address a customer's concerns or needs, transforming the customer experience
- When you interact with customers, you will behave professionally, treating the customer with the utmost respect and dignity
- You will make every effort to ensure that the customer's experience is exceptional before ending an interaction with a customer
- If the opportunity arises, you will sell Charter's products and services to an existing or potential customer
- You will never misuse or improperly disclose confidential customer information
- You will comply fully with the law and Charter's policies to secure new customers, retain existing customers, upgrade services, or disconnect services

## What if I can't resolve a customer's problem?

As a Charter employee, you are expected to take appropriate action to ensure that every customer's experience with Charter is exceptional. If you are unable to resolve a customer's issue, inquiry, or concern, escalate the matter to your supervisor.



PROMOTE  
TEAMWORK  
AND TRUST

We are a team, sharing our unique talents to help those with whom we work, live, and serve. The diverse thinking and decision making of our people strengthen our team. We strive to understand the big picture and then do our part. We know that by working together, we can produce better results than any of us can achieve alone.

### WE BUILD STRONG TEAMS

*We select, place, and evaluate employees based on their qualifications and performance*

Charter provides equal employment opportunities to all qualified persons and requires all of its officers, directors, and employees to adhere to laws, regulations, and corporate policies relating to equal opportunity and non-discrimination. A more detailed description of Charter's policies on equal employment opportunity is contained in the *You and Charter* section of [Charter's Employee Handbook](#).

*We provide employees with opportunities to develop*

We ask employees to give their best efforts, learn from their successes and setbacks, and pursue opportunities to improve their performance on their own initiative, as well as through continual learning programs offered by the Company. We encourage self-development and will assist employees in mastering their current jobs and improving their job skills. We are committed to assuring opportunities for all employees to develop their abilities and contribute to Charter's success.



### What factors does Charter consider before hiring an applicant or promoting an employee?

Charter makes employment decisions based on lawful factors such as an individual's qualifications to perform the job, previous work experience, performance on the job, and educational background. Charter does not make any employment decision based on an individual's race, color, religion, national origin, ancestry, age, sex, pregnancy, physical or mental disability, veteran status, sexual orientation, or any other protected group status. If you apply for a job at Charter, rest assured that only legitimate factors will be considered in determining whether you are the best candidate to fill the position.

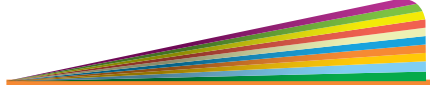
PROMOTE  
TEAMWORK  
AND TRUST

*We treat others with respect and do not tolerate intimidation or harassment*

The full value of each individual's contribution can be realized only when we treat one another with the respect, trust, and dignity we ourselves expect. Charter insists on a work environment free of intimidation and harassment. As individual employees, we have the right to expect a positive working environment, along with the responsibility to speak out and ask for change if we observe conduct that runs contrary to this principle.

*We treat people fairly and prohibit discrimination*

We support and obey laws that prohibit discrimination in all facets of our business. All employment decisions are based on legitimate, non-discriminatory reasons. Our workplaces are free from harassment, abuse, and hostility. We also do not believe our employees should have to pay to be treated fairly or to resolve work-related issues and concerns. By empowering our employees to raise concerns and openly discuss solutions, we believe they will succeed. In effect, we do not need a third party to manage the relationship with our employees. We believe in dealing with our employees directly and honestly. Doing so is good for our employees, our customers, and our bright future. Where employees have chosen union representation, we pursue an honest, business-like approach in working with those representatives.



**Will I risk losing my job if I report that my supervisor is making inappropriate advances toward me?**

Charter takes seriously its obligation to investigate and resolve allegations of inappropriate workplace behavior, and will not tolerate any form of retaliation against an individual who reports it. This means that you will not risk losing your job or experience any other adverse employment action because you report that your supervisor or a co-worker is engaging in inappropriate, unlawful, or unethical behavior. It also means that Charter will take prompt corrective action if an investigation shows that an employee, service partner, or contractor has behaved inappropriately toward a Charter employee.

PROMOTE  
TEAMWORK  
AND TRUST

*We recognize and respect employees' privacy*

We recognize and respect the privacy of the personal information of our employees. We appropriately safeguard the security and confidentiality of employee records containing personal information, and limit access to such information only to those who have a legitimate business need for it and when permitted by law. For more information, see [Charter's Employee Privacy Policy](#), which is available on the General Policies page of the Company's Intranet.

**Who at Charter has access to my personal information?**

Only those individuals with a legitimate need to know have access to any of the personal information you provide to Charter. For example, certain employees in the Payroll Department have access to your Social Security number to ensure that you receive your bi-weekly paychecks and that your wages are properly reported to the appropriate governmental agencies such as the Internal Revenue Service. Additionally, certain employees in the Benefits Department have access to your health benefits elections to ensure that you and your dependents receive the coverage you have chosen. All of these employees have been trained to protect your personal information and understand the importance of doing so.

EMBRACE  
AND DRIVE  
CHANGE

We play to win, but without compromising Charter's values or our personal integrity. We are innovative in finding ways to continuously improve the customer experience and identify efficiencies within our systems and processes, but we understand that these efforts must always be honest, fair, and forthright. We focus on what's most important, and anticipate and plan for change.

### **WE MONITOR MARKET CONDITIONS AND OPPORTUNITIES**

We proactively identify and assess risks, and take on risk when it has the potential to positively affect our business. Managing risk also involves looking for new and innovative opportunities to expand or grow our business or gain competitive advantage.

### **WE ARE RESPONSIBLE IN OUR USE OF THE INTERNET, SOCIAL MEDIA, AND ALL OTHER FORMS OF ELECTRONIC COMMUNICATION**

You have an obligation to use Charter's computer resources responsibly, professionally, and for legitimate business purposes. Your use of the Internet, including social media websites, for non-business purposes should be limited and should never involve your access of inappropriate websites. You are expected to comply with [Charter's Acceptable Use of Technology Policy](#), as well as its [Online Public Communications \(Social Media\) Policy](#).

Additionally, Charter has the obligation to report violations of child pornography laws. If you become aware of such content residing on another employee's or a customer's computer, you must promptly report it in accordance with [Charter's Child Pornography Reporting Policy](#), which can be found on the General Policies page of the Company's Intranet.



PURSUE  
GROWTH AND  
LEARNING

We consider Charter's strategic priorities when allocating people, resources, or time. We achieve our highest potential and help others achieve personal growth. We achieve personal growth in addressing issues that may be unpopular. We apply the lessons we've learned, thereby improving our company and ourselves at every opportunity.

### **WE COMMUNICATE HONESTLY, OPENLY, AND FAIRLY**

We keep the public, including our investors, creditors, and customers, informed on a timely basis through the public release of relevant and understandable financial and other information about our company. Only members of the Charter Corporate Communications Department and Government Relations Department, or other specifically designated individuals, should serve as spokespersons for the Company, and any communications must be in compliance with Charter's policies on sharing information. The Corporate Communications Department is responsible for responding with prompt, courteous, honest answers to inquiries from all national news media (e.g., The Wall Street Journal), trade media (e.g., Multichannel News), industry/financial analysts, and investors. [Charter's Media and Investor Inquiries Policy](#) and Regulation FD Policy, among others, can be found on the General Policies page of the Company's Intranet site.



PURSUE  
GROWTH AND  
LEARNING

## WE PROTECT OUR INFORMATION AND INTELLECTUAL PROPERTY

You have an obligation to protect Charter's proprietary and confidential information. Information that should be protected includes:

- **Restricted and Internal Proprietary Information** developed or acquired by Charter (and not freely available to others) must be protected against theft, loss, or inadvertent public disclosure. Because these limitations on disclosure apply even after association with Charter ends, upon separation from Charter for any reason, you must return any material containing proprietary information and must refrain from disclosing any such protected information.
- **Restricted and Sensitive Customer and Employee Information** gathered from either customers or from employees will be collected accurately and appropriately safeguarded, whether those records are held by Charter or a Charter business partner. Access to such information is limited to those who have a legitimate business need for it.
- **Intellectual Property, such as trademarks or copyrights**, is used only as properly authorized. Charter's corporate identity, logo, trademarks, and service marks are valuable business assets that represent Charter's good will and reputation. Charter's rights may be destroyed or diluted by improper use of the trademarks or service marks.
- **Privileged Information** recognizes an attorney-client privilege that shields certain confidential communications between its attorneys and its employees. To protect this privilege, communications to and from Charter's attorneys, work done under the direction of an attorney, and any information designated as privileged must not be disclosed to others unless authorized by the Legal Department.

### What if I want to look at a friend's account in our billing system to see what services she has?

You may not review any customer's account without the customer's or an authorized account user's expressed prior authorization to do so or unless there is a legitimate business need. Your curiosity is not a legitimate business need and could subject you and Charter to civil fines and penalties, as well as result in the termination of your employment with Charter.

PURSUE  
GROWTH AND  
LEARNING

## WE MANAGE OUR RECORDS AND INFORMATION

To safeguard company records, you must retain, store, and discard information relating to Charter's business according to our [Records and Information Management Policy](#), which can be found on the General Policies page of the Company's Intranet. You should periodically review paper documents, computer files, electronic mail, and other files, then discard information and records not under a legal hold in accordance with [Charter's Record Retention Schedules](#) and policy.

The Legal Department will issue a [Legal Hold Notice](#) when the Company receives or becomes aware of a legal claim. Custodians with responsive information will receive these Legal Hold Notices. If you receive a Legal Hold Notice, you must locate, preserve, and protect from modification or destruction any information in your possession, custody, or control that the Notice identifies. A Charter lawyer or paralegal will collect this information later. If you have questions regarding what must be preserved or collected, call the Charter Legal Department attorney who issued the Legal Hold Notice.

A Legal Hold Notice trumps all normal retention periods set forth in the Company's Retention Schedules, and any information "on hold" must be preserved until the Legal Department releases the Legal Hold. Note that some information may be subject to Legal Holds for multiple, unrelated claims. If it is not and the Legal Hold is released, the information that was previously "on hold" should then be returned to its prior retention period as defined in the Retention Schedules.

## WE PROTECT THE HEALTH AND SAFETY OF OURSELVES AND OTHERS

Charter is committed to providing a safe and healthy work environment, and makes investments in safety education and training. Both you and Charter are required to comply with all applicable occupational, safety, health, transportation, and environmental laws. Charter will conduct its business in such a way that minimizes the risk of injury and addresses environmental issues and concerns in a responsible manner. For more detailed information, you should review [Charter's Employee Handbook](#) and the [Safety Policy](#), which can be found on the General Policies page of the Company's Intranet. Your position may also require you to follow the general practices and various field practices described in [Charter's Safety Handbook](#).

### What if I feel like my safety is at risk while on the job?

Any questions regarding safety, health, or environmental concerns, or reports of unsafe practices may be directed to your supervisor, the local safety head, the Corporate Safety Department, the Corporate Risk Management Department, or the **EthicsPoint** toll-free number and website. All governmental agency inspections and inquiries (for example, from the Occupational Safety and Health Administration, the Environmental Protection Agency, the Department of Transportation, and the Department of Labor) should be immediately reported to the appropriate Charter representative. If you have questions about Charter's policy or who the appropriate Charter representative to contact is, you may contact the Legal Department by email using the "DL Corp Legal" address.

OUR WORK IS IMPORTANT

We strive to improve ourselves, both at work and in the community. It's important to take time to recognize accomplishments and celebrate the role we play in serving the communication needs of our customers. We let our customers and communities see our pride, and experience our enthusiasm for what we do. We carry ourselves with confidence, and let our actions and character speak for us. We treat others as we would like to be treated.

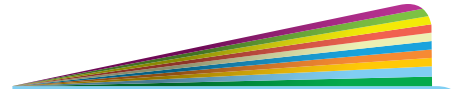
We take personal responsibility for meeting our shared goals, allowing us to grow individually and as a company. We report information accurately, we listen, and communicate honestly.

**WE SET AMBITIOUS, YET ATTAINABLE GOALS**

The quality of our products and services reflects the pride we take in what we do. We are determined to serve our customers through innovation, continuous improvement, an intense focus on customer needs, and a dedication to meet those goals with a sense of urgency.

**WE SUPPORT OUR COMMUNITIES**

We contribute time and resources to promoting the welfare and economic stability of the communities in which we serve. We encourage all employees to share our values and participate in community activities that contribute to the quality of life in the communities where we work and live. Typically, employee participation in these community activities is voluntary. Any mandatory participation should be documented and reported accurately on non-exempt employee timesheets.



**What if I am pressured to hold disconnects so that the organization can meet its growth targets?**

We set aggressive goals for ourselves; under no circumstances, however, can we act dishonestly or unethically to meet our targets. The Company has a zero tolerance policy for holding or managing its disconnect processes to meet its goals, and the customer numbers that we publicly report must always be accurate. You must report any concerns to the General Counsel and may also report through **EthicsPoint** at 866-384-4277 or [www.ethicspoint.com](http://www.ethicspoint.com).



## WE PARTICIPATE IN PUBLIC AND GOVERNMENT RELATIONS MATTERS

You should feel free to participate in public matters and political processes according to your individual beliefs and citizenship rights. When you participate as individuals in public matters or the political process, you must be mindful that such activity is done in your individual capacity as private citizens and not on behalf of our company, and you must make this clear to all involved.

Charter may make corporate campaign contributions to certain state or local political parties, political action committees, and candidates for elective public office, as permitted by applicable law. As a corporate citizen, Charter may also express its views on public issues affecting its organization, its shareholders, and employees, or the geographic areas in which it operates. Charter may also contribute to organizations that represent the industry in the political process. Any political contribution by Charter, or by an employee in Charter's name, for a candidate for a federal political office must be approved by the Board of Directors for Charter PAC. Similarly, state-level contributions must be approved by the Chief Administrative Officer and, if more than \$10,000, by Charter's Chief Executive Officer.

Charter engages in various activities to foster and maintain positive relationships with government entities, and to express its views and the views of the industry within the political process. To that end, the members of the Government Relations Department, members of Charter's Board of Directors, management, and all employees should strive to maintain good relations with our franchising communities and other governmental officials, and should comply with the terms of each franchise agreement.