

ORIGINAL

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February 25, 2002

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

William F. Caton, Acting Secretary
Federal Communications Commission
445 Twelfth Street, S.W.
Washington, D.C. 20554

Re: *In the Matter of Access Charge Reform: Seventh Report and Order and Further Notice of Proposed Rulemaking, CC Docket No. 96-262*
AT&T and Sprint Petitions For Declaratory Ruling Regarding the Legality of Terminating or Declining Access Services Ordered or Constructively Ordered And The Requirements for Effecting Such Termination. CCB/CPD No. 01-02;
In the Matter of Implementation of the Cable Television Consumer Protection and Competition Act of 1992; Development of Competition and Diversity in Video Programming Distribution: Section 628(c)(5) of the Communications Act; Sunset of the Exclusive Contract Provision; CS Docket No. 01-290 /
Ex Parte Meeting

Dear Mr. Caton:

On February 22, 2002, Rick Vergin of Chibardun Telephone Cooperative, President of the Rural Independent Competitive Alliance ("RICA"), three RICA Board members, David Schmidt of Heart of Iowa Telephone, Gerry Anderson of Mid-Rivers Telephone Cooperative and Terry Wegener of Forest City Telecom, and RICA's counsel, David Cosson and John Kuykendall of Kraskin, Lesse & Cosson, LLP, met with Commissioner Michael Copps and his legal advisor Jordan Goldstein to discuss issues in the above captioned matters.

RICA representatives emphasized the continued refusal of AT&T and Sprint to pay interstate access charges properly tariffed in accordance with the Commission's CLEC Access Charge Order and Declaratory Ruling and the continued refusal of AT&T to serve the customers of rural CLECs. Copies of ex parte letters filed with the Commission on behalf of RICA on January 15, 2002 and February 8, 2002 in CC Docket No. 96-262 were provided. The letters contain examples of RICA members that AT&T and Sprint have refused or failed to pay subsequent to the adoption of the Commission's CLEC Access Charge Reform Order. These examples included CLECs that utilize the rate of the competing ILEC, the non-rural benchmark rate and the rural benchmark rate.

RICA representatives also emphasized the need to not only continue the ban on exclusive contracts between vertically integrated cable operators and programming vendors but also to expand the ban to include all exclusive contracts between incumbent cable television operators and programming vendors. The representatives stressed that the Commission must also address unlawful discriminatory behavior that incumbent cable television companies have exhibited toward new entrants and provided an example of such discriminatory behavior (see Attachment 1).

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Mr. William F. Caton
February 25, 2002

A summary of these and other RICA concerns were also provided (see attachment 2) as well as information regarding the services offered by a RICA member company (see attachment 3).

Please contact me if there are any questions regarding this matter.

Sincerely yours,



John Kuykendall

Attachments

cc: Commissioner Michael Copps
Jordan Goldstein



Dear Valued Customer,

Charter Communications enjoys being your home entertainment provider and bringing you the best in digital and cable programming with our Value Packages.

In today's changing economy, Charter has found that our business costs have taken a dramatic rise. While we're doing our best to absorb these rising business costs, Charter has found it necessary to implement a price adjustment to our Value Packages effective March 1, 2002, as listed below:

Service	Current	New	Difference
Charter Digital MVP	\$39.95	\$70.80	\$30.85 77.90
<ul style="list-style-type: none"> HBO, Cinemax, Showtime and The Movie Channel Plus—Access to Pay-Per-View, Digital Music and an Interactive Guide Digital Choice and Expanded Basic channels Includes over 180 channels! 			
Charter Digital Preferred	\$37.95	\$64.95	\$27.00 71.90
<ul style="list-style-type: none"> Your choice of two: HBO/Cinemax or Showtime/The Movie Channel Plus—Access to Pay-Per-View, Digital Music and an Interactive Guide Digital Choice and Expanded Basic channels Includes over 170 channels! 			
Charter Digital Select	\$36.90	\$59.95	\$23.05 62.90
<ul style="list-style-type: none"> Your choice of one: HBO, Cinemax, Showtime, or The Movie Channel Plus—Access to Pay-Per-View, Digital Music and an Interactive Guide Digital Choice and Expanded Basic channels Includes over 170 channels! 			
Charter Digital Complete Basic	\$24.95	\$47.85	\$22.90 + 91.50
<ul style="list-style-type: none"> Access to Pay-Per-View, Digital Music and an Interactive Guide Digital Choice and Expanded Basic channels Includes over 160 channels! 			
Charter Expanded Basic	\$21.95	\$34.95	\$13.00 59.90
<ul style="list-style-type: none"> Expanded Basic channels Includes over 65 channels! 			

If you choose to keep your current package at its new rate, all you have to do is -- nothing! You'll continue to receive great programming and services you are receiving today. If you prefer to move into a different Value Package that will better fit your needs and budget, call 1-800-581-0081 today if you would like to try any of these Value Package options.

We appreciate your business. Thank you for being a Charter Communications customer.

Sincerely,
Charter Communications

Rates do not include taxes and fees. Value Packages are promotional rates and subject to change with notice. You may change the level of service you receive without charge from now until 30 days after the effective date of the price change. Set-top receiver may be required. Other restrictions may apply. Call for details. Cumberland

	Charter Rate in Barron, Chetek, Rice Lake	Charter Rate in Cumberland	Difference Between Charter Rates	Percentage Difference
Expanded Basic	\$24.95	\$34.95	\$10.00	0.40
Digital Complete Basic	\$29.95	\$47.85	\$17.90	0.60
Digital Select	\$39.95	\$59.95	\$20.00	0.50
Digital Preferred	\$41.95	\$64.95	\$23.00	0.55
Digital MVP	\$49.95	\$70.80	\$20.85	0.42



Dear Valued Customer,

Charter Communications enjoys being your home entertainment provider and bringing you the best in digital programming with the *Digital New Basic Advantage Plan package*.

Effective March 1st, 2002, your current package will move from its introductory rate of \$21.95 to the Advantage Plan Package rate of \$26.95 per month.

Your new rate for the Digital New Basic Package is up to **\$7.00 per month savings** over regular rates. If you choose to keep your current package at its new rate, all you have to do is – nothing! You'll continue to receive up to 140 channels of the great programming and services you are receiving today ...

1. **Expanded Basic channels**
2. **Charter iN DEMAND™ pay-per-view channels**
3. **Digital set-top receiver**
4. **Interactive On-Screen Program Guide with special features like Parental Control, Reminder Settings and more!**
5. **Digital Music channels**

If you prefer to move into a different Advantage Plan Package that will better fit your needs – take a look at these economical choices:

The DIGITAL PREFERRED includes up to 175 channels:

- Your choice of two: HBO/Cinemax or Showtime/The Movie Channel
- Plus—access to Pay-Per-View, Digital Music and an Interactive Guide
- Digital special interest channels and Expanded Basic channels

\$41.95 / month

The DIGITAL COMPLETE BASIC includes up to 165 channels:

- Access to Pay-Per-View, Digital Music and an Interactive Guide
- Digital special interest channels and Expanded Basic channels

\$29.95 / month

If you're interested in changing to a different value package listed above—it's easy! Just check the box of the package you'd like on the enclosed Advantage Plan price agreement, sign the agreement, and send one copy back in the enclosed self-addressed stamped envelope. You'll continue to enjoy the benefits and savings of your Advantage Plan package, and we guarantee your new package rate through 2/28/03!

If you have any questions, please contact us at 1-800-581-0081. We appreciate your business. Thank you for being a Charter Communications customer.

Sincerely,

Charter Communications

Rates do not include taxes and fees. Advantage Plan Value Packages are promotional rates guaranteed through 2/28/03, regular rates apply thereafter. You may change the level of service you receive without charge from now until 30 days after the effective date of the price change. Set-top receiver required. Other restrictions may apply. Call for details.

RL-NB

Rice Lake, Barron, Chetek, Cameron, Haugen Rates

Monthly Service Rates

Service

Broadcast Basic	\$19.95
Expanded Basic	\$24.95
Basic & Expanded	\$29.95
Wire Maintenance Protection Plan	\$1.00
Remote-Capable Converter	\$1.00
Remote Control	\$1.00
Digital Terminal	\$1.00
Digital Choice Package	\$1.00
Charter Pipeline (cable modem needed)	\$1.00
Cable Modem Rental	\$1.00
Cable Connection Magazine	\$1.00

Premium Services*

HBO	\$14.95
Cinemax	\$14.95
Showtime	\$14.95
The Movie Channel	\$14.95
Starz Super Pak	\$14.95

*Premium channels include all available screens for the price listed

Installation Rates

New Connect	\$99.95
Reconnect	\$29.95
New Additional Outlet (time of initial installation)	\$14.95
Existing Additional Outlet (time of initial installation)	\$14.95
Additional Outlet (separate trip)	\$29.95
In-Home Terminal Install/Pickup	\$14.95
Equipment Replacement Charge	\$14.95
Computer Transaction	\$14.95
Hourly Service Charge (HSC)	\$14.95

Charter Communications will assess a charge for service/repairs relating to customer-owned wiring or equipment. Service call rates not applicable to problems associated with customer-owned wiring or equipment. Service call rates not applicable to problems associated with customer-owned wiring or equipment based on the actual time incurred multiplied by the HSC. All prices exclude taxes. Premium services not included with Expanded Basic service. All rates listed subject to change. Some restrictions may apply.



2304 S. Main Street • Rice Lake, WI 54868
1-800-924-3503
www.charter.com



Charter
COMMUNICATIONS

A WIRED WORLD COMPANY

Rice Lake • Barron
Chetek • Cameron
Haugen
CHANNEL LINE-UP



Charter COMMUNICATIONS*

A WIRED WORLD COMPANY™

Rice Lake, Barron, Chetek, Cameron, Haugen Channel Line-up

Expanded Basic

- 2 *TPT - PBS 2 Minneapolis
- 3 *WEUX - FOX 48 Eau Claire
- 4 *WCCO - CBS 4 Minneapolis
- 5 *KSTP - ABC 5 St. Paul
- 6 *WQOW - ABC 18 Eau Claire
- 7 *KITN - FOX 29 Minneapolis
- 8 *WGN
- 9 *KMSP - IND 9 Minneapolis
- 10 *WHWC - PBS 28 Menomonie
- 11 *KARE - NBC 11 Minneapolis
- 12 *WB
- 13 *WEAU - NBC 13 Eau Claire
- 14 *Community Programs / GRTV
- 15 CNBC
- 16 American Movie Classics
- 17 CNN
- 18 Discovery Channel
- 19 The Weather Channel
- 20 TV Guide Channel
- 21 Disney Channel
- 22 Toon Disney
- 23 *WKBT - CBS 8 La Crosse
- 24 USA
- 25 The National Network
- 26 Nickelodeon
- 27 MTV
- 28 ESPN
- 29 Lifetime
- 30 ESPN2
- 31 Headline News
- 32 FOX Family Channel
- 33 A&E
- 34 Country Music Television
- 35 TNT
- 36 Comedy Central
- 37 TBS
- 38 The Learning Channel
- 39 MSNBC
- 40 TV Land
- 41 Home & Garden Television

- 42 Outdoor Life
- 43 Speedvision
- 44 Fox Sports Network
- 45 National Geographic
- 46 Sci-Fi Channel
- 47 The History Channel
- 48 Turner Classic Movies
- 49 Animal Planet
- 50 Cartoon Network
- 51 E!
- 52 FX
- 53 Food Network
- 54 Court TV
- 55 Game Show Network
- 56 Outdoor Channel
- 57 Travel Channel
- 58 VH1
- 59 EWTN/TBN
- 60 Inspirational Network
- 61 TechTV
- 62 ESPN Classic
- 63 The Golf Channel
- 64 Bravo
- 65 Fox News Channel
- 66 The Health Network
- 67 Oxygen
- 68 Hallmark Channel
- 69 Women's Entertainment
- 95 QVC
- 97 C-SPAN - U.S. House
- 98 C-SPAN2 - U.S. Senate
- 99 Home Shopping Network

Digital Choice

- 100 Discovery Wings
- 102 Discovery Home & Leisure
- 104 Discovery Science
- 106 Discovery Civilization
- 108 BBC America
- 110 Discovery Health
- 112 Discovery Kids

- 114 Noggin
- 116 Nick Gas
- 118 Nick W
- 120 The Biography Channel
- 124 Do-It-Yourself Channel
- 126 History International
- 128 CNN Financial
- 130 CNN Sports Illustrated
- 140 MTV 2
- 142 MTV S
- 144 MTV X
- 146 VH1 Classic Rock
- 148 VH1 Country
- 150 MuchMusic
- 154 Lifetime Movie Network

HBO Plex

- 500 HBO E
- 505 HBO Plus E
- 510 HBO Signature E
- 515 HBO Family E
- 520 HBO Comedy E
- 525 HBO Zone E

Cinemax Plex

- 550 Cinemax E
- 555 MoreMAX E
- 560 ActionMAX E
- 565 ThrillerMAX E

Showtime Plex

- 600 Showtime E
- 605 Showtime 2 E
- 610 Showtime 3 E
- 615 Showtime Extreme E
- 620 Showtime Beyond

The Movie Channel Plex

- 650 The Movie Channel E
- 655 The Movie Channel 2 E
- 675 FLIX E

Starz Super Pak

- 701 STARZ!
- 704 Black STARZ!
- 708 STARZ! Family
- 710 STARZ! Cinema
- 725 Encore
- 740 Encore Action
- 744 Encore Love Stories
- 748 Encore Mystery
- 752 Encore True Stories
- 756 Encore Westerns

INDEMAND

- 801 - 834, 860 — 35 channels of INDEMAND Movies & Events
- 850 INDEMAND Previews
- 891 - 893 — 3 channels of Adult Pay-Per-View Movies

Music Choice

- 901 Showcase 1
- 902 Showcase 2
- 903 Origen
- 904 New Releases
- 905 American Originals
- 906 Sounds of the Season
- 907 For Kids Only
- 908 World Beat
- 909 Body & Soul
- 910 Classic R&B
- 911 R&B Hits
- 912 Dance
- 913 Rap
- 914 Metal
- 915 Alternative Rock
- 916 Progressive
- 917 Classic Rock
- 918 Rock Hits
- 919 Soft Rock
- 920 Hit List
- 921 '80s
- 922 '70s
- 923 Solid Gold Oldies
- 924 Today's Country
- 925 Classic Country
- 926 Big Band
- 927 Singers & Standards
- 928 Easy Listening
- 929 Classical Masterpieces
- 930 Light Classical
- 931 Atmospheres
- 932 Light Jazz
- 933 Jazz
- 934 Blues
- 935 Gospel
- 936 Contemporary Christian
- 937 Musica Latina
- 938 Tropical
- 939 Mexicana
- 940 Tejano

1-800-924-3503

*Broadcast Basic

11/01



Charter COMMUNICATIONS*

A WIRED WORLD COMPANY™

Rice Lake, Barron, Chetek, Cameron, Haugen Channel Line-up

Expanded Basic

- 2 *TPT - PBS 2 Minneapolis
- 3 *WEUX - FOX 48 Eau Claire
- 4 *WCCO - CBS 4 Minneapolis
- 5 *KSTP - ABC 5 St. Paul
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- 9 *KMSP - IND 9 Minneapolis
- 10 *WHWC - PBS 28 Menomonee
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- 19 The Weather Channel
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- 22 Toon Disney
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- 42 Outdoor Life
- 43 Speedvision
- 44 Fox Sports Network
- 45 National Geographic
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- 555 MoreMAX E
- 560 ActionMAX E
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- 756 Encore Westerns

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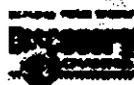
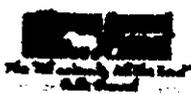
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- 933 Jazz
- 934 Blues
- 935 Gospel
- 936 Contemporary Christian
- 937 Musica Latina
- 938 Tropical
- 939 Mexicana
- 940 Tejano

1-800-924-3503

*Broadcast Basic

11/01



Upgrade to our Digital 2-Pay Package
for FREE and get
178 Channels for only an additional **\$5.00/mo** for three months!!!!

DIGITAL 2-PAY PACKAGE—additional \$5.00/mo for 3 months then 37.95/mo

Includes:

Broadcast Basic	13 Analog Channels	
Expanded Basic	55 Analog Channels	
Digital Choice	22 Digital Channels	
2-PAY Package	Up To 10 Digital Movie Channels	
PPV	38 Digital Channels	
Music Choice	40 Digital Music Channels	

Also Includes these great features:

- * Parental Lockouts by channel, title or rating
- * Interactive TV Guide
- * CD Quality Digital Music
- * Digital Surround Sound for Home Theatre
- * New User Friendly Menu

Get Ready For The Ride Of Your Life!
High Speed Internet Access Has Arrived

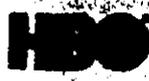
Subscribe to our High Speed Internet for
only \$29.95 (Includes modem) and get:

FREE INSTALLATION

<p>Charter Cable</p>	<p>Call: <u>Floyd 491-0016</u> At: 1-888-686-3494</p> <p>Leave me a message, I <u>WILL</u> call you back!</p> <p>Available 24HRS a Day!</p>
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OFFER ENDS SOON!
FREE INSTALLATION!

PROVISIONAL OFFER. PACKAGES VARY BY SERVICE AREA. THE OFFER MAY VARY FROM ANY OTHER OFFER. SERVICE IS SUBJECT TO CARRIER OR
BAND WITHOUT NOTICE. PACKAGES NOT AVAILABLE IN ALL AREAS. TAXES AND FEES NOT INCLUDED. ALL OTHERS PACKAGES INCLUDE ONE (1) CARRIER
TERMINAL ONLY. ADDITIONAL COSTS MAY APPLY FOR MULTIPLE TV SETS. \$5.00 AND \$8.00 MONTHLY CHARGES ARE IN ADDITION TO CUSTOMER'S CURRENT BILL.





On Time. Guaranteed.

SEQUENCE NO.

I R TECH. #	WORK ORDER	
	NUMBER	PRINT DATE

CUSTOMER NUMBER	RESIDENCE PHONE	BUSINESS PHONE	W.O. DESCRIPTION		SCHEDULED		
	924-2540		Disconnect		DATE	TIME	UNITS
SERVICE NAME AND ADDRESS			REPRINT	MAP CODE	MGMT. AREA	SERV. AREA	SALES REP. MISC.
Gloria Luer 501 W Stout St #5 Chicago			DWELLING TYPE		TYPE HOOK-UP		
			Mult				
			DISCONNECT REASON:				

NOTE TO I R TECHNICIAN	DROP LOCATION	NUMBER OUTLETS

WORK TO BE PERFORMED				CONVERTER			TERMINAL ADDRESS
CODE	QTY.	DISCOUNT	DESCRIPTION	CHARGE	SERIAL NUMBER	TYPE	STATUS
			Customer 5y Bur 300	300.00			
			INVP+ADV	39.95			
			DET	included			
			Free install				

Mary No Bill

TOTAL AMOUNT TO COLLECT: TOTAL AMOUNT PAID: CHECK: CASH: TAG NO.

COMPLETION DATE	I R TECH. #	START	STOP	CODE	TROUBLE CALL RESOLUTION CODES			A/B Switch

I R TECH COMMENTS AND MATERIALS USED	SIGNAL LEVELS		ON TIME, GUARANTEED, EXPLAINED	
	A SIDE	B SIDE	Customer agrees to a 90 day commitment to service	
	LOW CH #		CUSTOMER SIGNATURE _____ DATE 11/9/	
HIGH CH #		COMPANY REPRESENTATIVE _____ DATE 11/9/		

Customer acknowledges receipt of a "New Install" packet which includes, among other things, a Notice of Protection of Customer Privacy. Signature applies, agreement to terms and conditions on back.

Charter Communications* Equipment Agreement

Charter Communications Equipment Agreement by and between Charter Communications and the Charter Communications TV customer identified on the front of this work order ("Customer").

- 1) Charter Communications delivers to Customer the equipment and service identified on the front of this work order (the Equipment). All Equipment will remain the property of Charter Communications and Customer shall not permit the Equipment to become subject to any liens or encumbrances whatsoever.
- 2) Customer acknowledges that Customer has received the Equipment and agrees that the Equipment may only be used at the address set forth on the front of this work order and may only be used by Customer for personal, non-commercial purposes as permitted by Charter Communications in connection with the reception or use of services provided by Charter Communications.
- 3) Customer will be responsible for all applicable charges until the Equipment is returned to Charter Communications.
- 4) Upon termination for any reason of Charter Communications services Customer must promptly return all the Equipment to Charter Communications in good condition. If Customer fails to return any item of Equipment to Charter Communications upon termination, Customer agrees to pay Charter Communications for each item of Equipment not returned the following amounts as liquidated damages, plus any collection costs that may be incurred

Addressable Home Terminal	\$225.00
Remote Control Unit	\$ 15.00
Digital Terminal	\$290.00
Cable Modem	\$180.00

5) Customer bears the risk of loss of Equipment from the time it is delivered to Customer to the time it is returned to Charter Communications. If any item of Equipment is lost, stolen, damaged, or destroyed during such time period then, Customer will be responsible (except to the extent any damage or destruction is caused by the gross negligence or willful misconduct of Charter Communications) and will pay Charter Communications, (a) for the costs or repair (if repairable) or (b) the amount set forth in the above paragraph (if not repairable or missing).

6) Customer must notify Charter Communications promptly of any Equipment failure or malfunction.

7) CHARTER COMMUNICATIONS DOES NOT MANUFACTURE THE EQUIPMENT, MAKES NO REPRESENTATIONS AND WARRANTIES WITH RESPECT THERETO, AND HEREBY SPECIFICALLY DISCLAIMS ALL SUCH WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL CHARTER BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER FOR BREACH OF WARRANTY OR OTHER CONTRACT BREACH, NEGLIGENCE OR OTHER TORT, STRICT LIABILITY OR OTHER THEORIES OF LAW.

8) The provision of Equipment is also subject to the service and billing procedures, and other terms and conditions set forth in the "Important Customer Information" brochure, as modified from time to time. Customer hereby acknowledges receipt of a copy of that brochure. Customer's sole and exclusive remedy for any Equipment or service failure shall be a service credit as set forth in the brochure, and Customer shall be entitled to such a service credit only if the Equipment causes a service interruption that entitles Customer to a service credit under the terms in the brochure.

9) The bills you receive will show the total amount due and the payment due date. You agree to pay us monthly, in full, by the payment due date for that service and for any other charges due us, including any administrative Late Fee due to late payments.

If we do not receive your payment by the due date stated on the bill, you may be charged a Late Fee. The Late Fee is intended to be a reasonable advance estimate of costs resulting from late payments of our customers. The Late Fee covers the cost to manage past due accounts. Some examples of costs incurred to manage past due accounts include the additional expense associated with preparing additional bill statements, processing your service record, mailing additional notices, tracking past due accounts, responding to inquiries regarding past due payments, generating work orders, and performing necessary field work to collect past due accounts.

We will tell you the amount of the Late Fee and other separate or additional charges at or before the time you subscribe to and receive our services, prior to the time we implement or assess new ones, and in our annual mailings to you thereafter. You may avoid the Late Fee by making sure that your payment is received by us on or before the due date on the bill.

We do not anticipate that you will make partial payments or pay your bill late and the Late Fee is set in advance because it would be difficult to know in advance: (a) whether or not you will pay your bill on time, (b) if you do pay late, when you will actually pay your bill, and (c) what costs we will incur because of your late payment. We do not extend credit to our customers and the Late Fee is not interest, a credit service charge or a finance charge. Our Late Fee practices may be revised to comply with applicable federal, state or local laws, rules or regulations.

By signing this form, Customer acknowledges receipt of a "New Install" packet that includes, among other things, a Notice of Protection of Customer Privacy and a description of the policies and practices of Charter Communications. Signature by Customer on this form means that Customer agrees to the terms and conditions on back of this form and to the referenced policies and practices. Customer also agrees to a 90-day commitment to service. This means that Customer will remain liable for payment for service during this entire 90-day period at the rate specified, even if Customer terminates or downgrades service for any reason. At the end of this 90-day period, Customer may cancel or downgrade service at any time by notice to Charter. If Customer does not so notify Charter, Customer's subscription will continue at the standard rates offered by Charter at that time in this community.



On Time. Guaranteed.

COMMUNICATIONS

ALTOONA WI 5 A WIRELESS WORLD COMPANY™

7151831-8900 1-800-924-3503

SEQUENCE NO.

I R TECH. #	WORK ORDER	
	NUMBER	PRINT DATE
31	7	

CUSTOMER NUMBER	RESIDENCE PHONE	BUSINESS PHONE	W.O. DESCRIPTION	SCHEDULED		
				DATE	TIME	UNITS
179352-3	924-2540/7		RESTART	12/19/01	8-10	

SERVICE NAME AND ADDRESS			REPRINT	MAP CODE	MGMT. AREA	SERV. AREA	SALES REP.	MISC.
LUBER FLORIDA 201 W STOUT ST # 5 CHATEAU MI 54728				0403		3	8341	
			DWELLING TYPE		TYPE HOOK-UP			
			MULTI-FAMILY					
DISCONNECT REASON:								

NOTE TO I.R. TECHNICIAN	DROP LOCATION	NUMBER OUTLETS
-------------------------	---------------	----------------

REC 88/CS/MVF, ACT 17AD FREE INSTALL BRING 1 DOY. WILL BILL. (010)
 CUSTOMER BUYBACK GIVE CREDIT \$300.00 PLUS 50 AFTER 12.30.01 B4 2:30

WORK TO BE PERFORMED				CONVERTER				TERMINAL ADDRESS
CODE	QTY.	DISCOUNT	DESCRIPTION	CHARGE	SERIAL NUMBER	TYPE	STATUS	
11			FR INST	0.00				
PC			ADV MVF	39.95				
DB			7 MONTHS	0.00				
RR			REMOTE	0.00				
***** WORK TASKS *****				SPECIAL INSTRUCTIONS *****				
RECONNECT				TAG #				

*ISSUED 2 Bills: GI 1007700632
 GI 4113ND6-037*

BALANCE INFORMATION
 TOTAL \$ 0.00
 DELINQUENT \$

ACT. 12/19/01 2 UNITS

TOTAL AMOUNT TO COLLECT:	TOTAL AMOUNT PAID:	CHECK:	CASH:	TAG NO.

COMPLETION					TROUBLE CALL RESOLUTION CODES				A/B Switch
DATE	I R TECH. #	START	STOP	CODE					

I R TECH COMMENTS AND MATERIALS USED	SIGNAL LEVELS		ON TIME, GUARANTEED, EXPLAINED
	A SIDE	B SIDE	
LOW CH #	_____	_____	Customer agrees to a 90 day commitment to service _____
HIGH CH #	_____	_____	CUSTOMER SIGNATURE _____ DATE _____

Charter ADVANTAGE *plan*

As a Charter Communications customer, you deserve the best service and best value for all your communications needs. We are committed to providing both. We offer you more than 180 channels of programming choices, Internet service through Charter Pipeline and world class customer service.

We'll go even further. For your commitment to Charter Communications to remain an Advantage Plan customer through February 28, 2003, we will provide the following:

Guaranteed Rate: We will guarantee our Advantage Plan package rates until February 28, 2003.

Best Price Guarantee: We guarantee to meet or beat any offer from a wire line cable provider for similar services.

Advantage Plan Packages: We have 7 discounted packages including Charter Digital MVP Plus, Charter Digital MVP, Charter Digital Preferred, Charter Digital Select, Charter Digital Complete Basic, Charter Digital New Basic and Charter Expanded Basic that we have packaged to give you up to a 30% discount on your communications services. You have the option to change your package at any time when you become an Advantage Plan member.

Membership: All Charter Communications customers are eligible for the Advantage Plan Membership and savings up to \$300 per year. You will receive all these ongoing benefits when you sign up for one of our Advantage Plan packages.

Yes! I want to become an Advantage Plan member.

Sign me up for the package marked below.

- Charter Digital MVP Plus - \$49.95/month
- Charter Digital MVP - \$44.95/month
- Charter Digital Preferred - \$41.95/month
- Charter Digital Select - \$39.95/month
- Charter Digital Complete Basic - \$29.95/month
- Charter Digital New Basic - \$26.95/month
- Charter Expanded Basic - \$24.95/month

I would like to continue my present services and understand I qualify for any of the Advantage Plan packages in the future.

No, I would not like to sign up for any of the Advantage Plans at this time.

Customer Name (Please Print)

Home Telephone Number

Customer Address

Customer Signature

Date

Account Number

This Plan automatically terminates when you move from the current service area. All services may not be available in all areas. All rates are monthly charges and do not include franchise fees and applicable taxes. No cash value. Void where prohibited. Other restrictions may apply.

White - Charter Communications Yellow - Customer

RL



Charter COMMUNICATIONS*

A WIRED WORLD COMPANY™

Rice Lake, Barron, Chetek, Cameron, Haugen Channel Line-up

Expanded Basic *195*

- 2 *TPT - PBS 2 Minneapolis
- 3 *WEUX - FOX 48 Eau Claire
- 4 *WCCO - CBS 4 Minneapolis
- 5 *KSTP - ABC 5 St. Paul
- 6 *WQOW - ABC 18 Eau Claire
- 7 *KITN - FOX 29 Minneapolis
- 8 *WGN
- 9 *KMSP - IND 9 Minneapolis
- 10 *WHWC - PBS 28 Menomonie
- 11 *KARE - NBC 11 Minneapolis
- 12 *WB
- 13 *WEAU - NBC 13 Eau Claire
- 14 *Community Programs / GRTV
- 15 CNBC
- 16 American Movie Classics
- 17 CNN
- 18 Discovery Channel
- 19 The Weather Channel
- 20 TV Guide Channel
- 21 Disney Channel
- 22 Toon Disney
- 23 *WKBT - CBS 8 La Crosse
- 24 USA
- 25 The National Network
- 26 Nickelodeon
- 27 MTV
- 28 ESPN
- 29 Lifetime
- 30 ESPN2
- 31 Headline News
- 32 FOX Family Channel
- 33 A&E
- 34 Country Music Television
- 35 TNT
- 36 Comedy Central
- 37 TBS
- 38 The Learning Channel
- 39 MSNBC
- 40 TV Land
- 41 Home & Garden Television
- 42 Outdoor Life
- 43 Speedvision

- 44 Fox Sports Network
- 45 ESPNEWS
- 46 Sci-Fi Channel
- 47 The History Channel
- 48 Turner Classic Movies
- 49 Animal Planet
- 50 Cartoon Network
- 51 E!
- 52 FX
- 53 Food Network
- 54 Court TV
- 55 Game Show Network
- 56 Outdoor Channel
- 57 Travel Channel
- 58 VH1
- 59 EWTN/TBN
- 60 Inspirational Network
- 61 TechTV
- 62 ESPN Classic
- 63 The Golf Channel
- 64 Bravo
- 65 Fox News Channel
- 66 The Health Network
- 95 QVC
- 97 C-SPAN - U.S. House
- 98 C-SPAN2 - U.S. Senate
- 99 Home Shopping Network

Premiums (analog)

- 70 HBO
- 71 HBO Family
- 72 HBO Plus
- 73 HBO Signature
- 74 Cinemax
- 75 MoreMAX
- 76 Showtime
- 77 Showtime 2
- 78 Showtime 3
- 79 The Movie Channel

INDEMAND (analog)

- 90 Charter INDEMAND Movies & Events
- 93 Pay-Per-View Adult

Digital Choice

- 100 Discovery Wings
- 102 Discovery Home & Leisure
- 104 Discovery Science
- 106 Discovery Civilization
- 108 BBC America
- 110 Discovery Health
- 112 Discovery Kids
- 114 Noggin
- 116 Nick Gas
- 118 Nick W
- 120 The Biography Channel
- 124 Do-It-Yourself Channel
- 126 History International
- 128 CNN Financial
- 130 CNN Sports Illustrated
- 140 MTV 2
- 142 MTV S
- 144 MTV X
- 146 VH1 Classic Rock
- 148 VH1 Country
- 150 MuchMusic
- 154 Lifetime Movie Network

HBO Plex

- 500 HBO E
- 505 HBO Plus E
- 510 HBO Signature E
- 515 HBO Family E
- 520 HBO Comedy E
- 525 HBO Zone E

Cinemax Plex

- 550 Cinemax E
- 555 MoreMAX E
- 560 ActionMAX E
- 565 ThrillerMAX E

Showtime Plex

- 600 Showtime E
- 605 Showtime 2 E
- 610 Showtime 3 E
- 615 Showtime Extreme E
- 620 Showtime Beyond

The Movie Channel Plex

- 650 The Movie Channel E
- 655 The Movie Channel 2 E
- 675 FLIX E

STARZI & Encore Plex

- 700 STARZI W
- 701 STARZI E
- 702 STARZI Theater
- 704 STARZI BET Movies
- 708 STARZI Family E
- 709 STARZI Cinema W
- 710 STARZI Cinema E
- 726 Encore E
- 730 Encore W
- 732 WAMI E

INDEMAND

- 801 - 834, 860 — 35 channels of INDEMAND Movies & Events
- 850 INDEMAND Previews
- 891 - 893 — 3 channels of Adult Pay-Per-View Movies

Music Choice

- 901 Showcase 1
- 902 Showcase 2
- 903 Origen
- 904 New Releases
- 905 American Originals
- 906 Sounds of the Season
- 907 For Kids Only
- 908 World Beat
- 909 Body & Soul
- 910 Classic R&B
- 911 R&B Hits
- 912 Dance
- 913 Rap
- 914 Metal
- 915 Alternative Rock
- 916 Progressive
- 917 Classic Rock
- 918 Rock Hits
- 919 Soft Rock
- 920 Hit List
- 921 '80s
- 922 '70s
- 923 Solid Gold Oldies
- 924 Today's Country
- 925 Classic Country
- 926 Big Band
- 927 Singers & Standards
- 928 Easy Listening
- 929 Classical Masterpieces
- 930 Light Classical
- 931 Atmospheres
- 932 Light Jazz
- 933 Jazz
- 934 Blues
- 935 Gospel
- 936 Contemporary Christian
- 937 Musica Latina
- 938 Tropical
- 939 Mexicana
- 940 Tejano

*Broadcast Basic



HOLIDAY SPECIAL OFFER

DIGITAL MVP PACKAGE - \$39.95/month for 9 months plus a \$300.00 credit!

Includes:

- Broadcast Basic 14 Analog Channels
- Expanded Basic 55 Analog Channels
- Digital Choice 22 Digital Channels
- MVP Package 18 Digital Movie Channels
- PPV 38 Digital Channels
- Music Choice 40 Digital Music Channels

Also Includes these great features:

- * Parental Lockouts by channel, title or rating
- * Interactive TV Guide
- * CD Quality Digital Music
- * Digital Audio for Home Theatre
- * New User Friendly Menu



18 Movie Channels

Please see reverse side for full line-up information. →

DIGITAL 2-PAY PACKAGE - \$37.95/month for 9 months plus a \$200.00 credit!

Includes:

- Broadcast Basic 14 Analog Channels
- Expanded Basic 55 Analog Channels
- Digital Choice 22 Digital Channels
- 2-PAY Package 10 Digital Movie Channels
- PPV 38 Digital Channels
- Music Choice 40 Digital Music Channels

Also Includes these great features:

- * Parental Lockouts by channel, title or rating
- * Interactive TV Guide
- * CD Quality Digital Music
- * Digital Audio for Home Theatre
- * New User Friendly Menu



10 Movie Channels



Please see reverse side for full line-up information. →

DIGITAL SELECT PACKAGE - \$24.95/month for 9 months plus a \$150.00 credit!

Includes:

- Broadcast Basic 14 Analog Channels
- Expanded Basic 55 Analog Channels
- Digital Choice 22 Digital Channels
- PPV 38 Digital Channels
- Music Choice 40 Digital Music Channels

Also Includes these great features:

- * Parental Lockouts (channel, title or rating)
- * Interactive TV Guide
- * CD Quality Digital Music
- * Digital Audio for Home Theatre
- * New User Friendly Menu



Please see reverse side for full line-up information. →



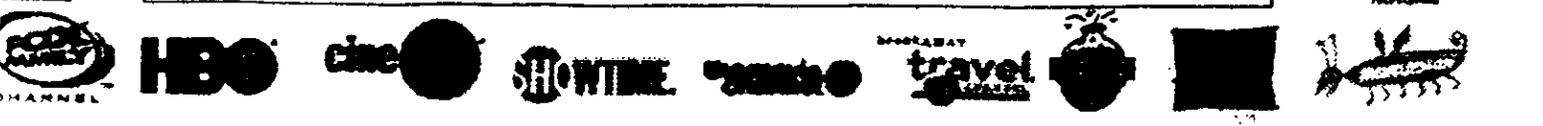
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PROMOTIONAL PACKAGE RATES VALID FOR NINE (9) MONTHS FROM DATE OF INSTALLATION. CUSTOMER MUST AGREE TO SIGN NINE (9) MONTH SERVICE AGREEMENT. THIS OFFER NOT VALID WITH ANY OTHER OFFER. SOME RESTRICTIONS APPLY. THIS OFFER MAY CHANGE OR END WITHOUT NOTICE. PACKAGES NOT AVAILABLE IN ALL AREAS. TAXES AND FRANCHISE FEES NOT INCLUDED. ALL LISTED PACKAGES INCLUDE ONE (1) DIGITAL TERMINAL ONLY. ADDITIONAL COSTS MAY APPLY FOR MULTIPLE TELEVISION SETS.



THE RURAL INDEPENDENT COMPETITIVE ALLIANCE
February 2002

RICA is composed of Competitive Local Exchange Carriers (CLECs) affiliated with rural telephone companies.

- RICA members bring modern communications and information services to rural areas previously neglected by large incumbent carriers.
- RICA members have invested heavily in facilities-based competition to assure the most efficient and effective technology is deployed.

CLEC ACCESS CHARGES

The continued viability of the existence of competitive services in rural areas, is severely threatened by AT&T and Sprint's refusal to pay rural CLECs for access as directed by the Commission's CLEC Access Order and its Declaratory Ruling.

- RICA brought this problem to the Commission's attention in a February 2000 request for emergency relief in the context of the then pending rulemaking in CC Docket No. 96-262.
- In April 2001, the Commission adopted rules effective June 20, 2001, which established rate levels at which CLECs access charges would be conclusively presumed reasonable. RICA members filed tariffs consistent with this order.
- The Commission found that "an IXC's refusal to serve the customers of a CLEC that tariffs access rates within our safe harbor, when the IXC serves ILEC end users in the same area, generally constitutes a violation of the duty of all common carriers to provide service upon reasonable request."
- In October, 2001, the Commission adopted its *Declaratory Ruling* that IXC could not refuse to provide service to customers of CLECs with presumptively lawful tariffed access rates.
- Despite this clear direction, AT&T and Sprint continue to refuse payment and AT&T continues to refuse to provide service to the customers of some rural CLECs.
- AT&T's justifications for its failure to pay are specious, internally inconsistent and contrary to the clear direction of the Commission. AT&T and Sprint have adequate remedies to protect it against unlawful access rates, but have chosen unlawful "self-help" instead.
- The result of AT&T and Sprint's defiance of the law and Commission rulings is that rural

CLECs could soon be threatened with financial crisis comparable to that which has decimated the urban CLEC industry. Accordingly, RICA urges the Commission to take immediate action and enforce its access charge reform rules.

The FCC Needs to “Fine Tune” its Access Charge Reform Rules

- Revise the eligibility criteria from restricting the rural benchmark to those rural CLECs that compete with “non-rural carriers” to applying the rural benchmark to rural CLECs that compete with “price cap carriers.”
- Revise the rural benchmark rate to match the entire NECA rate structure, including the carrier common line charge.
- Revise the eligibility criteria to permit a CLEC which extends its lines into a disqualifying non-rural area to only lose eligibility for the rural benchmark “to the extent” that it serves subscribers in non-rural areas.
- Permit eligible rural CLECs to continue using the rural benchmark when entering a new MSA.

MAG AND THE RURAL TASK FORCE

The Rural Benchmark ties Rural CLEC rates to NECA rates. As the NECA rate is substantially reduced by shifting recovery to a universal service mechanism not available to Rural CLECs, their recovery of the costs of providing interstate access becomes inadequate.

UNIFIED INTERCARRIER COMPENSATION

RICA urges that Commission to not adopt a Bill and Keep plan to reduce regulatory arbitrage. RICA recommends that if the Commission does proceed with developing a Bill and Keep replacement for access, it must determine how access revenues can be replaced for Rural CLECs in manner that does not cause their local rates to violate the principals of affordability and comparability with urban rates.

UNE PERFORMANCE STANDARDS

For those RICA members that have found it necessary to utilize UNEs, their experience has been one of delay and frustration in obtaining UNEs and other facilities of the large ILECs. To address these anti-competitive tactics of the large ILECs and to assist in enforcing Commission Rules, RICA urges the Commission to adopt specific performance measurements

and standards and apply them solely to large ILECs. To impose performance standards and measurements on small and rural ILECs and CLECs with no evidence of discriminatory behavior would unjustly place unnecessary burdens and costs on these carriers.

SUNSET OF EXCLUSIVE CONTRACT PROVISION FOR CABLE TELEVISION

Given the high degree of consolidation in the cable industry, the potential for harm caused by exclusive contracts between vertically integrated cable operators and programming vendors is much greater now than when the prohibition was instituted. Accordingly, the ban must be extended to preserve and protect competition and diversity in the distribution of video programming. Further, because exclusive contracts prevent new entrants from being able to compete on an equal basis with incumbent cable television providers, the Commission must expand the current prohibition to include all exclusive contracts between incumbent cable television operators and programming vendors. The Commission must also address unlawful discriminatory behavior that incumbent cable television companies have exhibited towards new entrants.

DESIGNATION OF RURAL CLECs AS INCUMBENTS

Several Rural CLECs have substantially replaced the incumbents in their service area, and are prepared to assume the obligations of incumbents. The Commission should establish prompt, straightforward proceeds to efficiently process Section 251(h)(2) petitions.

POWER HOUSE™ BRAND



ULTRA

- Telephone Service
(not included in Chibardun areas)
- 70 Channel Digital Video
- Access Plus Gateway Direct
Internet Connection (64K)
- CTC Long Distance
- Special Calling Card Rate
- Wire Maintenance (phone, TV, cat 5)
- Caller ID (name and number)
- 20% discount on Custom Calling features
or Advanced Custom Calling features
- 20% discount on Voice Mail

PRICE
\$69.95* PER MONTH

* Subtract \$10.00 for Ridgeland, Prairie Farm and Sand Creek areas where
telephone service must be purchased separately.

Add \$10.00 for 128K. Add \$15.00 for 512K.

POWER HOUSE™ BRAND



PLUS

- Telephone Service
(not included in Chibardun areas)
- 70 Channel Digital Video
- Dial Up Internet (Unlimited)
- CTC Long Distance
- Special Calling Card Rate
- Caller ID (number)
- 10% discount on Custom Calling features
or Advanced Custom Calling features
- 10% discount on Voice Mail

PRICE
\$64.95* PER MONTH

* Subtract \$10.00 for Ridgeland, Prairie Farm and Sand Creek areas where
telephone service must be purchased separately.

POWER HOUSE™ BRAND



BASIC

- Telephone Service
(not included in Chibardun areas)
- Access Plus Home Direct Internet Connection
(128K)(must be CTC facilities - not leased loop)
- CTC Long Distance
- Special Calling Card Rate
- 5% discount on Custom Calling features
or Advanced Custom Calling features
- 5% discount on Voice Mail

PRICE
\$56.95* PER MONTH

* Subtract \$10.00 for Ridgeland, Prairie Farm and Sand Creek areas where
telephone service must be purchased separately.

Add \$10.00 for 512K

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GOOD!

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GOOD!

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TV CHANNEL LINE-UP

- 2 KTCA *PBS Mpls.*
- 3 WQOW *ABC Eau Claire*
- 4 WCCO *CBS Mpls.*
- 5 KSTP *ABC Mpls.*
- 6 KLGT *Ind. Ch. 23 Mpls.*
- 7 WFTC** *FOX 29 Mpls.*
- 8 WKBT *CBS La Crosse*
- 9 KMSP *Ind. Mpls.*
- 10 WEUX *FOX 48 Eau Claire*
- 11 KARE *NBC Mpls.*
- 12 WHWC *PBS Menomonie*
- 13 WEAU *NBC Eau Claire*
- 14 Rice Lake Community Channel *(Rice Lake only)*
- 15 Comm Access
- 16 VH-1
- 17 TNN *(Nashville Network)*
- 18 Discovery
- 19 WTBS
- 20 Nick
- 21 CNN
- 22 The Weather Channel
- 23 MTV
- 24 Sci-Fi
- 25 Court TV
- 26 C-Span
- 27 WGN
- 28 FOX Family
- 29 The Learning Channel
- 30 Headline News
- 31 CNN/SI
- 32 Outdoors Channel
- 33 E-Entertainment
- 34 Comedy Central
- 35 CMT *(Country Music Television)*
- 36 ESPN 2
- 37 FOX News
- 38 AMC *(American Movie Classics)*
- 39 CNBC
- 40 ESPN
- 41 USA
- 42 Disney
- 43 Lifetime
- 44 TNT *(Turner Network Television)*
- 45 A&E
- 46 Trinity Broadcasting Network
- 47 New Inspirational
- 48 C-Span 2
- 49 QVC
- 50 Health Network
- 51 Telemundo
- 52 TV Land

AUDIO CHANNEL LINE-UP

- 301 Showcase I
- 302 Showcase II
- 303 Origen
- 304 New Releases
- 305 American Originals
- 306 Sounds of the Season
- 307 For Kids Only
- 308 World Beat
- 309 Body & Soul
- 310 Classic R&B
- 311 R&B Hits
- 312 Dance
- 313 Rap
- 314 Metal
- 315 Alternative Rock
- 316 Progressive
- 317 Classic Rock
- 318 Rock Hits
- 319 Soft Rock
- 320 Hit List
- 321 '80s
- 322 '70s
- 323 Solid Gold Oldies
- 324 Today's Country
- 325 Classic Country
- 326 Big Band
- 327 Singers and Standards
- 328 Easy Listening
- 329 Classical Masterpieces
- 330 Light Classical
- 331 Atmospheres
- 332 Light Jazz
- 333 Jazz
- 334 Blues
- 335 Gospel
- 336 Contemporary Christian
- 337 Musica Latina
- 338 Tropical
- 339 Mexicana
- 340 Tejano
- 341 Folklorica
- 342 Boleros
- 343 International Love Songs
- 344 Brazilian Pop
- 345 Brazilian Beat

**Subject to change. Negotiations are in progress. This channel may be replaced with another.
All channels have stereo sound capabilities if provided in stereo by the broadcaster.
Channel line ups are subject to change without notice.

ADDITIONAL SERVICES:

VARIETY VIEW I

- 70 Golf
- 71 Good Life/Nostalgia
- 72 Animal Planet
- 73 HGTV *(Home & Garden)*
- 74 Bloomberg TV
- 75 Discovery People
- 76 FLIX
- 77 Encore
- 78 Encore Plus
- 79 Outdoor Life

FREE
with
CIC Telephone
- OR -
\$5.95
Month

VARIETY VIEW II

- 80 History Channel
- 81 Turner Classic Movies
- 82 Cartoon Network
- 83 SpeedVision
- 84 Great American Country
- 85 Odyssey
- 86 Game Show Channel
- 87 Travel Channel
- 88 Romance Classics

FREE
with
CIC Telephone
and CIC Long
Distance
- OR -
\$5.95
Month

INDEMAND PAY-PER-VIEW

201-214 Pay-Per-View Channels

All channels from 201 through 214 are Pay-Per-View.

PREMIUM CHANNELS

- 101 HBO **\$9.00 Month**
- 102 HBO Plus *(included with HBO)*
- 103 HBO Signature *(included with HBO)*
- 104 HBO Family *(included with HBO)*
- 105 HBO Zone *(included with HBO)*
- 106 HBO Comedy
- 111 Cinemax **\$8.95 Month**
- 112 MoreMax *(included with Cinemax)*
- 113 ActionMax *(included with Cinemax)*
- 114 ThrillerMax *(included with Cinemax)*
- 121 Showtime **\$8.95 Month**
- 122 Showtime 2 *(included with Showtime)*
- 123 Showtime 3 *(included with Showtime)*
- 124 Showtime Extreme *(included with Showtime)*
- 125 Showtime Beyond *(included with Showtime)*
- 131 The Movie Channel **\$8.95 Month**
- 132 The Movie Channel 2 *(included with The Movie Channel)*
- 133 Sundance Channel *(included with The Movie Channel)*

PREMIUM CHANNEL PACKAGES

- 2 premium channels **\$14.95 Month**
- 3 premium channels **\$22.95 Month**

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