

COLE, RAYWID & BRAVERMAN, L.L.P.

PAUL GLIST
WRITER'S E-MAIL
PGLIST@CRBLAW.COM

ATTORNEYS AT LAW
1919 PENNSYLVANIA AVENUE, N.W., SUITE 200
WASHINGTON, D.C. 20006-3458
TELEPHONE (202) 659-9750
FAX (202) 452-0067
WWW.CRBLAW.COM

LOS ANGELES OFFICE
2381 ROSECRANS AVENUE, SUITE 110
EL SEGUNDO, CALIFORNIA 90245-4290
TELEPHONE (310) 643-7999
FAX (310) 643-7997

September 30, 2002

ELECTRONIC FILING

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th St. S.W.
Washington, DC 20554

Re: Ex Parte, GN Docket 00-185

Dear Ms. Dortch:

On behalf of Charter Communications, Inc., I am updating the record to reflect that Charter has reached its first agreement for multiple ISPs to serve customers over Charter's cable systems. The new agreement provides for Grand Rapids, Mich.-based Iserv to provide high-speed cable (cable modem) Internet connectivity over the Charter network in Grand Haven and Spring Lake, Mich. Iserv will provide its own billing, customer support, e-mail and access to the Iserv website. Charter will maintain its network from its headend to the customer's home. Charter will continue to offer Charter Pipeline, its high-speed cable modem service, as well as video services in these markets. The top five MSOs now provide for multiple ISP access, in addition to "click-through" access to ISPs, through negotiated agreements.

Sincerely,

Paul Glist

cc: Jerry Lambert
Marvin Rappaport
Kenneth W. Ferree, Chief, Media Bureau
Sarah Whitesell, Media Bureau
Peggy Greene, Media Bureau

Marlene H. Dortch
Secretary
September 30, 2002
Page 2

Stacy Robinson, Legal Advisor to Commissioner Abernathy
Catherine Bohigian, Legal Advisor to Commissioner Martin
Susan Eid, Legal Advisor to Chairman Michael Powell
Susanna Zwerling, Legal Advisor to Commissioner Copps