



Wave Broadband, LLC  
Charter Fiberlink CA – CCO, LLC

**Important Notice Regarding Your Phone Service**



August 31, 2007

Dear Customer:

Wave Broadband, LLC ("Wave") currently provides your interconnected Voice over Internet Protocol ("VoIP") communications service, known as WavePhone™. Charter Fiberlink CA – CCO, LLC and its affiliate ("Charter") have agreed to acquire assets of Wave in and around Cerritos and Ventura, California. Accordingly, Charter shortly will begin providing telephone service to customers currently being served by Wave.

Subject to obtaining any state and federal regulatory approvals that may be required, we anticipate that the transition to Charter will occur on or about October 1, 2007. Unless you have begun using a service provider other than Wave prior to this date, Wave will transition your current interconnected VoIP communications service to Charter's telephone service.

The rates, terms and conditions for the Charter telephone service to which your interconnected VoIP service will be transitioned will remain the same at the time of this change.

You have the right to subscribe to telephone service from any service provider, if any, that you wish. This decision is entirely up to you, and you may choose to switch to another provider either before or after the transfer to Charter occurs. However, selecting a carrier other than Charter may result in a charge being imposed for which Charter will not be responsible. Charter values your continued business and will gladly respond to any questions you may have about your service either prior to or during the change.

Until the actual transfer date, Wave will continue to be responsible for all customer service and billing issues. You should contact Wave with any questions, complaints or other customer service inquiries you may have prior to the transfer. After the transfer date, you should refer your questions to Charter.

If you have any questions regarding the transfer to Charter, please contact Charter at 877-940-7166 or Wave at 866-928-3123.

Sincerely,

CHARTER COMMUNICATIONS



Shannon Dunham  
Vice President and Senior Counsel

WAVE BROADBAND



Jim Penney  
Executive Vice President