

**Charter Fiberlink NY-CCO, LLC**  
Within the State of New York

**New York PSC No. 3 - Telephone**  
Addenda 9: Promotions  
2<sup>nd</sup> Revised Page 1  
Supersedes 1<sup>st</sup> Revised Page 1

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## Current Promotions

The Telephone Company may offer promotions for a limited period of time in the Telephone Company's exchanges subject to the availability of facilities. All promotional service offerings will be filed with the Public Service Commission.

### A. Residential Promotions

#### 1. Long Distance Package-Unlimited Minutes Promotion - \$29.99 per month

The Telephone Company will offer the Unlimited Long Distance Minutes package at a discounted monthly rate of \$29.99 to residential customers for each offer shown below. These promotions apply to a single primary line and exclude all additional lines.

At the end of the specified promotional period, the discounted monthly rate of \$29.99 will be converted to the current monthly tariffed rate in effect at that time for the applicable Unlimited Long Distance Minutes Package.

These promotions will be available in all service areas where the Telephone Company provides service under the terms and conditions of its tariff and will be effective from December 21, 2011 through June 30, 2012.

(C)

**Phone Plus One** – Customers will get the promotional price for six (6) months when they are new subscribers to the Unlimited Long Distance Minutes Package and subscribers to **either** service below. Services must be placed on the same order.

- Limited Basic Video (or higher)
- 3Mg High Speed Internet Service (or higher)

**Phone Plus Two** – Customers will get the promotional price for twelve (12) months when they are new subscribers to the Unlimited Long Distance Minutes Package and subscribers to **both** services below. Services must be placed on the same order.

- Limited Basic Video (or higher)
- 3Mg High Speed Internet Service (or higher)

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## **Current Promotions (cont'd)**

### **A. Residential Promotions** (cont'd)

#### **2. Unlimited In State Calling Package Promotion - \$19.99 per month**

The Telephone Company will offer the Unlimited In State Calling Package to residential customers at a discounted monthly rate of \$19.99 for each offer shown below. These promotions apply to a single primary line and exclude all additional lines.

At the end of the specified promotional period, the discounted monthly rate of \$29.99 will be converted to the current monthly tariffed rate in effect at that time for the applicable Unlimited Long Distance Minutes Package.

These promotions will be available in all service areas where the Telephone Company provides service under the terms and conditions of its tariff and will be effective from August 1, 2011 through December 31, 2011.

(C)

**Phone Plus One** – Customers will get the promotional price for six (6) months when they are new subscribers to the Unlimited In State Calling Package and subscribers to either service below. Services must be placed on the same order.

- Limited Basic Video (or higher)
- 3Mg High Speed Internet Service (or higher)

**Phone Plus Two** – Customers will get the promotional price for twelve (12) months when they are new subscribers to the Unlimited In State Calling Package and subscribers to both services below. Services must be placed on the same order.

- Limited Basic Video (or higher)
- 3Mg High Speed Internet Service (or higher)

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### Current Promotions (cont'd)

#### A. Residential Promotions (cont'd)

##### 3. Charter Unlimited Long Distance Phone Plus One Step Up Promotion

(N)

To reward customers for their loyalty the Telephone Company will offer the Long Distance Package- Unlimited Minutes at a discounted monthly rate of \$34.99 for six (6) months to residential customers who previously received the Long Distance Package- Unlimited Minutes package promotion at \$29.99 and are rolling off of the offer.

Subscribers must retain **Phone Plus:**

- Limited Basic Video (or higher) or
- 3Mg High Speed Internet Service (or higher)

This promotion applies to a single primary line and exclude all additional lines. At the end of the specified promotional period the discounted monthly rate will be converted to the existing monthly rate in effect. A customer's discontinuance of the required services will result in a conversion of this discounted rate to the current tariff rate for the applicable non-discounted service. The Company reserves the right to change or

discontinue offer of this promotion at any time. This promotion will be available in all exchange areas where the Telephone Company provides service under the terms and conditions of this tariff.

This promotion will begin on September 12, 2011 and end on March 1, 2012.

(N)

Issued: August 31, 2011

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## **Current Promotions (cont'd)**

### **A. Residential Promotions (cont'd)**

#### **4. Charter Price Guarantee Promotion – Triple Play**

The Telephone Company will offer the Long Distance Unlimited Minutes Package in conjunction with the Price Guarantee program to Charter Video, Charter High Speed internet and Charter Telephone residential subscribers at a discounted monthly rate of \$ 19.99. This rate applies to the first year of a two year agreement. This offer is available to existing customers through retention sales efforts. This discounted monthly rate is applicable with terms and conditions as set forth in the Company's Long Distance Package-Unlimited Minutes Price Guarantee offering. Standard rates apply at the end of the promotional period. This promotion applies to a single primary line and excludes all additional lines. Additional services may be purchased ala carte at standard rates. The Company reserves the right to change or discontinue offer of this promotion at any time. This sales promotion will be offered December 21, 2011 through June 30, 2012.

**(C)**

#### **5. Charter Price Guarantee Promotion – Double Play**

The Telephone Company will offer the Long Distance Unlimited Minutes Package in conjunction with the Price Guarantee program to High Speed Internet and/or Telephone residential subscribers at a discounted monthly rate of \$ 9.99. This rate applies to the first year of a two year agreement. This offer is available to existing customers through retention sales efforts. This discounted monthly rate is applicable with terms and conditions as set forth in the Company's Long Distance Package-Unlimited Minutes Price Guarantee offering. Standard rates apply at the end of the promotional period. This promotion applies to a single primary line and excludes all additional lines. Additional telephone services may be purchased ala carte at standard rates. The Company reserves the right to change or discontinue offer of this promotion at any time. This sales promotion will be offered December 21, 2011 through June 30, 2012.

**(C)**

#### **6. Charter Resolution Plus**

The Telephone Company will offer the Long Distance Unlimited Minutes Package at a discounted monthly rate of \$19.99 following installation to existing residential customers of affiliate services. This offer is available to existing customers who go through the Service to Sales channel and will become Double Play or Triple Play customers. Standard rates apply at the end of the promotional period. Existing affiliate service customers must be new customers to telephone service. This promotion applies to a single primary line and excludes all additional lines and services which can be purchased ala carte at standard rates. This promotion cannot be combined with other telephone offers but may be combined with other video and high speed data promotions. The Company reserves the right to change or discontinue offer of this promotion at any time. This promotion will be offered December 21, 2011 through June 30, 2012.

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## **Current Promotions (cont'd)**

### **A. Residential Promotions (cont'd)**

#### **7. Charter Affiliate Service Promotion - \$14.99**

The Telephone Company will offer Long Distance Package-Unlimited Minutes services at a discounted monthly rate of \$14.99 following installation to existing residential customers of affiliate services (video or high speed internet). This offer is available to existing customers who will become Double Play or Triple Play customers through select sales channels. Existing affiliate service customers must have subscribed to service for at least one year and be new customers to telephone service. This offer is good for twelve (12) months with either package. Standard rates apply at the end of the promotional period. This promotion applies to a single primary line and excludes all additional lines and services which can be purchased ala carte at standard rates. This promotion cannot be combined with other telephone offers but may be combined with other video and high speed data promotions. The Company reserves the right to change or discontinue offer of this promotion at any time. This sales promotion will be offered December 21, 2011 through June 30, 2012.

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#### **8. Standard Installation Charge Discount**

The Telephone Company may offer standard telephone service installation (up to one new jack, if no jacks are present, excludes any special construction charges) at a discount to regular tariff charges. The promotional service installation discount may be given to residential telephone-only or multiple service (telephone and video and/or internet) package customers under the terms, conditions and operating service areas as defined in this tariff. This promotion will be available in all Company sales channels for standard service installation and may be discounted based upon customer and competitive circumstances. Regular installation charge discounts are tiered and may be \$25.00, \$9.99 or \$0.00 while the transfer of service discount is tiered at \$19.99 or \$0.00. This offer may be combined with other telephone service offers. The Company reserves the right to cancel or discontinue offer of this promotion at any time. This sales promotion will be offered December 21, 2011 through June 30, 2012.

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## **Current Promotions (cont'd)**

### **A. Residential Promotions** (cont'd)

#### **9. Charter Unlimited In State Calling Phone Plus One Step Up Promotion**

**(N)**

To reward customers for their loyalty the Telephone Company will offer the Unlimited In State Calling package at a discounted monthly rate of \$24.99 for six (6) months to residential customers who previously received the Unlimited In State Calling package promotion at \$19.99 and are rolling off of the offer.

Subscribers must retain **Phone Plus:**

- Limited Basic Video (or higher) or
- 3Mg High Speed Internet Service (or higher)

This promotion applies to a single primary line and exclude all additional lines. At the end of the specified promotional period the discounted monthly rate will be converted to the existing monthly rate in effect. A customer's discontinuance of the required services will result in a conversion of this discounted rate to the current tariff rate for the applicable non-discounted service. The Company reserves the right to change or discontinue offer of this promotion at any time. This promotion will be available in all exchange areas where the Telephone Company provides service under the terms and conditions of this tariff. This promotion will begin on September 12, 2011 and end on March 1, 2012.

**(N)**

#### **10. Charter Unlimited Long Distance Resolution Plus Step Up Promotion**

**(N)**

To reward customers for their loyalty the Telephone Company will offer the Long Distance Package-Unlimited Minutes at a discounted monthly rate of \$24.99 for six (6) months to residential customers who previously received the Charter Resolution Plus package promotion at \$19.99 and are rolling off of the offer. This offer is available to existing customers who went through the Service to Sales channel and will remain Double Play or Triple Play customers.

This promotion applies to a single primary line and exclude all additional lines. At the end of the specified promotional period the discounted monthly rate will be converted to the existing monthly rate in effect. A customer's discontinuance of the required services will result in a conversion of this discounted rate to the current tariff rate for the applicable non-discounted service. The Company reserves the right to change or discontinue offer of this promotion at any time. This promotion will be available in all exchange areas where the Telephone Company provides service under the terms and conditions of this tariff. This promotion will begin on September 12, 2011 and end on March 1, 2012.

**(N)**

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**Current Promotions (cont'd)**

**A. Residential Promotions** (cont'd)

**11. Charter Long Distance Unlimited Minutes Triple Play Bonus Promotion**

The Telephone Company will offer the Three Way Calling feature at no additional charge with the purchase of the Long Distance Unlimited Minutes Triple Play package to new residential telephone subscribers at the monthly rate of \$34.99 and the acceptance of a two year agreement. Standard rates apply at the end of the contract period. This promotion applies to a single primary line and excludes all additional lines. Additional services may be purchased ala carte at standard rates. The Company reserves the right to change or discontinue offer of this promotion at any time. This sales promotion will start October 25, 2011 and will expire March 31, 2012.

**12. Charter Cut Phone Bill in Half Promotion**

The Telephone Company will offer Long Distance Unlimited Minutes Packages for 12 months to existing residential customers of Charter Video and/or Charter Internet services resulting in a reduction of the customer's current monthly telephone service rate of 50% or greater. This offer applies to new telephone customers who are in good standing with the Company. This offer applies to customers of traditional landline service offered by AT&T, Verizon and CenturyLink companies. Seasonal/Vacation Service type offerings are not applicable. Proof of existing phone service and billing may be required. Standard rates apply after 12 months. This promotion applies to a single primary line and excludes all additional lines. Additional services may be purchased ala carte at standard rates. The Company reserves the right to change or discontinue offer of this promotion at any time. This sales promotion will begin January 2, 2012 and expire March 31, 2012.

(N)

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## **Current Promotions (cont'd)**

### **B. Business Promotions**

1. The Telephone Company will offer standard installation at no charge to existing Charter Business® subscribers who are new telephone subscribers.

The customer must purchase all services on a 12 month or longer term agreement. Additional business lines on the same service order will also receive standard installation at no charge. This offer may not be combined with other offers.

This promotion will be offered December 21, 2011 through June 30, 2012.

**(C)**

2. Free Standard Installation

The Telephone Company will offer standard installation at no charge to new Charter Business® subscribers. The customer must purchase a minimum of one business line along with any combination of Video\* and/or Internet\* products. Internet products must be at speeds of 8M or higher to qualify for this offer.

The new customer must purchase all services on a 12 month or longer term agreement. Additional business lines on the same service order will also receive standard installation at no charge. This offer will be available through the Account Executive, Inside Sales Representatives, and Outbound Telemarketing Channels and may also be used for retention of existing customers whose account is in current status. This offer may not be combined with other offers.

This promotion will be offered December 21, 2011 through June 30, 2012.

**(C)**

\*This is a non-regulated affiliate product.

3. The Telephone Company will offer a minimum purchase of two (2) Business Lines for \$14.39 per line per month with one (1) Unlimited Long Distance Plan for \$15.98 per month and a choice of one (1) Solution or Solution Plus Feature Package for \$9.59 per month to new Charter Business® customers. The customer must also purchase 8M/1M (or higher speed) Internet\* to be eligible for this offer. Customers purchasing 16M/2M (or higher speed) Internet\* and/or Expanded Basic TV\* will also be eligible for standard installation at no charge.

The customer must purchase all services on a 12 month or longer term agreement. Additional services purchased on the same service order will be eligible for the same terms and conditions. Any business lines purchased without Unlimited Long Distance will be billed at Charter's Basic Long Distance Plan rate. This offer is only available through the Account Executive, Partners, and National Accounts Channels and may also be used for retention of existing customers whose account is in current status. This offer may only be combined with the Refer-A-Business Program.

This promotion will be offered December 21, 2011 through June 30, 2012.

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\*This is a non-regulated affiliate product.

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## **Current Promotions (cont'd)**

### **B. Business Promotions** (cont'd)

4. The Telephone Company will offer a Business Line for \$16.99 per line per month, Unlimited Long Distance for \$16.98 per month and a choice of Solution or Solution Plus Feature Package for \$11.89 per month to new Charter Business® customers. The customer must also purchase 8M/1M (or higher speed) Internet\* to be eligible for this offer. Customers eligible for this offer who purchase 16M/2M Internet\* will also receive 50% off the standard installation. Customers purchasing 16M/2M Internet and Expanded Basic TV\* or 25M/3M (or higher speed) Internet\* will receive standard installation at no charge.

The customer must purchase all services on a 12 month or longer term agreement. Additional services purchased on the same service order will be eligible for the same terms and conditions. Any business lines purchased without Unlimited Long Distance will be billed at Charter's Basic Long Distance Plan rate. All eligible customers purchasing services through the Outbound Telemarketing Channel will receive standard installation at no charge. This offer may also be used for retention of existing customers whose account is in current status. This offer may only be combined with the Refer-A-Business Program.

This promotion will be effective January 17, 2011 through July 16, 2011.

\*This is a non-regulated affiliate product.

5. The Telephone Company will offer discounts on Direct Inward Dial (DID) and certain Long Distance Packages to Charter Business® customers. The customer must purchase a minimum of one Voice Trunk with DID and a Long Distance package in addition to Fiber Internet\* service as described to receive discounts as shown:

(C)

- Customers purchasing Charter Business® Fiber Service\* at speeds from 5Mbps to 9Mbps and Voice Trunk, DID Block with a minimum 2,500 Minute Long Distance package will receive a discount valued at the current rate for DID 20 Block and the 2,500 Minute Long Distance Package
- Customers purchasing Charter Business® Fiber Service \* at speeds of 10Mbps or greater and Voice Trunk, DID Block with a minimum 5000 Minute Long Distance package will receive a discount valued at the current rate for DID 20 Block and the 5,000 Minute Long Distance Package

The customer must purchase Voice Trunk services on a 36 month or longer term agreement. Any additional Voice Trunk services on the same service order will be eligible for the same offer.

This promotion will be offered December 21, 2011 through June 30, 2012.

(C)

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**Current Promotions (cont'd)**

**B. Business Promotions** (cont'd)

6. The Telephone Company will offer discounts on Direct Inward Dial (DID) to any Charter Business® customer with a minimum Voice Trunk purchase. The first time Voice Trunk customer must purchase three (3) Voice Trunks to receive the discounted rate of \$5.00 for all 100 Blocks of DIDs. (C)

The customer must purchase all services on a 12 month or longer term agreement. Any additional Voice Trunks on the same service order will be eligible for the same offer.

This promotion will be offered December 21, 2011 through June 30, 2011. (C)

7. Reserved for Future Use

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### **Current Promotions (cont'd)**

#### **B. Business Promotions (cont'd)**

8. The Telephone Company will offer a Business Line, Complete Feature Package and Unlimited Long Distance for \$45 per month and free standard installation to existing Charter Business® customers. This offer is limited to existing customers of affiliate services who have had the affiliate service for a minimum of 60 days and the account is in current status.

The customer must retain the telephone service and affiliate services on a 12 month or longer term. Additional packages of the Business Line, Complete Feature Package and Unlimited Long Distance for \$35 along with free standard installation may be purchased on the same order for the same term.

This promotion will be offered December 21, 2011 through June 30, 2012.

**(C)**

The Telephone Company will offer a Business Line, Advanced Feature Package and Unlimited Long Distance for \$35 per month and free standard installation to existing Charter Business® customers. This offer is limited to existing customers of affiliate services who have had the affiliate service for a minimum of 60 days and the account is in current status.

The customer must retain the telephone service and affiliate services on a 12 month or longer term. Additional packages of the Business Line, Advanced Feature Package and Unlimited Long Distance for \$35 along with free standard installation may be purchased on the same order for the same term.

This promotion will be offered December 21, 2011 through June 30, 2012.

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**Current Promotions (cont'd)**

**B. Business Promotions (cont'd)**

9. The Telephone Company will offer a minimum purchase of four (4) Business Lines for \$13.40 per line per month with any Long Distance Plan included in this promotion only and four (4) Complete Packages at \$14.00 per line per month to new Charter Business® customers who have not subscribed to Charter within the last six months. The customer must also purchase Internet\*, Hosting\*, Desktop Security\* and Exchange Mailboxes\* with the minimum order.

Available Long Distance Plans per Account

<u>LONG DISTANCE</u> <u>MINUTES</u>	<u>RATE PER</u> <u>MONTH</u>
2,500	\$ 66.00
5,000	\$121.50
10,000	\$216.00
20,000	\$337.50
40,000	\$607.50

The customer must purchase all services on a 24 month or longer term agreement. Additional services beyond the four minimum may be purchased at the rates shown. Also, any lines above the minimum four can include the Basic Package at \$3.50 per line per month or the Advanced Package at \$7.60 per line per month. Standard installation is at no charge for services on the same order. This offer is only available through the Account Executive and Inside Sales Channel. This offer may not be combined with other offers.

This promotion will be offered December 21, 2011 through June 30, 2012.

(C)

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